

# ***Burns Paiute Tribal Transit***



# ***Bus Driver Manual***

2023 Edition

## **Cell Phones:**

Transit Bus (541)-413-0057  
Tribal BIA Police (541)573-2793  
Harney District Hospital (541)-573-7281  
Emergency Services 911

## **Transit Manager**

### **Transit Specialist**

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## **Office Operating Hours: (541) 413-0057**

Mon-Fri 7:00 am – 3:00 pm  
Saturday- closed.  
Sunday – Closed

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**Note:** For the purposes of this manual a bus driver is defined as any volunteer or agency employee who, as part of their job function, drives an agency revenue service vehicle that is used to provide transportation to clients and customers whether the vehicle is in revenue service or not.

# ***Introduction***

The Burns Paiute Tribal Transit operates around a core idea. Once you understand it, you will be able to make proficient decisions about situations that come up on route.

**Our core statement is:**

*Proudly serving our riders with safe, reliable, friendly, and accessible mobility.*

**Our defining values are:**

*Teamwork, Professional Conduct, Safety First and Individual Initiative.*

You are the face of the Burns Paiute Tribal Transit. The responsibilities of the transit operations team are the key to our success and the public will evaluate our system based on the examples you and the entire team set. We need to treat each and every passenger, every trip as if it were their first. Whether you are new or have been with us a long time, you are part of a service tradition that sets the Burns Paiute Tribal transit apart from other transit systems. This Bus Driver's Manual provides information and guidelines to assist you in performing your daily duties. Use it as a valuable resource.

The Burns Paiute Tribal Transit provides more than 200 rides per month. By delivering reliable, responsive, accessible public transportation services, all of us at the Burns Paiute Tribal Transit play a role in enhancing our community's quality of life and accessibility to other destinations in the state.

## **Welcome aboard!**

# ***Bus Driver Training***

BPTT is committed to a high standard of safe, reliable, and courteous service. This requires that agency drivers be well-trained and have a good understanding of procedures that we will work with on a daily basis.

The goal of the bus driver training program is to ensure that all drivers, whether paid or volunteer, are trained in safe vehicle operation, passenger assistance, passenger sensitivity, and ADA equipment operations.

Bus driver training will include in-house training provided by BPTT experienced, trained drivers and staff as well as training that is provided by outside sources. Documentation of training will be kept for each bus driver on the "Training Documentation Form", and will be filed in the employee's driver file. (See Attachment [T-1](#))

Required training overview (a comprehensive list is at the end of this document):

- In House Training will include:
  - Bus Driver Orientation (includes Passenger Assistance and ADA Equipment)
  - Driving Skills (Includes Passenger Assistance and ADA Equipment)
  - Pre- and Post-trip vehicle inspection (Forms & Procedures)
  - Drug Use & Alcohol Misuse Awareness
  - Accident, Loss, and Incident Procedures
  - General Policy and Procedures Manual / Orientation
  - Record Keeping
  - HIPPA/FWA /NEMT Expectations & Trainings
  
- Outsourced training will include:
  - CPR / First Aid Certification/Blood Borne Pathogen
  - Defensive Driving
  - Passenger Assistance Certification

## **In-House Training**

Orientation is the training that occurs when the bus driver is initially hired. The new driver will not be allowed to go out on routes on his/her own until the initial training steps have been completed.

Driving Skills will provide an opportunity for a new bus driver to become familiar with and operate a variety of vehicles in each of the service types accompanied by an experienced, trained driver. This will be accomplished by:

- Job Shadow - a new bus driver will accompany a BPTT experienced driver who has successfully completed training on ADA equipment. The purpose is to allow the new bus driver to observe how the equipment is properly operated, and how the driver communicates with the passenger so that the passenger is comfortable as they experience a ride on the transit system. This is required for each route/type of service, including Medicaid, demand response, and intercity. **Minimum hours across all types of service: 8 hours.**
- Ride Along - a BPTT trained driver will observe driving techniques and coach the new bus driver in equipment operations, including proper lift operation and mobility device securement. **Minimum hours across all types of service: 10 hours.**

Passenger Assistance, Sensitivity, and ADA Equipment Operations (PASS) review and instruction will be given annually. Designated In-House instructor will provide individual and/or class instruction to review proper passenger assistance procedures and increase driver awareness to insure they are practicing these procedures on a daily basis. The PASS Certification training will be done at a minimum of once every three years (reviews will occur annually).

Drug Use & Alcohol Misuse Awareness training is required. Bus drivers will be given a BPTT Drug and Alcohol Policy for Transportation Services. As part of the policy training requirement, drivers will access the Substance Abuse Training on-line course provided by the Federal Transit Administration at the following website ([elearning.nationalrtap.org](http://elearning.nationalrtap.org)). Bus drivers are to complete this course and print out the certificate offered upon successful completion and give it to their supervisor. Please note: Reasonable accommodation will be provided to bus drivers who may have difficulty with on-line training.

Accident and Incident Procedures will be reviewed with the new bus driver by the manager or his designee as part of initial Orientation.

### **Outsourced Training**

Defensive Driving certification is required every three years. This training is provided in cooperation with the Rail & Public Transit Division and/or the NEMT Brokerage contracted partners. Bus drivers are required to attend this training within six months of the date of hire unless they already have a current certification of completion of the course (current within the previous three-year period).

ADA Passenger Assistance and Sensitivity certification is required every three years. Like the Defensive Driving certification, this training is provided in cooperation with the Rail & Public

Transit Division and/or the NEMT Brokerage contract partners. Bus drivers are required to attend this training within six months of the date of hire.

CPR / First Aid/Blood Borne Pathogens certification is required every two years. Training is provided by a local contractor, typically the Blue Mountain Hospital EMT Staff. Bus drivers are required to attend this training within six months of the date of hire unless they already have a current certification.

# ***Bus Driver Conduct***

Remember, agency bus drivers are the face of Burns Paiute Tribal Transit and, as such, perform a very important job. Without the service provided by the bus drivers, many of the agency clients would not have access to medical appointments, meal sites and social interaction opportunities, shopping, and many other activities.

Being a successful bus driver requires not only good driving skills but good customer service skills as well. The bus driver must have good communication skills and have the ability to treat others in a respectful manner. The bus driver should always be friendly, helpful, punctual, and professional. They must be able to interact well with a variety of people and to drive safely, despite distractions.

## ***PROHIBITED BEHAVIOR BY BUS DRIVER***

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### ***Radios, Cellular Phones, And Listening Devices***

Scanners, personal radios, personal cellular phones, CD and cassette players, or any other personal listening device with or without earphones may not be used while operating an agency vehicle.

### ***Smoking Policy***

Smoking is strictly prohibited inside any enclosed agency property, including all vehicles, or within 10 feet of any opening window, door or air intake vent of any structure owned, leased, or otherwise operated by BPTT. Oral tobacco products may not be used while on duty or inside any agency property, including vehicles.

### ***Theft and Dishonesty***

Taking agency property, regardless of value, is considered theft. Deliberate failure to report accidents and/or incidents, making false statements, or work time claims, or any other act of dishonesty is prohibited and will be cause for possible prosecution and/or discipline up to and including termination.

### Gambling and Fighting

Illegal gambling while on agency property is prohibited. Fighting while in uniform or on agency property, except in self-defense, is strictly prohibited.

### Insubordination

Insubordination shall be defined as failure or refusal to obey proper instructions or orders given (as outlined in the job description or personnel policy manual) by the Transit Manager, or an intentional act of gross discourtesy or belligerency toward any manager, board of director, manager, or operations assistant.

### Breach of Professional Conduct

An intentional act of gross discourtesy or belligerence toward any other bus driver, staff member, client, agency, or agency partner.

### Negligent or Willful Destruction of Property

Any bus driver causing damage to agency property through deliberate negligence or disobedience of rules may be held financially responsible for such damage in addition to any disciplinary action taken up to and including termination.

### Weapons and Chemical Spray Devices

Bus drivers may not carry or display weapons or chemical spray devices while on duty or on agency property.

# ***Customer Relations***

## ***Selling A Service***

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While learning to drive a bus professionally is important, the measure of a professional bus driver depends largely upon his/her treatment of the customers. The bus driver must sell the service by being pleasant and courteous to the people who ride the bus. **This is the mark of the true professional.**

### The Customer

The most important thing in a transportation system is ridership. If people are pleased with the service, they will continue to use the bus system. To them, the bus driver is BPTT. What they think of the agency and its service depends on how they view the performance of the bus driver. **Courteous, caring bus drivers are BPTT's best assets.**

### Customer Complaints



A few guidelines may be helpful in handling complaints. First, listen attentively; let them say what they have to say. Try to get their name and then address them by name. Thank them for their concern. Apologize for the inconvenience or delay. Avoid arguments, as they accomplish nothing. Do not let others change your pleasant manner. Simply showing concern will eliminate 90 percent of customer problems.

### Customer Lost and Found Items

Items left on the bus can be turned in and claimed at the Transit Office. Wallets or purses found on the bus should not be opened by the bus driver but should be turned in to the Transit Manager as soon as possible. The Transit Manager will only open the wallet or purse in the presence of a witness to find the owner's name and document the contents.

### Customer Rules

Burns Paiute Tribal Transit; for the protection of bus drivers, customers, the public, and agency property, has adopted the following rules. Violation of any rule may result in expulsion from the bus and denial of future service.

### General Rules

- The seats at the front of buses are reserved for the use of disabled and senior customers. Non-qualifying customers should, but are not required to, vacate reserved seating upon request of the bus driver.
- Walkers with seats, used as mobility devices should not be used as seats while the bus is moving.
- All customers (except infants) must wear a shirt and shoes.
- Bus drivers are not to assume responsibility for packages, letters, etc., without orders from Transit Manager.
- It is required that customers remain seated with seatbelts fastened (if available) while the bus is in motion.
- Oregon Law requires children and infants to be secured in either a booster seat or car seat. Parents are required to provide their own car seats or booster seats and must secure them appropriately.

### Prohibited Behavior on Buses

- Physical attacks upon, and offensive touching of, other customers or the bus driver.
- Loud or unruly behavior that could distract the bus driver.
- Vandalism of agency property, or intentional destruction of property of other customers.
- The threat of immediate harm to the bus driver or other customers.
- Interfering with the operation or movement of any agency vehicle.
- Use or possession of alcohol or illegal drugs, except alcoholic beverages that are sealed, while on the bus.
- Smoking.

- Throwing or shooting any object within the bus, or out through a bus window or doorway.
- Spitting within, or through the window or doorway of, any bus.
- Engaging in any activity is prohibited by federal, state, or local law.
- Littering.
- Playing personal listening devices, except through earphones that cannot be heard by others.
- Soliciting or canvassing to collect money, without written authorization of the agency's Transit Manager.
- Placing feet or dirty items on seats or seat backs.
- Guns or rifles are permitted on the bus, but must be unloaded, in a locked case, stowed at the back of the bus and the ammunition must be stored separately. Additionally, the driver may require the case be secured with a zip-tie closure for transport.

### Prohibited Baggage

- Packages which are so large as to cause a hazard by blocking an aisle. (Example: Any package larger than what it would take to occupy one seat is a hazard and, therefore, too large.) If a customer is being forced to stand because baggage is occupying a seat, the owner of the baggage must hold the baggage to free a seat for the standing rider.
- Gasoline or any flammable liquid, including empty containers.
- Items containing acids, including new batteries in which electrolyte has not been added.
- Food or drink in an open container or to be consumed on the bus. All such items must be packaged in a tightly closed container. Beverages in an approved commuter-type container will be permitted.
- Unfolded baby strollers or carriages.

Good judgment and common sense must be exercised in determining other items, which you, the bus driver, deem dangerous to yourself and/or other customers. When in doubt, do not allow the item to be brought on board. Contact the Transit Manager for support if needed.

### Refusal of Service

Bus drivers who encounter customer problems are encouraged to use good judgment in resolving those problems. If refusal of service becomes necessary, the Transit Manager must be notified before proceeding on route. Bus drivers should never physically contact a customer. Bus drivers should avoid leaving the driver's seat to confront a problem customer and call the Transit Manager for assistance. In appropriate cases Law Enforcement may be called to intervene.

If there is an emergency situation in which physical safety is threatened, notify the Transit Manager immediately.

Refusal of service may be for any reason from capacity busloads to disruptive customers with or without disabilities.

# ***Bus Operations***

## ***BUS DRIVER RESPONSIBILITIES***

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The bus driver is responsible for the safe operation of his/her vehicle, in accordance with agency policies and procedures and local traffic regulations. Additionally, the safety and comfort of the customers is a primary concern. This requires maintaining proper lighting, heating, and ventilation, as well as the inside appearance of the bus.

Other duties of the bus driver are to maintain an accurate recording of daily ride counts (and special counts when requested by the Transit Manager). The mechanical condition of the vehicle is a concern of the bus driver, who must report any irregularities immediately to the transit manager.

### ***Bus Driver Equipment***

A Bus Driver's Manual will also be supplied to the bus driver. *It is each driver's responsibility to use downtime to maintain the cleanliness of the vehicles and the facility to keep all in a state of good repair.*

### ***Layovers and/or leaving your vehicle unattended.***

When on a layover do not leave your vehicle idling for more than three (3) minutes. When leaving the vehicle unattended, in a safe location, please do the following:

- Put transmission shift lever in "Park" position,
- Set emergency brake,
- Turn off engine,
- Remove the vehicle ignition key,
- Turn on the vehicle 4-way flashers,
- Close the vehicle's front doors.

The bus driver should make sure that customers remaining on the bus understand that if they do elect to stay on the bus after the driver closes the doors, they are not "trapped"; the front doors can be pushed open, if necessary.

### ***Basic Bus Maneuvers***

The following basics are necessary for safe, smooth operation of equipment.

Seatbelts - seatbelts must be worn by the bus driver when operating any Agency vehicle.

Steering Wheel - proper placement of hands on the steering wheel (not on spokes), with palms out and thumbs in groove on top.

Proper Turns (starting points):

- Right turns – right shoulder at curb line of street entering, four feet from curb at right side before starting,
- Left turns - front bumper at center line of street entering,
- Button hook - angling in to right; then bringing front end out again to left before turning to block right side to prevent cars from coming up on right side,
- Lane splits - using the middle of two lanes for right or left turn to get necessary space to avoid hitting curb.

Braking and stopping distance - avoiding quick sudden movements is essential to preventing customer injuries and rear end collisions. Gradual and smooth braking is a necessity. Because of the extra room needed to stop a bus, one must look ahead and anticipate stops. Enough room must be allowed between you and the vehicle ahead to allow for stopping smoothly.

Mirrors - proper adjustment of mirrors is critical in providing a "safety zone" or space around the vehicle. Properly set mirrors are essential.

Curbing - the proper distance from the curb at service stops is six to twelve inches. This prevents scraping tires on curbs and long steps for customers. If the bus driver is unable to stop within six to twelve inches from the curb, it is then suggested that the stopping distance be at least six feet from curb. This is a safety practice for boarding/deboarding passengers to prevent tripping.

Clearances - sufficient clearance on the right side is a must to stay clear of parked vehicles, trees, signs and other obstacles. In order to achieve this, the bus driver must quickly develop the habit of staying close to the centerline on the left side.

Service stops - bus stops vary as to the kinds of maneuvers a bus driver must make. Some stops are on the near side of an intersection, requiring special alertness on all sides when pulling back out. At times, the bus driver may not be able to get the entire bus out of the traffic. This calls for caution and deliberately signaling your intentions. Other stops are on the far side of an intersection. This calls for making sure the bus is clear of the intersection and leaving enough room in front of the vehicle to facilitate reentry into traffic (at least 10').

Signals - The bus driver needs to make clear his/her intentions to other drivers. This requires proper use of flashers and turn signals. When making a service stop, signal with the right turn signal when pulling in, use the flashers while at the stop, and use the left turn signal on pulling out.

**Tail Swing:**

Bus Drivers should be mindful that many of the agency vehicles exaggerate tail swing when pulled sharply away from the curb (full left turn), there can be as much as 2.5 – 3 feet of tail swing over the curb. To minimize the effects of this tail swing, pull away from the curb slowly, at an angle of about 10-degrees until the rear wheels are 2.5 – 3 feet away from the curb or obstacle. At this point, the vehicle can be maneuvered sharply away from the curb without the right rear corner making an impact.

### **Factors That Affect Driving**

The professional bus driver must adapt driving techniques to a variety of roads and changing conditions. Weather, visibility, road conditions, and traffic are all factors. Slowing down, leaving more following distance, avoiding sudden moves and other techniques must be used. Caution builds confidence.

Night Driving - At night a bus driver's response to hazards is slower because they cannot always see what is beyond the headlights. Be especially alert for pedestrians and bicyclists. Many customers and pedestrians wear dark-colored clothing and are difficult to see. Reduce danger by making adjustments:

- Reduce speed,
- Don't overdrive the headlights,
- Look slightly to the right at road edge or fog line to guard against headlight glare,
- Make sure the vehicle headlights, taillights and flashers are clear and in working order,
- Allow more side clearance since mirrors show less in the dark,
- Increase following distance, as it is easier to overestimate distances at night,
- Drive with dash lights dimmed and front domes off to avoid reflections in windshield.

Bad Weather - Failure to recognize the hazards of bad weather driving can easily lead to an accident. One must constantly be alerted to varying road conditions. Be observant as to wet roads after a dry spell, wet leaves, loose sand, or gravel, etc. Any of these road conditions could cause a bus to skid. Watch for icy spots such as bridges, overpasses, or any shaded area. Even when there is just heavy frost, bridges can be slippery. In bad weather, increase side clearance and following distance, accelerate slowly and smoothly, brake sooner and more gently, and avoid sudden movements. The key to controlling the vehicle is to prevent locking or spinning the wheels.

Rain - Rain presents several driving problems. The beginning of rain may result in slippery streets. A heavy rain can greatly reduce visibility. Windows will fog up. Driving through deep water may affect the brakes. Wet roads can cause a loss of traction called "hydroplaning." In all these situations, stopping distances are greatly increased. Precautions include reducing speed, running wipers, heaters, and defrosters, and braking more gradually. If brakes are wet, try them as soon as possible, applying them several times under power to help dry them out.

Fog - Poor visibility is the primary danger in fog or thick smoke. To compensate, reduce speed, use headlights on low beam, slow down before entering foggy patches, signal stops by tapping brakes. Use hazard lights if necessary.

*Snow and Ice* - The most dangerous conditions often occur when the temperature is near freezing (32 degrees F). Ice is generally more slippery near the freezing point than it is at lower temperatures. In such conditions it is vital that bus drivers use lighter pressure on throttle when starting out; reduce speed, allowing more space around the bus; increase following distance; make turns at a reduced speed; use gentle pressure on the brakes. Do not brake hard; this is likely to cause a skid. It is wise when starting out to get the feel of the road. Lightly try the brakes so you will know what to expect.

When the road is slippery, use the "stab braking" technique: apply brakes, if the vehicle starts to slide, stop braking to straighten vehicle out. As soon as wheels start rolling again, apply brakes again. Repeat process until the vehicle has slowed sufficiently or stopped. If the vehicle has anti-lock brakes (ABS), **do not** pump the brakes, instead apply steady pressure to the brakes. As the ABS engages, the driver may feel the brake pedal pulsating. This is caused by the system applying and releasing pressure to the brakes.

In snow, stopping at a bus stop will often build up a pile of snow in front of the rear wheels and the bus will appear to be stuck. It sometimes helps to back up and get a little run at the snow buildup so the bus can move ahead over it. At other times, it may help to try rocking the bus forward and backward to make a path in the snow. Do not apply too much throttle. If the wheels start to spin, stop so that they don't dig in further. In packed snow, the tire tracks made by other vehicles may become frozen and slippery. Better traction might be gained by getting over just to the right or left of the packed tire tracks.

*Skids* - A skid occurs whenever the tires lose their grip on the road. It can happen in one of three ways:

1. Over braking - braking too hard.
2. Over steering - turning too sharply.
3. Over accelerating - too much power starting out.

In a skid, turn the front wheels in the direction of the skid. Use throttle to maintain motion, but not enough to spin the wheels.

If the road has a high crown, do not pull clear over to the curb when stopping for customers. Stay out in the street a little more so that you can get away from the curb. Caution the customers to be careful as they approach the bus.

*Visibility* - Poor visibility increases the hazards. Keep windshields clear by using wipers, defroster, and driver fan, if necessary. The bus driver may need to stop the bus and clean snow or ice off the windshield and mirrors.

*Tip to Eliminate Foggy Windows on Buses with Air Conditioning*: Turn the selector knob on the dash to "COOL." The air is passed over the cooling coils condensing the moisture out of it. The dry air is then reheated and returned to the passenger compartment, eliminating window fogging.

*Railroad Crossings* - BPTT bus drivers of all vehicles with capacity of 14 passengers and over (not including the bus driver) will stop at all Railroad crossings. There are some exceptions to this -- for instance, at flag stops where a railroad employee is required to flag stop or at a crossing posted exempt.

### **Defensive Driving**

Defensive driving is often what distinguishes the professional from the average motorist. The defensive driver makes allowances for the mistakes of others. He/she is always surveying the road to spot possible hazards and drives in such a manner as to avoid the hazards. This is in contrast to the typical motorist who drives unaware and at times has to take emergency action to avoid an accident. Waiting until emergency action is necessary is not often going to keep the bus driver out of trouble. The defensive driver tries to keep a space cushion around his/her vehicle that is clear of hazards and works to always maintain that cushion.

BPTT has a Safety Committee consisting of fellow employees who investigate each accident/incident involving a bus. The Committee's concern is preventing accidents. Based on its findings, the Committee determines each accident to be either preventable or non-preventable. The Committee's ruling is then entered into the file of the bus driver involved. Decisions can be appealed by the bus driver if he/she feels that not all the facts were known or considered. The Safety Committee then meets with the bus driver to discuss the matter and issues a final decision. A third and final appeal to the Board of Directors is possible. Such appeals are rare and usually unnecessary.

### **Bus Driver Supplies**

The following items will be available for bus drivers:

- Loaner Bus Driver's Manual,
- Driver's timecard,
- Current route and schedule information (detours, field trips),
- Accident packet,
- Bio-hazard clean-up kit.

It is the bus driver's responsibility to have the items necessary to do his/her job.

### **Pre & Post Trip Inspections**

Over the years, the agency has developed certain operational procedures to ensure safe, efficient service throughout the system. It is important that the new bus driver becomes familiar with these guidelines.

*Bus Warm-up and Idling Times* - Warm-up is not to exceed 20 minutes. At other times, whenever parked, buses are to be idled no more than 3 minutes.

Pre and Post Trip Inspections - It is required that bus drivers who take equipment off site first follow an outlined set of steps for inspecting both the outside and inside condition of the bus. Also, the driver checking equipment back in makes such an inspection. In either case, any irregularities should be reported to Maintenance (bus or tire damage, vandalism, malfunctions, etc.)

Mid Trip Checks - Bus drivers are required to check the vehicle between trips and at the end of the line for packages left on the bus or any container that looks suspicious, in addition to occasionally looking for lost items, vandalism, or unsafe/unsanitary conditions.

### Trip Inspections

Bus drivers are required to perform the following **pre-trip** checks before leaving the property and completing the appropriate forms including Pre, Post accident reports..

#### I. Walk-Around Exterior Check

##### ➤ Body and Tires:

- New body damage or scratches,
- Broken windows,
- Broken or loose mirrors,
- Graffiti,
- Excessive tire side-wall damage/Lugs,
- Antifreeze, oil, or other fluid leaks.

##### ➤ Lights:

- 4-way flashers,
- Taillights,
- Sign lights,
- Clearance lights,
- Headlights.

##### ➤ Interior Check:

- Interior lights,
- Chime,
- Right and Left wipers,
- Cycle lift/ramp completely,
- P.A. System (inside and out),
- Vandalism,
- Graffiti,
- Jammed fare-box,



- Safety straps secured in holders,
- Horn,
- Gauges,
- Rear door interlock,
- Safety Equipment,
- Seat/Mirrors.

Bus drivers are required to perform the following **post-trip** checks after parking and complete the appropriate forms including Pre, Post and accident reports.

➤ Interior Check:

- All windows and overhead vents closed,
- Damage to seats,
- Lost and found items (all items found are to be turned in and claimed at the Operations desk. Wallets and/or purses should never be opened without a witness and then only by the Operations desk personnel),
- Graffiti,
- Jammed fare-box,
- Safety straps secured in holders,
- All switches in off position,
- The front door closed.

➤ Walk-Around Exterior Check:

- New body damage or scratches,
- Broken windows,
- Broken or loose mirrors,
- Graffiti,
- Tires.

**Vehicle Problems**

The agency maintains a diverse fleet. It is the responsibility of the bus driver to initiate a brief, concise and clear record of defects noted during a shift or inspection. Complete Pre& Post-Trip Form for all defects and notify the District Manager of all deficiencies.

**If it isn't written up and delivered to the Transit Manager, it hasn't been reported:**

➤ Defects

- When completing the Pre & Post-Trip Form please use your driver's name and bus number.
- Notify the Transit Manager of any problems that need to be fixed before the bus goes out on the road.

### ➤ Road Calls

- Notify the Transit Manager ASAP in the event of an equipment malfunction that occurs while in service - Give a brief description of the problem.
- Stay with the vehicle until it is repaired or replaced. Do not move without authorization from the Transit Manager. If the vehicle is disabled, always use the 4-way flashers. If parked in a hazardous area take the additional precautions of:
  1. Lifting the exterior engine hood and,
  2. Put out the safety triangles.

These safety steps serve several purposes:

- Aid the mechanic in locating your bus,
- Notify traffic behind you that the vehicle will not be moving,
- Indicate to other drivers pulling in behind you that your bus may not pull out on time and to leave sufficient clearance,
- Comply with Oregon State Law.

When you receive your replacement bus, notify the Transit Manager. Let them know if you are behind schedule or have customers on board. Don't Assume!! No bus driver should sit out a run or cut any part of a route unless instructed to do so by the Transit Manager. Keep customers informed and assist as needed or directed by the Transit Manager.

### **All Intercommunity Routes**

Safety is the agency's highest priority when boarding and deboarding customers. Bus drivers should encourage customers to utilize designated bus stops using tact and diplomacy. Flagging of the bus is permissible; however, customers should be encouraged to use designated bus stops the next time they use the service if located within  $\frac{3}{4}$  mile of their location. Bus drivers must use their best judgment, keeping safety as the highest priority where there are no designated bus stops.

### **Buses with Available Bike Racks**

Customers are responsible for loading and unloading bikes.

- Only the number of bikes may be placed on the rack at one time that it is designed to hold,
- Customer must remove any bike attachment that interferes with safe operation of the bike rack,
- Customers should follow oral instruction as provided by the bus driver or written instructions related to use of the bike rack,
- Customers should return the rack to the upright position when empty,
- BPTT is not liable for improperly loaded bikes.

# ***Accident Procedures***

## ***BUS DRIVER RESPONSIBILITIES***

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It is very important to the agency that all accidents and incidents are reported. Failure to report this always leaves the agency in jeopardy and may leave the agency at a disadvantage in a lawsuit. In order to protect both yourself and the agency, always follow the procedures listed for accidents and incidents.

The following procedures must be performed anytime an agency vehicle might have been damaged, anytime an agency vehicle and another vehicle come into contact, or anytime an incident occurs where a customer might have been injured, even though no damage or injury is apparent.

- Notify the Transit Manager immediately. Police and ambulances will be dispatched, if necessary.

Note: Anytime something happens on or off the bus that causes you to ask (or think of asking) anyone if they are okay, you must notify the District Manager immediately. At a minimum, we always need to note these occurrences, for the agency's protection, and we may need witness cards and a customer list, also. Please do not disembark your customers until the Transit Manager makes that determination unless the customers are placed in imminent danger by remaining onboard.

- Assist the injured.
- If blocking traffic, set out the reflective triangles. Make sure the vehicle four-way flashers are on. Get someone to direct traffic. (Do not use flares near spilled fuel)
- Do not move the vehicle before specific authorization to do so by the Transit Manager, except in the case of fire, police order, or impending danger from traffic.
- Do not leave the scene of the accident without specific authorization to do so by the Transit Manager as the bus driver **must** remain readily available for a post-accident drug and alcohol test as required by the Burns Paiute Tribal Transit Drug and Alcohol Policy for Transportation Services. Any BPTT employee who leaves the scene of the accident without notifying the employer or employer representative and does not remain readily available, without justifiable explanation prior to submission to drug and alcohol testing will be considered to have refused the test and their employment will be terminated. This requirement is not intended to prevent or delay in any way the rendering of necessary

medical attention for any injured person, treatment of the covered employee, or the employee's departure from the scene to obtain necessary emergency medical attention.

- Get the names, addresses, phone numbers, and statements of all witnesses, unless otherwise instructed by the District Manager. Witness cards for this purpose are in the vehicle accident packets. Exchange information with the driver of other involved vehicles using the information form in the accident packet.
- Have all customers sign the customer list, unless otherwise instructed by the District Manager.
- Fill out the Accident Information Report, immediately following your shift, unless otherwise instructed by the District Manager.

Discuss the accident/incident only with an agency manager, police officers, or the agency's insurance adjusters and then only in a private area where the conversation can be kept confidential. **Do not** discuss the accident/incident with the news media, witnesses, the general public, other parties involved, or other insurance investigators. Under **no circumstances** should you ever sign any document assigning fault.

Accidents or incidents in which you are not involved should be reported to the Transit Manager as they occur, so that the information can be relayed to the appropriate agency in time to be of help.

Every bus should have three (3) reflective triangles and a charged fire extinguisher. If your bus does not, notify Transit Manager immediately.

### **Bio-Hazardous Material Cleanup**

A bio-hazard clean-up kit will be issued to all bus drivers. This is to be used to facilitate clean-up of any small spills of bodily fluids.

Each kit contains:

- 2 pairs of non-latex gloves.
- 2 large paper towels
- 2 Anti-microbial wipes
- 1 bag w/closing band.

When needed follow these instructions:

- Put on non-latex gloves,
- Use paper towel to wipe area,
- Use Anti-microbial wipe to thoroughly cleanse area for at least 30 seconds or until wipe runs dry,
- Put used wipes and paper towels in the disposal bag,
- Remove gloves - carefully placing them into the disposal bag,

- Cleanse hands with second Anti-microbial wipe - rubbing hands for 30 seconds with wipe or until wipe runs dry,
- Put remaining used items in disposal bag, tie shut, contact the District Manager for proper disposal.

### **Safety Standards**

Safety is BPTT a top priority. The community must perceive the agency as a safe and secure system if it is to achieve ridership goals. Bus drivers are entrusted with operating the equipment safely under various demands. The goal of the safety program is to identify problems as early as possible and intervene to provide the bus driver with additional tools so that they can be successful and meet the agency's high standards for safety. Ultimately, it is the bus driver's responsibility to use the tools and training to operate the bus in a safe manner.

### **Preventable Accident or Loss**

This manual is intended to provide every opportunity to identify safety issues on an individual basis and work with the bus driver to improve their accident record. This is accomplished through training, coaching, check rides and discipline, if necessary, to ensure that the bus driver is taking safety seriously and using the tools offered by the agency. Standards are measured on a two-year rolling window.

Bus drivers are responsible for the safe operation of the vehicle thus avoiding incidents and accidents including comprehensive damage (Loss). A Loss is damage to a vehicle due to collision with an object. For example, a bus driver backing into a building, or running into a tree causing damage to the vehicle is considered a Loss.

If a bus driver has more than one preventable accident, loss, or citation in a two-year period, it will be considered as a serious violation of the agency's safety standards and a full evaluation of the bus driver's performance will take place to determine appropriate disciplinary action.

A full evaluation will also take place if the value of cumulative damage exceeds \$4,000 or if serious injury or loss of life occurs.

Any serious accident caused by the negligence of a BPTT bus driver which exceeds \$4,000 in property damages, results in serious injury or loss of life will be reviewed independently and may result in discipline up to and including termination.

The District Manager will be responsible for notifying ODOT PTD within 72 hours of any accident or incident that causes more than \$1000 in damage or loss or serious injury. ODOT PTD must also be notified of any fatality within 24 hours.

# ***Emergencies***

## ***PASSENGER MEDICAL EMERGENCIES***

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In case a customer becomes distressed and/or is having a medical emergency.

1. Stop the bus at the next available safe location.
2. Call the Transit Manager and give them your location and the nature of the medical emergency.
3. Stay on the phone with the Transit Manager because they will be in contact with 911. 911 will already have emergency services in route, but they will have follow up questions that the Transit Manager will need to ask you while emergency services is on the way.
4. Do not move the bus unless released by the Transit Manager or instructed to do so by emergency services.
5. While waiting emergency services take action to keep the involved customer as safe, calm and as comfortable as possible.

## ***LOCAL AREA DISASTERS***

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In the event of a local disaster authorities may require BPTT to provide buses for their use. BPTT will attempt to meet those needs from resources at the bus barn, but buses on route may also be diverted to meet their needs.

1. Buses dispatched from the Tribal Manager will be provided with a bus driver instruction sheet and a blank customer manifest if appropriate.
2. Buses diverted to a disaster from on route regular service will be given directions over the phone.

## ***FIRE EMERGENCIES***

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### Building Fire

1. Call 911 from the nearest telephone and in a clear and calm manner do the following:
  - Identify yourself,
  - State there is a possible fire,
  - State exactly where the fire is located.
2. Remain calm and begin evacuation. Be familiar with the location of the emergency exits, fire extinguishers and evacuation procedures.
3. Do not return to the building until authorized to do so by the emergency coordinator.
4. Upon arrival of the emergency response team, follow their directions.

### Fire on the bus

In the event of fire on a bus or fire is suspected because of smoke or odors:

Immediately disembark the customers in as safe a location as possible. The safety of customers is paramount so use your judgment to prioritize the need to get off the bus as opposed to getting to the safest possible location.

1. Make sure that everyone is disembarked.
2. Contact Transit Manager and inform them of your location, the need for any medical assistance and the condition of the bus.

Upon the arrival of emergency services, follow their instructions and keep the Transit Manager informed as best as you can.

# **ADA Accessibility**

## **GENERAL PRINCIPLES**

BPTT is recognized for providing exceptional services to people with disabilities and is committed to continuing to provide good access for all riders. Bus drivers should be aware of the difficulties of customers that are older or have a disability and be sensitive to their needs.

COMMUNICATION: As a professional bus driver, you must do your best to serve all of your customers. People who have disabilities are just that – people. For a variety of reasons many people with disabilities find it demeaning to be referred to as *handicapped* along with other words and phrases that imply inability or dependence such as *crippled, wheelchair or house bound, stricken with, suffers from or retarded*. A person's disability or condition, if it needs to be mentioned at all, should be secondary and used only when that information is needed. Focus on the person first, not the disability.

RELAX. Do not be embarrassed to use common expressions such as "I've got to run now," "See you later", or "Have you heard about", even if the person does not run, see or hear well. People with disabilities use these expressions all of the time.

COURTESY: When people who are older or have disabilities board a bus and there are already customers seated in the wheelchair bays, bus drivers must ask and encourage those seated to move to another seat. Bus Drivers **cannot** require people to move but a courteous request can make all the difference.

Always ask before assisting a person with a disability and then listen carefully. Do not interfere with a person's full control over his/her assistive devices.

MINDFULNESS: Any aggressive, abrupt driving behavior on the part of the BPTT bus driver can put customers at risk. Sharp cornering, fast take-off or sudden stops can cause a passenger to

fall from their seat. This is especially true for people with disabilities or the passenger in a wheelchair if the wheelchair is secured but the passenger isn't.

**COMMON SENSE:** Be aware that there are many people with disabilities that are not apparent. Just because you cannot see a disability does not mean it does not exist. Never make assumptions about an individual's capabilities.

**ELIGIBILITY:** Any customer, upon request, may use the lift. Not all customers who need lift assistance have visible disabilities. It is important to accommodate everyone ***without question.*** It is preferred that those using mobility devices board the lift backwards. However, it is not required.

#### **ACCIDENTS:**

Some of our customers may be medically fragile. When an accident, injury or illness occurs, **DO NOT** move, or transfer a customer unless imminent danger is probable. In the event a customer must be moved, consult the person first. If a customer is injured and danger is not imminent, wait for the paramedic team to treat and move the person(s) safely.

#### **CUSTOMERS WITH VISUAL DISABILITIES AND OTHER SPECIAL NEEDS:**

Not all people with a visual disability use guide dogs or white canes. You may not always be able to tell if someone has a disability that requires your help. People with disabilities that are new to the community or are visiting may not have had any prior training on how to use public transit. For these reasons, and because it is a requirement under the Americans with Disabilities Act, bus drivers may need to verbally confirm the identity of their bus or announce a requested destination. If in doubt do not be afraid to ask how you can be of assistance.

When a customer asks for or appears to need additional assistance in learning how to use public transit, drivers can refer them to the District Manager for further assistance.

#### **BOARDING TIME GUIDELINES FOR CUSTOMERS**

- **To Board:** On average, a customer should take two and one-half minutes or less to board the bus. For those using the lift, boarding time begins when the lift touches the ground, and ends when the customer is in the wheelchair bay but not yet secured. The boarding time is a guideline, not a hard and fast rule.
- **To Deboard:** On average, a customer should take two and one-half minutes or less to deboard the bus. For people who use the lift, deboarding time begins when the customer is released from the security straps and ends when the customer is off of the lift. Again, deboarding time is a guideline not a hard and fast rule.

#### **When to Contact the District Manager:**

The District Manager should be contacted if a customer is consistently having difficulty boarding the lift, or regularly takes too long to board, and exceeds the boarding guidelines, or the customer is hazardous to themselves or other bus customers by maneuvering themselves or their wheelchair while the bus is in motion.



Bus Drivers must notify the District Manager before refusing service to a person who has a disability.

### **LIFT/RAMP PROCEDURES:**

The lift may be used for two people only if there is an attendant or small children who cannot board independently and must accompany the customer using the wheelchair. When an attendant rides the lift with a person in a wheelchair, the wheelchair must be backed on to the lift and the person accompanying stands behind the wheelchair on the lift because of weight distribution.

Bus drivers will not operate the lift in any situation determined to be hazardous or physically carry or pick up customers and/or their wheelchairs in any manner, except in an emergency.

**ONLY** the bus driver will operate the agency's ADA equipment.

#### Accessible Equipment Procedures

- Position the bus, as necessary, to accommodate the use of the lift or ramp,
- Activate the four-way flashers,
- Set the emergency brake,
- Put transmission in neutral,
- Activate the door,
- Activate the lift/ramp-power switch,
- Ramp equipped buses – activate the kneel position.

### **Lift Malfunctions**

Lift malfunctions must be reported to the District Manager immediately. If a customer cannot board because of mechanical failure, the District Manager will dispatch an alternate form of transportation.

### **Mobility Devices**

A securement strap on each side of the chair must secure wheelchairs. The straps must be secured to the frame of the wheelchair, usually low near the wheels of the chair or scooter. Securement straps are NOT to be secured around the individual like a seat belt and should not be attached to moveable parts of the mobility device such as arm or footrests. Three-wheel mobility devices must be secured with at least one securement strap. Bus drivers **must** check securement straps and assist customers, as needed, before moving the bus. **The bus driver is responsible for proper securement.** Although the shoulder/lap belt securement is optional customers who have demonstrated an inability to remain seated in their wheelchairs should be

strongly encouraged to use GCTD's shoulder/lap belt system. Loops have been installed on some wheelchairs to provide an easy way to use securement locations.

### **Walkers with Seats Used as Mobility Devices**

Passengers are prohibited from using any walker (with a built-in seat) as a seat while riding on BPTT vehicles.

### **SERVICE ANIMALS**

The Americans with Disabilities Act (ADA) protects the rights of qualified individuals with disabilities to be accompanied by their service animals in public places (such as buses and bus stations) and in private places of public accommodation (such as restaurants). To the broadest extent feasible, individuals with disabilities and their service animals will be allowed to go wherever the general public may go.

Beginning on March 15, 2011, the ADA defines service animals as "dogs (and sometimes miniature horses) that are individually trained to do work or perform tasks for people with disabilities." Examples of such work or tasks include guiding individuals with impaired vision, alerting individuals with impaired hearing, alerting, or protecting a person who is having a seizure, pulling a wheelchair, or performing other duties. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

There is no requirement that service animals be certified or licensed as service animals by either the state or local government. **The ADA prohibits public or private entities from requiring proof of a service animal's training, nor may they make unnecessary inquiries into the existence of a disability.** In Oregon, animals in training are subject to the same rules as service animals. Therapy dogs who visit facilities for therapeutic work with residents, in-home companions (providing comfort), and guard dogs used strictly for protection do not have public access rights under state and federal law.

### **Service Animal Requirements**

To travel on BPTT buses or visit BPTT facility a service animal must:

- Be individually trained to do work or perform a task related specifically to a person's disability.
- Be under the control of the owner or handler and must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the owner or handler's control (e.g. voice control, signals, or other effective means);
- A service animal must NOT ride on wheelchair lifts.

The service animal will not be allowed on BPTT buses or in BPTT facility if:

- The animal is aggressive or out of control and the animal's owner or handler does not take effective action to control it.
- The animal is not housebroken.

#### Application of The Service Animal Policy

BPTT employees encountering a customer who is accompanied by an animal may ask the question, “Is this an animal that is trained to assist you with a disability?” If the customer answers, “yes” and the animal appears well behaved and under the handler’s control, the assumption will be that it is a trained service animal. A customer with a disability is not required to provide any specific information about the nature of his/her disability. If it is believed that someone is falsely claiming a service animal or there are questions or concerns about the behavior of an animal, the bus driver will inform the Transit Manager immediately without denying service.

# ***Day to Day Security Activities***

## **FRONTLINE SECURITY PRINCIPLES**

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Bus drivers should be aware that their professionalism during a security incident lends itself to the perception of a safe and secure transit environment. As a front-line employee, a bus driver should be especially aware of their security responsibilities since the public will be looking to them for guidance. Self-confidence during a security incident will project to the general customer a feeling of wellbeing and will project a positive public perception of BPTT.

In the transit world one of the most common security activities is the collection and protection of bus fares. It is a bus driver’s duty to manage fare payment in compliance with agency fare collection policies. A bus driver’s role is fare compliance oriented. Not enforcement!

In the event that fare collection escalates to a potential security incident:

- Make note of the passenger for follow up the Transit Manager

In dealing with security issues, keep in mind:

- Patience and self-control are exercised in all communication with customers.
- The bus driver notifies the Tribal Manager immediately of any serious customer misconduct.
- Interior lights must be on during hours of darkness, and only turned off in conditions of extreme adverse visibility for short periods.
- Obey all federal, state, and municipal laws and statutes that pertain to vehicle operations.
- Use caution when attempting to awaken customers sleeping. Always use your voice first before trying physical contact.

- If any customer engages in conduct that is threatening to the safety, welfare, or comfort of others, contact the Transit Manager immediately.
- Bus drivers must never engage in physical contact with a customer unless rendering aid, or in defense of themselves or others.
- Do not detain anyone against his or her will. This includes locking them in the bus, as well as physically detaining someone.

Standard Operating Procedures:

- Robbery or Assault – remain calm, never apprehend, use only defensive tactics, and notify the District Manager, control customer panic, give suspects what they ask for, observe and report.
- Bomb threat or device – do not touch the device, stop in a safe location, turn off engine, evacuate your customers, notify the District Manager by telephone, do not return to the bus until cleared to do so.

Bus drivers should always:

- Deal with customers in a polite and professional manner
- Defuse minor arguments.
- Determine when to call for assistance.
- Diplomatically inform customers about BPTT regulations, when appropriate
- Inform customers about BPTT's fare collection policy.
- Observe and report to the Transit Manager any activity that is immediately threatening to the safety of self or others.
- Assume control of the scene of a security incident until the arrival of emergency personnel and/or the Transit Manager
- Submit an incident report of security incidents and concerns immediately.

**Bus Driver Security Incident Report Procedures**

The purpose of security incident reporting is to have first-hand knowledge of incidents from those who are involved. By gaining this knowledge from the source, we will be better able to use the data to track incidents by type and location and be in a better position to anticipate and prevent some of the problems that we are encountering. These reports are also very important in court.

What is a security incident?

In general, anything that is associated with your safety, the safety of the customer, damage to BPTT property or that is of a criminal nature. Some examples are:

- Threatening behavior
- Assaults
- Drug deals
- Unsafe lighting conditions (terminals, agency parking lots, etc.)
- Fare evasion

- Suspicious conditions
- Vandalism

The security incident report should be filled out whenever you have encountered something during your shift that is security related. If you are unsure,

- The incident report forms can be found in the form files at the office.
- Fill out the form yourself with as much detail as possible. You are the best source of information regarding an incident that you were involved in.
- The report must be turned in to the Transit Manager the same day as the incident.
- Keep a photocopy for your own records.

#### What will happen when I fill out a security incident report?

The Chairman of the Tribal Transit Advisory Committee, Transit Manager and a representative from the Safety Committee will review all security incident reports. Once reviewed, one or more of the following will occur:

- You may be responded to in writing.
- You may be asked to meet with reviewers to discuss the incident.
- Your incident will be reviewed and discussed by the Safety Committee.
- You will be notified of any recommendations that come from the meeting.
- Your report will be logged and entered into a database for tracking purposes.

Any questions, or suggestions, should be addressed to the Transit Manager. Our goal is to make the job site as safe and secure as possible. When a security incident does occur, we want to be able to act, and the information you provide to us is the key to making this happen.

#### **BPTT Driver Daily Checklist (updated):**

- Arrive at least 20 minutes before scheduled departure time to complete pre-trip. *(All drivers)*
- Check schedule for bus assignment. / If none assigned choose bus. *(All drivers)*
- Get keys for assigned bus. *(All drivers)*
- Put on drivers' vest/Driver ID. *(all drivers)*
- Inspect bus (PRE-TRIP) and post trip.
- Prepare for travel. (Clean, masks stocked, etc...) *(All drivers)*
- Get assigned phone and tablet and log on. *(All drivers)*
- Pick up schedule and review with dispatcher. Get a new manifest and fill out date, driver's name, time in, bus number and starting milage. *(All drivers)*
- Check with the dispatcher periodically throughout the day for any schedule updates.

#### **SCHEDULE CHANGES HAPPEN OFTEN!**

- Clean the bus at any down time.** *(All drivers)*
- Fuel bus at the end of the day. *(All drivers)*

- Wipe down/ Disinfect bus and pick up loose trash. *(All drivers)*
- Enter ending mileage, miles driven, time out, driving time and passenger count on manifest. *(All drivers)*
- Do Post Trip Inspection and Contagious Virus Inspection and document on appropriate forms *(All drivers)*
- Disinfect keys and hang up. *(All drivers)*

**Remember to (All Drivers):**

- Watch your Speed.
- OBEY TRAFFIC LAWS
- SAFETY FIRST!**
- Check in with the office on out-of-town trips – when arriving and prior to departing. (All out of town drivers)

**Route & Loop:**

- **ROUTE**

- Stay on schedule as much as possible. ***No Early Departures.***
- Take Route Schedule and check timepoints throughout the Route.
- Route Driver Schedule:**
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- **LOOP**

- Loop Driver Schedule:
- Stay on Schedule as much as possible. ***No Early Departures.***
- Take the Loop Schedule and check timepoints throughout the Loop.
  - **Lunch Break from 11-12**

**DO NOT GO INTO THE FOLLOWING PARKING LOTS:**  
**Tribal Gathering center awning**

**DRIVER TRAINING (NEW HIRE)**

Link for Nation RTAP eLearning website: <https://elearning.nationalrtap.org>

Courses needed to complete:

**\*Substance Abuse Awareness Training \*MUST BE COMPLETED UPON HIRE\* (National RTAP)**

**\*Transit and Human Trafficking**

<https://cloud.nationalrtap.org/Resource-Center/Advanced-Search>

**\*COVID-19 Safety Guidance for Frontline Transit Employees**

<https://cloud.nationalrtap.org/Training/National-RTAP-eLearning>

**\*Problem Passengers**

<https://cloud.nationalrtap.org/Resource-Library/Advanced-Search/?fid=110>

**\*Emergency Procedures for Rural Transit Drivers**

<https://cloud.nationalrtap.org/Resource-Library/Advanced-Search/?fid=20>

**\*Wheelchair Securement and Lifts Training Videos**

<http://www.nationalrtap.org/Training/National-RTAP-eLearning>

**\*Safety Training and Rural Transit (START) Online (National RTAP)**

<http://nationalrtap.org/Training/National-RTAP-eLearning>

**\*Bloodborne Pathogen Exposer Prevention (AED (Automated External Defibrillators)**

<https://osha.oregon.gov/edu/courses/Pages/default.aspx>

**\*SDAO Child Abuse: Mandatory Reporting**

**\*Defensive Driving**

<https://www.oshatrain.org/courses/mods/719defensivedriving.html>

**\*Fire Extinguisher Safety**

<https://www.youtube.com/watch?v=fkQdmsgyHLo>

**\*Discrimination Awareness in the Workplace**

<https://hsi.com/resources/discrimination-free-workplace>

**\*Customer Service Overview**

**\*Hazard Communication: Right to Understand**

<https://www.osha.gov/hazcom>

**\*Road Rage** <https://youtu.be/ZaHWLRg55aI>

**\*Winter Driving** <https://www.nhtsa.gov/winter-driving-tips>

**\*15 Passenger Van Safety** <https://www.fmcsa.dot.gov/carrier-safety/carrier-safety-resources/safety-resources-passenger-vans>

**\*Browser Security Basics** <https://www.nationalrtap.org/Toolkits/How-to-Find-Anything-Toolkit/Free-And-Low-Cost-Resources/Hot-Topics#Cybersecurity>

**\*Sexual Harassment Staff to Staff**

<https://www.eeoc.gov/sexual-harassment>

**\*Policy Statement on the Prevention of Harassment**

<https://www.transportation.gov/civil-rights/civil-rights-library/policy-statement-prevention-harrassment>

**\*International Transport Forum's Women's Safety and Security: A Public Transport Priority**

[https://www.itf-oecd.org/sites/default/files/docs/womens-safety-security\\_0.pdf](https://www.itf-oecd.org/sites/default/files/docs/womens-safety-security_0.pdf)

**\*Mobility Lab's How can transit agencies make their facilities safe from sexual harassment?**

<https://mobilitylab.org/2018/04/11/how-can-transit-agencies-make-non-drive-modes-safe-for-women/>

**\*McGill Transportation's Sexual Harassment on Public Transit**

<https://youtu.be/3Rxfv7voq1w>

**\*Pandemics: (Slowing the Spread <https://hsi.com/course-library/safety-compliance/osha/pandemics-slowng-the-spread>)**

**\*Heat illness Prevention <https://osha.oregon.gov/edu/courses/Pages/default.aspx>**

**\*Wildfire Smoke <https://osha.oregon.gov/edu/courses/Pages/default.aspx>**

**Reading:**

\*Fraud Waste & Abuse

\*Confidentiality

**Third Party Contractor:**

\*CPR/First Aid

\*PASS

*You can complete any additional training at any of the websites. Those listed in this email need to be completed. Those with \* need to be completed first.*