



governmentattic.org

"Rummaging in the government's attic"

Description of document:	Title Page and Table of Contents for three (3) Washington Metropolitan Area Transit Authority (WMATA) policy/procedure handbooks, 2015, 2017
Requested date:	15-January-2019
Release date:	22-January-2019
Posted date:	28-January-2019
Source of document:	Washington Metropolitan Area Transit Authority Office of the General Counsel - 2nd Floor Attn: PARP/Privacy Administrator 600 Fifth Street, NW Washington, DC 20001 Fax: (202) 962-2550 Email: PARP@wmata.com

The governmentattic.org web site ("the site") is noncommercial and free to the public. The site and materials made available on the site, such as this file, are for reference only. The governmentattic.org web site and its principals have made every effort to make this information as complete and as accurate as possible, however, there may be mistakes and omissions, both typographical and in content. The governmentattic.org web site and its principals shall have neither liability nor responsibility to any person or entity with respect to any loss or damage caused, or alleged to have been caused, directly or indirectly, by the information provided on the governmentattic.org web site or in this file. The public records published on the site were obtained from government agencies using proper legal channels. Each document is identified as to the source. Any concerns about the contents of the site should be directed to the agency originating the document in question. GovernmentAttic.org is not responsible for the contents of documents published on the website.

From: Bacchus, Sonia A. <SBacchus@wmata.com>
Cc: Noh, Richard D. <RDNoh@wmata.com>;
Rashbaum, Benjamin <BRashbaum@wmata.com>
Sent: Tue, Jan 22, 2019 12:08 pm
Subject: PARP Request No. 18-0186 (Tables of Contents for Handbooks)

This responds to your January 15, 2019, communication narrowing the scope of your August 10, 2018 request for a digital/electronic copy of each of the following records, which WMATA determined to be burdensome:

1. Metrorail Safety Rules and Procedures Handbook (845 pages).
2. Metrorail Station Standard Operating Procedures Handbook (205 pages).
3. WMATA's Department of Bus Service Employee handbook (162 pages).

You have now agreed to narrow your request to the title page, table of contents and list of references for each of the records above.

Decision

In response to your narrowed request, attached please find the following title pages and tables of content (total 20 pages):

1. Title Page and Table of Contents for Metrorail Stations Standard Operating Procedures Handbook (4 pages)
2. Title Page and Table of Contents for Metrorail Safety Rules and Procedures Handbook (9 pages)
3. Title Page and Table of Contents for Bus Service Employee Rulebook (7 pages)

There are no redactions.

Fees

In accordance with section 8.5 of the PARP, there are no fees assessed for processing this narrowed request to date, because thus far, we have spent less than two hours to process this narrowed request. However, please be aware that a statement that you are a noncommercial requester is not sufficient to qualify for a fee waiver under section 8 of the PARP. You would have to show that you qualify as a member of one of the categories referenced in either section 8.2 or 8.4 and is not primarily in your commercial interest. Your request did not make that showing.

Appeal Rights

If you wish to appeal WMATA's decision, in accordance with PARP § 9.1, you may file a written appeal of the action with the Chief of Staff within 30 business days of the date of this decision letter. Further details about our appeals process can be found on our website.

Future correspondence should reference the PARP request number noted above. If you have any legal questions, please contact me at sbacchus@wmata.com or at 202-962-1093. You may also contact Richard Noh at rdnoh@wmata.com or at (202) 962-2569 if you require clarification on any administrative matters.

Sincerely,

Sonia Bacchus
Senior Counsel II
Office of General Counsel
WMATA

This transmission is intended only for the proper recipient(s). It is confidential and may contain attorney-client privileged information or information prepared in anticipation of litigation. If you are not the proper recipient, please notify the sender immediately and delete this message. Any unauthorized review, copying, or use of this message is prohibited.

Washington Metropolitan Area Transit Authority

Metrorail Stations Standard Operating Procedures Handbook

September 2015





Washington Metropolitan Area Transit Authority



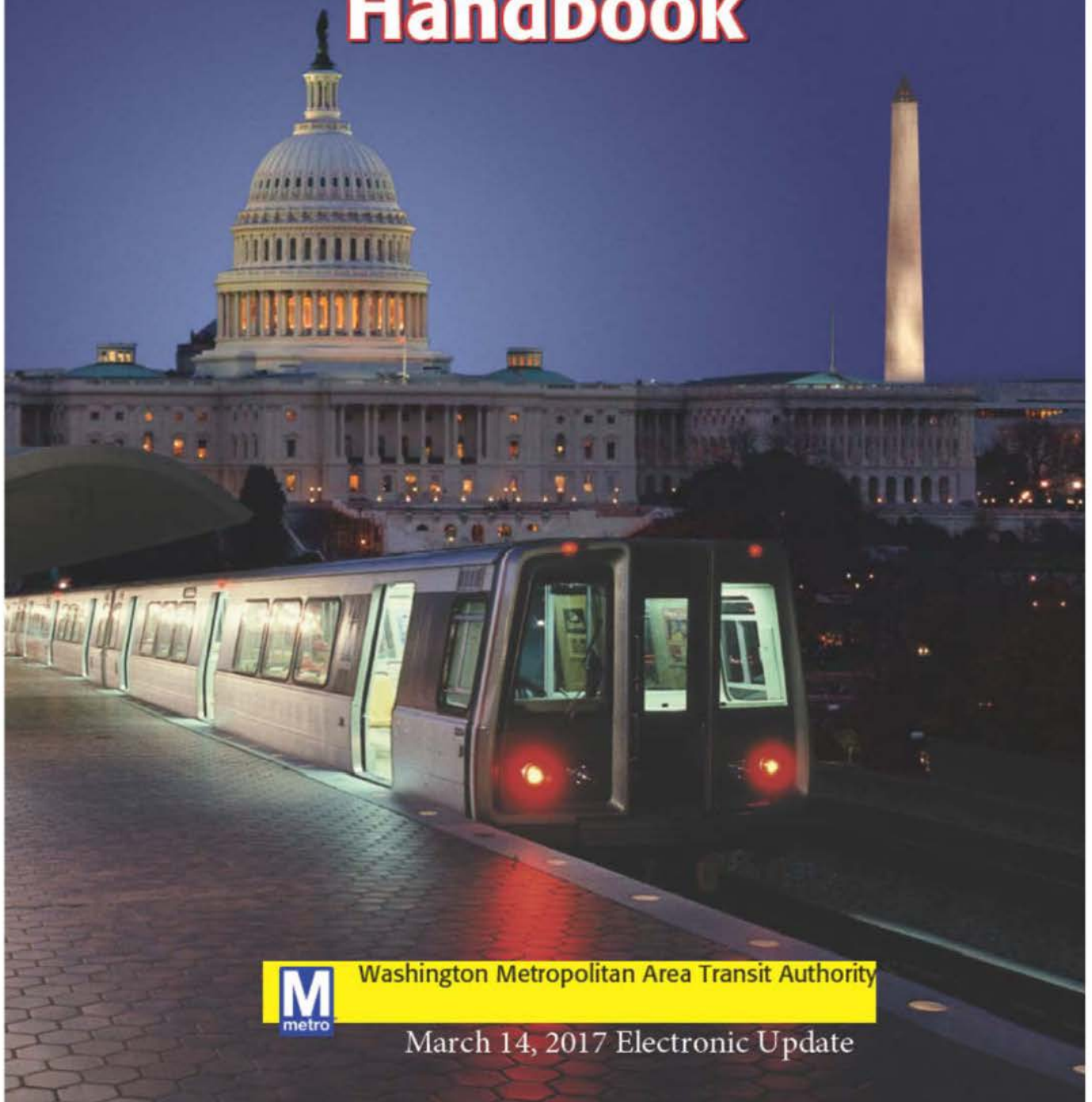
Metrorail Stations Standard Operating Procedures Handbook

Table of Contents

SSOP #1 - CUSTOMER SAFETY	1-1
SSOP #2 - FIRST AID AND AUTOMATIC EXTERNAL DEFIBRILLATOR (AED) USE ...	2-1
SSOP #3 - REPORTS OF ELECTRICAL SHOCK, HAZARDOUS CONDITIONS	3-1
SSOP #3A - REPORTS OF CRIMINAL ACTS	3A-1
SSOP #4 - EMERGENCY	4-1
SSOP #5 - EMERGENCY REMOVAL AND RESTORATION OF THIRD RAIL POWER...	5-1
SSOP #6 - PERSON FALLING TO TRACK	6-1
SSOP #7 - ELEVATORS	7-1
SSOP #8 - ELEVATOR ENTRAPMENT	8-1
SSOP #9 - ESCALATOR OPERATIONS	9-1
SSOP #15 - AFC EQUIPMENT FAILURE	15-1
SSOP #16 - REPORTING SOC FAILURES	16-1
SSOP #17 - SECURING AFC EQUIPMENT	17-1
SSOP #18 - HANDLING LOOSE CASH	18-1
SSOP #19 - FARE ADJUSTMENT	19-1
SSOP #20 - LOST FARECARD OR CUSTOMER WITH INSUFFICIENT CASH TO EXIT STATION	20-1
SSOP #21 - PERSONS AUTHORIZED ACCESS TO FARECARD VENDORS AND EXITFARE MACHINES	21-1
SSOP #22 - PERSONS AUTHORIZED FREE TRANSPORTATION PRIVILEGES ON METRORAIL	22-1
SSOP #23 - TRIP PASS ISSUANCE	23-1
SSOP #25 - STATION PROCEDURES – OPENINGS/RELIEF	25-1
SSOP #26 - EMPLOYEE ACCESS AND CONDUCT WHILE IN KIOSK	26-1
SSOP #27 - DISTRIBUTION OF CUSTOMER INFORMATION	27-1
SSOP #28 - PUBLIC ADDRESS SYSTEM DAILY TESTS	28-1
SSOP #29 - REPORTING CROWDED CONDITIONS ON STATION PLATFORMS AND ABOARD TRAINS	29-1
SSOP #30 - POWER FAILURE IN A STATION	30-1

SSOP #32 - KIOSK TRAPS	32-1
SSOP #33 - STATION KEYS	33-1
SSOP #36 - KIOSK TELEPHONE	36-1
SSOP #37 - REPORTS AND FORMS	37-1
SSOP #38 - STATION MANAGER’S LOG BOOK	38-1
SSOP #39 - POST INCIDENT PROCEDURES	39-1
SSOP #40 - LOST AND FOUND PROCESS	40-1
SSOP #41 - ELEVATOR INTERCOM	41-1
SSOP #43 - FOREST GLEN STATION MANAGERS OPERATIONS PROCEDURES	43-1
SSOP #44 - PASSENGER EMERGENCY REPORTING SYSTEM (PERS) OPERATION ..	44-1
SSOP #45 - HANDLING LOOSE FARECARDS	45-1
SSOP #46 - STATION CLOSING PROCEDURES	46-1
SSOP #50 - CUSTOMERS WHO REQUIRE FARECARD PROCESSING ASSISTANCE ..	50-1
SSOP #52 - LEAVING THE MEZZANINE AREA	52-1
SSOP #55 - STATION EMERGENCY CABINET USAGE	55-1
SSOP #56 - STANDARD STATION SIGNAGE USAGE	56-1
SSOP #57 - DIGITAL RADIO USAGE	57-1
SSOP #58 - STATION MANAGER BINDERS	58-1
SSOP #59 - CUSTOMER SERVICE ENHANCEMENTS	59-1
SSOP #60 - ACCESS THE ROADWAY	60-1
SSOP #61 – “STATION MANAGER DIRECT (SM DIRECT)” USAGE	61-1
SSOP #62 - STATION OPERATORS CONSOLE (SOC) LOG ON/OFF PROCEDURE	62-1
SSOP #63 - PLACING SOC IN PEAK/OFF PEAK MODE	63-1

Metrorail Safety Rules And Procedures Handbook



Washington Metropolitan Area Transit Authority

March 14, 2017 Electronic Update

Table of Contents

(This page is in lieu of a divider Tab)



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
METRORAIL SAFETY RULES AND PROCEDURES HANDBOOK

Table of Contents

Issuance Form	IF-1
Preface.....	P-1
Rule Change/Revision Procedures.....	IU-1
Permanent Order Example.....	PERM-1
Temporary Order Example	TEMP-1
Table of Contents	TOC-1
New with Revision.....	NR-1
Cardinal Rules.....	CR-1
Section 1 – General Rules.....	1-1
Section 2 – Rules of Conduct.....	2-1
Section 3 – Operating Rules	3-1
Section 4 – Safety Rules	4-1
Rule Number Changes	RN-1
SOP – Emergency SOPs	
SOP #1 – OUTLINE OF RAIL OPERATIONS CONTROL CENTER (ROCC) SUPERVISOR'S FUNCTIONS	
SOP #1A – COMMAND, CONTROL AND COORDINATION OF EMERGENCIES ON THE RAIL SYSTEM	
SOP #2 – EMERGENCY REMOVAL AND RESTORATION OF THIRD RAIL POWER MAINLINE	
SOP #6 – FIRE AND SMOKE ON THE ROADWAY	
SOP #7 – FIRE AND SMOKE ON CARS	
SOP #8 – FIRES AND SMOKE IN A STATION	
SOP #10 – FLOODS	
SOP #11 – TRAIN COLLISION - MAINLINE	
SOP #14 – BOMB THREAT/SUSPICIOUS PACKAGE/UNATTENDED PACKAGE	
SOP #27 – FLAMMABLE VAPOR ALARM	
SOP #31 – COORDINATION OF AN EMERGENCY IN A COMMON CORRIDOR	
SOP #37 – HAZARDOUS MATERIAL INCIDENT	



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
METRORAIL SAFETY RULES AND PROCEDURES HANDBOOK

SOP #38 – UNKNOWN SUBSTANCE RESPONSE PROCEDURE	
SOP #42 – HAZARDOUS CHEMICAL DETECTION ALARM PROCEDURES	
SOP #46 – REAL TIME LOSS OF SHUNT ALARM EVENT	
SOP – Customer Assistance / Emergency Procedure SOPs	
SOP #4 – PASSENGER EVACUATION FROM TRAINS	
SOP #4A – PASSENGER SELF-EVACUATION FROM TRAINS	
SOP #5 – CROWD CONTROL AT STATIONS	
SOP #18 – LOST AND FOUND	
SOP #24 – SICK PASSENGER ON A TRAIN	
SOP #25 – PERSON FALLING TO TRACK	
SOP #26 – PERSON HIT BY TRAIN	
SOP #47 – UNAUTHORIZED PERSONNEL ON THE ROADWAY IN BETWEEN STATIONS	
SOP – Roadway Worker Protection (RWP) SOPs	
SOP #3 – TRACTION POWER FAULTS	
SOP #19 – MAINTENANCE AND TESTING ON REVENUE FACILITIES	
SOP #23 – WORK TRAIN CONSISTS AND OPERATION	
SOP #28 – PROTECTION FOR ROADWAY WORKERS AND ESTABLISHMENT OF THIRD RAIL POWER OUTAGES AND WORK AREAS ON THE ROADWAY	
SOP #29 – BLUE FLAG PROTECTION-STORAGE AND MAINTENANCE YARDS	
SOP #30 – SPEED RESTRICTION FOR THE MAINLINE	
SOP #39 – LOCKOUT/TAGOUT PROCEDURE FOR TRACTION POWER SUBSTATIONS ..	
SOP #41 – WMATA ESCORT PROCEDURES	
SOP #49 – DESIGNATION OF QUALIFIED TBS & TPSS AS “SPECIAL CONSTRUCTION SITES”	
SOP #51 - ACCESSING EGRESSING ENGINEERED PULL-OFFS	
SOP – Train Malfunction SOPs	
SOP #9 – TRAIN DERAILMENT - MAINLINE	
SOP #13 – UNDESIREDCOUPLING OR PULL APART OF CARS IN A TRAIN	
SOP #32 – RECOVERY TRAIN OPERATIONS	
SOP #34 – DEFECTIVE TRAINS	



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
METRORAIL SAFETY RULES AND PROCEDURES HANDBOOK

SOP – Train Movement / Track Operation SOPs	
SOP #12 – MOVEMENT OF RAIL VEHICLE(S) WITHIN, INTO, ON THE LEAD, AND OUT OF A MAINTENANCE FACILITY	
SOP #15 – ABSOLUTE BLOCK / PERMISSIVE BLOCK	
SOP #16 – COUPLING AND UNCOUPLING REVENUE CARS	
SOP #35 – HAND CRANKING AND BLOCKING AND CLAMPING OF SWITCHES	
SOP #40 – DOOR OPERATIONS	
SOP #43 – INTERCAR BARRIERS	
SOP #45 – REMOVING REVENUE VEHICLES FROM SERVICE ON MAINLINE AND AT TERMINAL LOCATIONS	
SOP #50 – TRAIN OPERATOR STANDARD BASELINE ANNOUNCEMENTS	
SOP #52 – TRAIN INTERCOM PROCEDURES	
SOP #53 – TEST TRACK ACCESS AND USE	
Temporary Orders	TO-1
Glossary	G-1
Track Maps	
Acknowledgements	A-1



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
METRORAIL SAFETY RULES AND PROCEDURES HANDBOOK

SOP Index

SOP #1 – OUTLINE OF RAIL OPERATIONS CONTROL CENTER (ROCC) SUPERVISOR'S FUNCTIONS	Emergency SOPs
SOP #1A – COMMAND, CONTROL AND COORDINATION OF EMERGENCIES ON THE RAIL SYSTEM	Emergency SOPs
SOP #2 – EMERGENCY REMOVAL AND RESTORATION OF THIRD RAIL POWER MAINLINE	Emergency SOPs
SOP #3 – TRACTION POWER FAULTS	Roadway Worker Protection (RWP) SOPs
SOP #4 – PASSENGER EVACUATION FROM TRAINS	Customer Assistance / Emergency Procedure SOPs
SOP #4A – PASSENGER SELF-EVACUATION FROM TRAINS	Customer Assistance / Emergency Procedure SOPs
SOP #5 – CROWD CONTROL AT STATIONS	Customer Assistance / Emergency Procedure SOPs
SOP #6 – FIRE AND SMOKE ON THE ROADWAY	Emergency SOPs
SOP #7 – FIRE AND SMOKE ON CARS	Emergency SOPs
SOP #8 – FIRES AND SMOKE IN A STATION	Emergency SOPs
SOP #9 – TRAIN DERAILMENT - MAINLINE	Train Malfunction SOPs
SOP #10 – FLOODS	Emergency SOPs
SOP #11 – TRAIN COLLISION - MAINLINE	Emergency SOPs
SOP #12 – MOVEMENT OF RAIL VEHICLE(S) WITHIN, INTO, ON THE LEAD, AND OUT OF A MAINTENANCE FACILITY	Train Movement / Track Operation SOPs
SOP #13 – UNDESIREDCOUPLING OR PULL APART OF CARS IN A TRAIN	Train Malfunction SOPs
SOP #14 – BOMB THREAT/SUSPICIOUS PACKAGE/UNATTENDED PACKAGE	Emergency SOPs
SOP #15 – ABSOLUTE BLOCK / PERMISSIVE BLOCK	Train Movement / Track Operation SOPs
SOP #16 – COUPLING AND UNCOUPLING REVENUE CARS	Train Movement / Track Operation SOPs
SOP #18 – LOST AND FOUND	Customer Assistance / Emergency Procedure SOPs
SOP #19 – MAINTENANCE AND TESTING ON REVENUE FACILITIES	Roadway Worker Protection (RWP) SOPs



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
METRORAIL SAFETY RULES AND PROCEDURES HANDBOOK

SOP #23 – WORK TRAIN CONSISTS AND OPERATION	Roadway Worker Protection (RWP) SOPs
SOP #24 – SICK PASSENGER ON A TRAIN .	Customer Assistance / Emergency Procedure SOPs
SOP #25 – PERSON FALLING TO TRACK ...	Customer Assistance / Emergency Procedure SOPs
SOP #26 – PERSON HIT BY TRAIN	Customer Assistance / Emergency Procedure SOPs
SOP #27 – FLAMMABLE VAPOR ALARM	Emergency SOPs
SOP #28 – PROTECTION FOR ROADWAY WORKERS AND ESTABLISHMENT OF THIRD RAIL POWER OUTAGES AND WORK AREAS ON THE ROADWAY	Roadway Worker Protection (RWP) SOPs
SOP #29 – BLUE FLAG PROTECTION-STORAGE AND MAINTENANCE YARDS	Roadway Worker Protection (RWP) SOPs
SOP #30 – SPEED RESTRICTION FOR THE MAINLINE	Roadway Worker Protection (RWP) SOPs
SOP #31 – COORDINATION OF AN EMERGENCY IN A COMMON CORRIDOR	Emergency SOPs
SOP #32 – RECOVERY TRAIN OPERATIONS	Train Malfunction SOPs
SOP #34 – DEFECTIVE TRAINS	Train Malfunction SOPs
SOP #35 – HAND CRANKING AND BLOCKING AND CLAMPING OF SWITCHES .	Train Movement / Track Operation SOPs
SOP #37 – HAZARDOUS MATERIAL INCIDENT	Emergency SOPs
SOP #38 – UNKNOWN SUBSTANCE RESPONSE PROCEDURE	Emergency SOPs
SOP #39 – LOCKOUT/TAGOUT PROCEDURE FOR TRACTION POWER SUBSTATIONS .	
SOP #40 – DOOR OPERATIONS	Train Movement / Track Operation SOPs
SOP #41 – WMATA ESCORT PROCEDURES ...	Roadway Worker Protection (RWP) SOPs
SOP #42 – HAZARDOUS CHEMICAL DETECTION ALARM PROCEDURES ..	Emergency SOPs
SOP #43 – INTERCAR BARRIERS	Train Movement / Track Operation SOPs
SOP #45 – REMOVING REVENUE VEHICLES FROM SERVICE ON MAINLINE AND AT TERMINAL LOCATIONS	Train Movement / Track Operation SOPs
SOP #46 – REAL TIME LOSS OF SHUNT ALARM EVENT	Emergency SOPs



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
METRORAIL SAFETY RULES AND PROCEDURES HANDBOOK

SOP #47 – UNAUTHORIZED PERSONNEL ON THE ROADWAY IN BETWEEN STATIONS Customer Assistance / Emergency Procedure SOPs

SOP #49 – DESIGNATION OF QUALIFIED TBS & TPSS AS “SPECIAL CONSTRUCTION SITES” Roadway Worker Protection (RWP) SOPs

SOP #50 – TRAIN OPERATOR STANDARD BASELINE ANNOUNCEMENTS Train Movement / Track Operation SOPs

SOP #51 – ACCESSING EGRESSING ENGINEERED PULL-OFFS Roadway Worker Protection (RWP) SOPs

SOP #52 – TRAIN INTERCOM PROCEDURES .. Train Movement / Track Operation SOPs

SOP #53 – TEST TRACK ACCESS AND USE Train Movement / Track Operation SOPs

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY



BUS SERVICE EMPLOYEE RULEBOOK

TABLE OF CONTENTS

Welcome to the Bus Service Team.....	1
Addendum to the Bus Service	3
Cardinal Rules	4
WMATA's Vision, Mission, Goals and Strategies	5
Your Responsibilities as an Employee	6
Personnel Practices.....	7
Managers and You.....	8
Section 1 General Rules and Regulations for Bus Employees....	11
1.1 Employee's Obligations	11
1.2 Truthful Statements.....	11
1.3 Employment or Activities In Other Capacities	11
1.4 Address and Telephone Number	11
1.5 Canvassing, Soliciting, Selling or Collecting by Employees	11
1.6 Driver's Permit/License	12
1.7 Carrying of Firearms and Weapons	13
1.8 Gratuities and Fees.....	13
1.9 Instructing Employees.....	13
1.10 Mail	13
1.11 Radio and Electronic Audio or Video Devices.....	13
1.12 WMATA Employee Credentials and Equipment / Property	14
1.13 Treatment of Injuries	15
1.14 Fire Protection Responsibilities.....	15
1.15 Professional Conduct and Discipline	16
1.16 Arrest or Court Summons of Employees	18
1.17 Fighting by Employees.....	18
1.18 Gambling and Card Playing.....	18
1.19 Smoking.....	19
1.20 Use of Intoxicants/Controlled Substances	19
1.21 Inappropriate or Risky Behavior.....	20

1.22 Sleeping on the Job	20
1.23 Absence from Work or Premises	20
1.24 Parking on WMATA Facility	20
1.25 Newspapers and Reading Articles	21
1.26 Attendance	21
1.27 Reporting for Bus Maintenance	21
1.28 Reporting for Bus Operators	22
1.29 Reporting Sick.....	22
1.30 Returning to Duty After an Extended Absence.....	23
1.31 Accidents and Incidents	23
1.32 General Accident Procedures	23
1.33 Accident/Incident Report.....	25
1.34 Obtaining Witnesses	25
1.35 Accident and Injuries.....	25
1.36 Claims Against Third Parties (Public Liability).....	26
1.37 Accidents or Incidents Involving Intoxicants	26
1.38 Contacting or Visiting Persons Involved In an Accident.....	26
1.39 Assistance by Employees to Following Or Passing a Vehicle Involved In an Accident.....	26
1.40 On Duty Accident/Injury	26
1.41 Furnishing Information to Authorized Persons Only.....	26
Section 2 Rules of Conduct.....	27
Section 3 Operator Rules.....	29
3.1 Attendance.....	29
3.2 Selection of Work and Report Time	29
3.3 Returning to Duty After an Absence.....	29
3.4 Working Equipment.....	30
3.5 Uniforms.....	31
3.6 Work Clothing	32
3.7 Uniform Policy.....	32

3.8 Basic Uniform Requirement.....	36
3.9 Outer Garments and Accessories	38
3.10 Outer Garment Regulations: Coats, Sweaters and Vests.....	39
3.11 Purchasing Uniforms (Operators)	40
3.12 Vehicle Operation.....	40
3.13 Persons Authorized to Operate Bus.....	40
3.14 Surrendering a Bus to a Manager.....	41
3.15 Authorized Non-Revenue Customers	41
3.16 Discussion of Mechanical Condition and Mechanical Operation of Vehicles.....	41
3.17 Assistance from Customers	41
3.18 Bus Condition Report Cards	42
3.19 Advertising on Vehicle.....	43
3.20 Hanging on to Outside of Vehicle.....	43
3.21 Newsboys, Peddlers, Solicitors, and Beggars	43
3.22 Rough Road Surfaces.....	43
3.23 Safety Devices	43
3.24 Speed Limit.....	43
3.25 Warning to Customers, Pedestrians, and Motorists.....	44
3.26 Route and Destination Signs	44
3.27 Schedule Adherence.....	44
3.28 Unauthorized Stops	45
3.29 Leaving Vehicle Unattended	45
3.30 Cutting Off Engines During Layovers.....	45
3.31 Reliefs	46
3.32 Exits and Entrances	46
3.33 Rear Exit Doors.....	47
3.34 Loop Operation	47
3.35 Turning Back Short of Destination or Diversion from Regular Route.....	48

3.36 Right Turn on Red.....	48
3.37 Equipment.....	48
3.38 Air Pressure	48
3.39 Brakes.....	49
3.40 Care of Tires	49
3.41 Lighting of Vehicles	49
3.42 Loose Wheels	50
3.43 Master Control Switch and Starter	50
3.44 Parking Brakes.....	50
3.45 Steering.....	51
3.46 Bus Radios.....	51
3.47 Radio Rules and Courtesy	52
3.48 Silent Alarm System	54
3.49 Flashing Crime Alarm Lights	54
3.50 Bus Radio Check With BOCC.....	55
3.51 Mechanical Trouble and Reporting	55
3.52 Disabled Vehicles.....	55
3.53 Reporting Trouble/Road Calls and Change-Offs	55
3.54 Warning Buzzer, Tell-Tale Lights, Gauges	56
3.55 Buses Equipped With Automatic Engine Protection System ...	56
3.56 Heating and Air-Conditioning	57
3.57 Change-Offs for Air-Conditioning	57
3.58 Air-Conditioning Malfunctions	57
3.59 Heat Build-Up.....	58
3.60 Heater Malfunctions	58
3.61 Fare Collection.....	58
3.62 Children Under Five Years of Age.....	59
3.63 Damaged And/Or Jammed Fareboxes	59
3.64 Farebox Jams	59
3.65 Ejection of Customers for Fare Problems.....	60

3.66 Fare Refunds and Returns.....	60
3.67 Hand Collection of Fares	60
3.68 Emergency Transfers.....	60
3.69 Operators Depositing Fares In the Farebox.....	60
3.70 Customer Relations	60
3.71 Removal of Customers from the Bus	61
3.72 Arrest Cases	62
3.73 Requests for Employee Identification	62
3.74 Smoking by Customers.....	62
3.75 Spitting In Vehicles.....	62
3.76 Accommodating Intending Customers	62
3.77 Transportation Services for Senior Citizens And Persons With Disabilities	63
3.78 Lift and Ramp Eligibility.....	63
3.79 Provisions or Denial of Lift-Bus Service.....	64
3.80 Fare Collection.....	64
3.81 Pre-Trip Inspection.....	64
3.82 Boarding and Alighting Priority.....	65
3.83 Boarding Procedures for Customers Using Wheelchairs.....	65
3.84 Alighting Procedures for Customers Using Wheelchairs	65
3.85 Ambulatory Individuals With Impaired Mobility	66
3.86 Inoperable Ramps.....	66
3.87 Inoperable Lifts	66
3.88 Boarding Preferences	67
3.89 Carrying of Dogs and Other Animals on Vehicles.....	67
3.90 Customers With Service Animals.....	67
3.91 Audio Devices	67
3.92 Flammable Liquids and Explosives.....	68
3.93 Information to Customers.....	68
3.94 Lost Articles.....	68

3.95 Customer Packages, Wheelchairs, and Strollers.....	69
Section 4 Safety Rules	69
Section 5 Maintenance Employees.....	77
5.1 Professional Conduct and Discipline	77
5.2 Uniforms and Personal Hygiene - Maintenance	78
5.3 Quality, Work Performance, and Procedures.....	79
5.4 Working Equipment.....	82
5.5 Ladders	83
5.6 Scaffolds	84
5.7 Personal Protective Equipment (Ppe).....	84
5.8 Housekeeping.....	85
5.9 Electrical Cords, Air Lines, and Equipment.....	85
5.10 Material Handling and Storage	86
5.11 Hand, Power Tools, and Equipment.....	86
5.12 Welding, Cutting, Soldering	88
5.13 Maintenance Employees In the Bus/Vehicle Lots.....	89
5.14 Vehicle Lift Operation and Maintenance	89
5.15 Training Attendance and Requirements.....	89
Section 6 Appendices	91
Appendix A.....	91
Appendix B	97
Appendix C	103
Appendix D	115
Appendix E	117
Appendix F.....	124
Appendix G	151
Appendix H	152