



OPERATIONS POLICY/PROCEDURE MANUAL

MISSION STATEMENT:

Rainbow Rider's mission is to meet the transportation needs of residents in Douglas, Pope, Stevens, Todd, Grant and Traverse Counties in the safest, most customer-oriented, and cost effective manner possible.

Action:

When providing service, dispatchers and drivers should ask themselves, "How can I provide this service in the safest manner possible?"

After determining that, they should ask themselves, "How can I provide this service in the most customer-service oriented manner possible?"

And, after that, they should ask themselves, "How can I provide this service in the most cost-effective manner possible?"

The Policies and Procedures do not create, and cannot be construed as creating, a binding employment contract or an offer of employment. Except as provided in an applicable collective bargaining agreement or contract, all employment with Rainbow Rider is considered to be "at-will." Except as otherwise provided by law or contract, Rainbow Rider and the employee have the right to terminate employment at any time, for any legal reason or no reason. These Policies and Procedures are not intended to cover every situation that may arise and are subject to change, revocation, modification or amendment at any time at Rainbow Rider's sole discretion with or without advance notice. These Operations Policies/Procedures are effective as of January 9th, 2020 and revoke, replace, and supersede any and all earlier policies and procedures.

These policies/procedures are in addition to generally applicable Rainbow Rider policies and procedures, including personnel policies applicable to other Rainbow Rider employees. In the event of a conflict between these policies and procedures and other Rainbow Rider policies and procedures, these policies and procedures will control.

This Policy updated and approved
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THE ROLE OF THE DRIVER

Your primary job is to transport passengers safely, courteously, and reliably. Being a Rainbow Rider driver is not easy, but driver's typically find much satisfaction in helping many people each day who rely on our important community service.

The following essential behaviors are required of all Rainbow Rider drivers:

Drive Safely and Defensively – Always practice defensive driving skills; always obey traffic laws and signs; always stay focused on your driving duties. People's lives are in your hands. Responsible, smart, and safe driving practices are critical.

Be Courteous – Make your passengers feel comfortable and safe. Treat all passengers with disabilities with sensitivity. Always be helpful and polite – even when the passengers make you angry. Remember, we are in the "people" business.

Keep Accurate Records – Fill out the Daily Vehicle Inspection Reports (**DVIRs**) daily and make sure you accurately complete your trip sheets. These records are critical to company operations. Take the extra time to check and double check your computations in order to avoid mistakes. Make sure they are correct **BEFORE** you turn them in at the end of the day.

Report All Accidents and Incidents - If you are involved in a vehicle collision (at-fault/not-at-fault), and if necessary, immediately contact 9-1-1. Then, contact dispatch immediately afterward. If you experience a vehicle accident that causes only damage to the bus, fill out an incident report and inform dispatch of the accident. If you have a passenger who has an incident (e.g., a fall or trip, etc.) or gets ill on the bus or van, or if you experience any security threat while on duty, then you must notify the dispatcher immediately. Take necessary safety precautions first and then contact dispatch for instructions. Be sure to fill out the accident/incident report and turn in before leaving shift for the day.

Keep Your Vehicle Clean (see attached) – You are responsible for the care and cleanliness of each vehicle you are assigned as well as the vehicles parking spot in the garage. Remove litter promptly. Use time between pickups to sweep and/or wash your vehicle. Remember to clean interior surfaces, seats, ceiling panels, side panels, dash areas, etc., as well. Make sure all liquid spills are cleaned up and no residue is left. Windows must be cleaned on the inside as well as outside. Keep all seat belts and restraints stowed neatly out of the way when not in use.

- Floor of Bus – must be swept, mopped, vacuumed or whatever takes care of it, the Q-strait tracks need to be kept clear, as well as moving items in the bus such as the first aid kit, fire extinguisher etc. in order to clean dirt, stains or whatever might be lurking behind or under them. Waste from sweeping must be removed from the bus, please don't sweep into the corners as it just builds up.
- The aisle needs to be kept clear, please don't leave Q-straits in the tracks on the floor when not in use. They should be stored on the rack on the bottom of the seats, or in bags, whatever is available in your bus. Q-Straits, or anything else left in the isle is an accident waiting to happen as someone may trip on it.
- When cleaning seats, weekly checks of the crevice between seat cushion and back rest is necessary as a lot of debris gets caught up there.

- Dashboard, control panel, inside windows and other surfaces should be wiped down with a cleaning agent to keep fresh.
- Garbage should be emptied after every day, unless the waste is minimal and no food is in the garbage.
- The outside of the bus should be washed as needed.

Assist ALL PASSENGERS – Give appropriate assistance to all of your passengers. All passengers should be provided with “door-to-door” service, if required, consistent with these policies and procedures. You must always open the door for passengers. If needed or requested by passenger, you must ensure their seatbelts are properly fastened. If needed or requested by passenger, give them assistance on and off the vehicle. **DO NOT ASSUME THAT ALL AMBULATORY PASSENGERS CAN GET ON AND OFF THE BUS WITHOUT ASSISTANCE.** Make sure passengers use handrails and are careful on the steps.

Maintain a Positive Attitude – You are Rainbow Rider’s ambassador to the public. You represent the organization to every passenger, and it is an important part of your job to present a positive attitude at all times when on duty even when faced with difficult situations. All drivers must treat passengers, coworkers, aides, and members of the public professionally, courteously, politely, and respectfully at all times when on duty or otherwise representing Rainbow Rider.

Maintain a Good Attendance Record – Regular, reliable attendance is an essential function of your job. It is best that if you must call in sick, to give Dispatch ample amount of time to be able to reschedule your rides for the day – please call at least an hour prior to your shift starting. Please pay close attention to the schedule each time a new one is published (posted the Monday prior to the week the schedule is for. It will be faxed to Alexandria and Long Prairie garages as well as attached to the employee page on the website. Pay attention to any postings of training and safety events, as these also require your attendance.

Use Good Safety and Security Awareness - Always be vigilant when coming to and from work as well as during the performance of your duties. Use good personal judgment and protect yourself, your passengers, and all Rainbow Rider assets. Report any unusual, unsafe, or suspicious activity to dispatch or Operations Manager as soon as possible. Check your vehicles thoroughly for any suspicious packages or sabotage. Always keep your vehicles in sight. Always park in safe, well-populated lighted areas, if available. And maintain good professional radio discipline when talking over the radios. Never use first names and do not discuss personal matters about yourself, other employees, Rainbow Rider, or passengers.

The failure to meet these essential behaviors may result in discipline, up to and including termination of employment.

ACCIDENTS

In the event of an accident involving personal injury and/or property damage, drivers shall take immediate action to provide for the safety of passengers and the vehicle:

1. Do not move the vehicle unless instructed by a law enforcement officer. However, if the vehicle is interfering with traffic movement and is in a hazardous situation where further damage could result, move the vehicle to

the side of the road out of the way of traffic, if it is possible to do so in a safe manner.

2. Do not become involved in an argument. Do not make statements to anyone except the investigating police officer(s), dispatchers, Operations Manager, or the authorized representative of Rainbow Rider's insurance company. Do not admit liability.
3. Do not leave the scene of a traffic accident unless otherwise instructed by dispatch or law enforcement.
4. Take pictures of the area including the vehicles and property. Pictures are to be taken using the tablet camera. All such pictures are property of Rainbow Rider and subject to Rainbow Rider's policies and procedures regarding the collection, use, maintenance, and distribution of data. Gather all applicable loss data, including witnesses, injured parties, passenger names, vehicle and driver's license numbers.
5. Be prepared to submit to a drug/alcohol test as soon after the occurrence of an accident as possible, which under federal mandate requires a drug/alcohol test. Failure to comply shall put you in violation of federal regulations and may result in disciplinary action, up to and including termination of employment.

ACCIDENT/INCIDENT REPORTS (attachment)

The driver **must** report accidents or incidents to the dispatch center immediately. Accident/Incident reports (available from dispatch or at your garage or on our website) must be completed and filed with the Operations Manager at the end of a shift. Reports must be in full and complete detail.

Accidents/incidents are to be reported for any disturbance in or outside of the bus including, but not limited to: fighting, auto accidents, damage to property, passengers or pedestrians falling. Any incident that involves the potential harm to any passenger, pedestrian, or other motorist, or potential damage to Rainbow Rider vehicles or equipment shall be considered an incident and must be reported, regardless of whether such harm actually occurred.

A serious accident is described as an accident where there is bodily injury and/or death and if there is property damage of \$5000.00 or more to Rainbow Rider and/or other property.

If a driver for Rainbow Rider is involved in a serious accident and it is determined after investigation that the driver was at fault or negligent, that driver's employment shall be terminated.

Less serious accidents will also result in an investigation. If the driver is found to be at fault, the incident will be handled in the following manner:

- 1st Accident – Documented Verbal Warning
- 2nd Accident (within 3 years of 1st accident) -- Written Warning
- 3rd Accident (within 3 years of 1st accident) – Final Written Warning
- 4th Accident (within 3 years of 1st accident) – Termination of Employee

The Investigation Team will consist of the Transit Director, the Operations Manager and lead Mechanic.

AIDS, ESCORTS AND PEACE OFFICERS

For passengers who need more assistance than what the driver can provide, aides or escorts can travel at no additional charge. Why the passenger needs an aide is not for us to question and drivers are still responsible for providing the same service whether they aide is present or not. The aide/escort must be picked up and dropped off at the same location as the rider.

Any peace officer appearing in uniform shall receive a ride at no charge.

ALCOHOL AND DRUGS

See Drug and Alcohol Policy manual.

ADDRESS AND PHONE NUMBERS

Dispatchers and drivers shall be responsible for maintaining a telephone and for keeping the dispatch center and human resources manager advised of their correct address and telephone number.

ADVERTISING

Drivers must not permit the placing or distribution of any advertising matter in buses except advertising authorized by the Transit Director. Drivers will see that advertisements and signs are not disturbed, soiled, or mutilated.

ANIMALS

Animals shall be permitted aboard a bus under the following conditions: The animal is a service animal as defined by the ADA and/or the animal is contained and is not hazardous to the other passengers and/or the driver.

Americans with Disabilities Act defines Service Animal as: "A service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability."

Emotional support/comfort animals are not considered, by the ADA, to be trained service animals, however, transit agencies cannot have a policy requiring riders to provide documentation for their service animal. There are two questions you can ask the rider:

1. "Is the animal a service animal required because of a disability?"
2. "What work or task has the animal been trained to perform?"

Transit agencies may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control.

ARREST AND CONVICTION

All incidents of arrest of employees, citations issued to employees while on duty, or citations of traffic violations while operating transit equipment must be promptly reported verbally and in writing to the Transit Director within twenty-four (24) hours of the arrest or citation. Drivers must report all criminal convictions, including guilty pleas and pleas of nolo contendere, to the Transit Director within twenty-four (24) hours of such conviction.

BACKING UP

Drivers shall make every effort to avoid backing up the Rainbow Rider vehicle to which they are assigned. However, that doesn't mean don't do it at all. If it means better serving our passengers and there is ample room and safe conditions to back up, the driver should do so.

CELL PHONES

In the state of Minnesota, it is illegal to use a hand-held device when operating your commercial vehicle.

- You will never use your cell phone by holding it. You may, however, use a Bluetooth device, but need to make proper preparations (for example, get the phone call dialed prior to driving).
- You will never make phone calls while driving even when using your Bluetooth device, as that is considered a distraction.
- It is unacceptable to use your bluetooth device when passengers are on the bus, passengers are boarding the bus, and when you are assisting them off of the bus or in any other situation where your attention needs to be given to your passenger(s).
- You may only accept incoming calls, on your Bluetooth device, should they be necessary or important. These conversations should be brief and if expected to last more than 2 minutes, should not be answered. Otherwise, wait until you have a break to call them back.
- You will never look at your phone to dial a number or text someone as "Dialing by pressing more than one button and/or reaching or moving so as the driver is no longer appropriately positioned in the driver's seat to drive," according to Minnesota State Statute 221.0314.
- There is one exception to make a phone call when driving and that's only to communicate with law enforcement officials or other emergency services.
- It is considered a serious traffic violation and will result in the driver being fined \$2,750 and the company fined \$11,000. In addition, you will be terminated immediately (if pulled over and reported by law enforcement) and risk getting your CDL disqualified for up to 3 years.
- Taking your eyes off the road for 3.8 seconds at 55 mph, results in you traveling the length of a football field.

**Reported violations of this offense will be handled as followed:
(unless reported by law enforcement, which would result in immediate termination)**

1. First offense will result in a written warning (placed in file).
2. Second offense will result in termination of employment.

COMPLAINTS/COMMENTS

All drivers shall refer passengers with complaints or comments to dispatch or the Operations Manager.

CRITICISM AND SUGGESTIONS

All employees are encouraged to submit comments and suggestions regarding any area of service including routes and scheduling, customer service policies, marketing opportunities, etc. to the Operations Manager.

Dispatchers and drivers with comments and suggestions about fellow employees, internal operations, problems that arise in daily operations, etc. shall contact the Transit Director, Operations Manager, and Human Resources Manager. Employees shall be courteous, professional, and respectful at all times while working or representing Rainbow Rider. At no time shall a dispatcher or driver use the two way radio to express criticism or complaints about employees, Rainbow Rider, passengers, or members of the community. In addition, drivers and dispatchers must not discuss such criticisms or complaints while passengers are present or able to overhear.

ACTION: Should a dispatcher or driver witness a fellow employee expressing a criticism or complaint about employees, Rainbow Rider, passengers, or members of the public via the radio or in a manner that passengers might overhear such complaints or criticisms, the dispatcher or driver shall contact the Transit Director.

DECORATIONS, SIGNS, MEMORABILIA, ETC.

No decorations, signs, and memorabilia, including personal photos, shall be displayed on the buses or other transit vehicles without prior approval from the Transit Director.

DISPATCH PROCEDURES

Dispatchers shall respond to all requests for transportation in a timely fashion and friendly manner. Dispatchers shall determine the time a passenger needs to be at his/her destination and then work backwards according to the schedule. Offer the passenger the time that will work best for him/her and Rainbow Rider. If there is no bus at the time they desire, the dispatcher shall offer the closest alternative bus time. All trips that cannot be performed by the bus at all shall be documented as a denied ride.

DOOR-TO-DOOR SERVICE

In all instances, except as may be required under contract, drivers shall provide door-to-door service. **"Door" is defined as the exterior door of the passenger's pick up and drop off location including the door leading to a lobby of an apartment building, nursing home, clinic, hospital, office building, etc.** Drivers shall not cross the threshold of a doorway to enter a

passenger's home other than what may be necessary to push a wheelchair through the doorway.

In no instance shall a driver turn off lights, lock a door using the passenger's key, return to the home for a forgotten item, or take any other responsibility for the passenger's residence or possessions.

Door-to-door service does include offering assistance, if needed for safety reasons, to any passenger between the exterior door and the bus. If more assistance is needed, an aide or escort should travel with or meet the passenger and the driver reserves the right to refuse the ride per guidance of this policy. If a ride needs to be refused, the driver needs to immediately inform dispatch of refusal due to passenger needing more assistance than we provide.

Drivers will assist passengers with packages, provided packages do not exceed 3 in quantity and 25 pounds total, and can be delivered in one trip. An additional charge of two (2) dollars may be applied per additional seat used to store these packages during the ride. Packages per seat cannot exceed the space and must fit securely on one Rainbow Rider seat. Packages shall be delivered by the driver just inside the exterior door without entering the home. If a passenger has a cartful of packages or what would be considered an excessive amount of packages, the driver will check their manifest and if there are no wheelchair pickups or numerous passenger pick-ups prior to getting this passenger to their destination, then the driver will load and secure the cart as best as possible with Q-straps and/or seat belts. If loading this cart/excessive amount of packages will take up a wheelchair space pick-up/too many regular seats, then the driver needs to coordinate with dispatch to get a different bus to pick up the passenger.

When the passenger is not in sight as the bus arrives on time according to the manifest to pick up, the driver shall lightly tap the horn. If after three (3) minutes (one (1) minute for fixed route) of the scheduled pick-up time, the passenger has not boarded, the driver will leave and either continue on his or her route, or return to the Rainbow Rider garage, as appropriate. Locations outside of city limits will require communication with dispatch. If the "no-show" is for a minor, the driver is to call it in to dispatch, so dispatch can make contact with the appropriate guardians of the minor, before departing the pick-up location.

At no time shall a driver go in search of a passenger including leaving the bus unattended while searching in a building or by knocking at a passenger's door. Drivers should only use correct doors and if another door is to be used, dispatch will notify the driver.

Under no circumstances shall a child be left unattended on or off the bus. When dropping off a child, drivers must receive acknowledgement from a responsible party.

Rainbow Rider may be up to 10 minutes early or late from the scheduled pick up time. Even if you arrive early to your pick-up, you are required to stay at that location 3 minutes from the scheduled pick-up time.

Rainbow Rider will not deliver any chemicals, gasoline or gasoline containers, alcoholic beverages or containers, pets or animals that are unattended, medicines or any item that is deemed to be breakable or fragile. Rainbow Rider

reserves the right to refuse the transportation of any item it determines may jeopardize passenger or driver safety or which, in any way, may cause unsafe distraction of the driver.

DRESS CODE

The dress and appearance of Rainbow Rider employees has a direct reflection on the professionalism of our services. A neat, well-groomed employee presents a positive image of Rainbow Rider and demonstrates the pride of its employees. Appearance and attire have a definite impact on the way community members perceive representatives of Rainbow Rider and the confidence that customers have in its ability to provide quality services.

Insignia of fraternal organizations and associations may be worn upon rings on the hand, but shall in no instance be placed upon the clothing itself. No insignia, patches, pins, or ornaments not issued equipment are to be worn by Rainbow Rider personnel without authorization of the Transit Director.

Attire is expected to be neat, fresh and clean when reporting for duty. Attire bearing Rainbow Rider identification may not be worn during off-duty hours. Whether on or off duty, Rainbow Rider attire should be reserved for employees only and should not be worn by other people.

If any Rainbow Rider attire is changed by policy, the previous clothing items will be allowed for a period of 12 months from the date any changes are made. Drivers may wear non-slip gloves while driving in cold weather months for the purpose of keeping warm. Employees may wear additional winter clothing with supervisor approval. Drivers must wear closed-toe shoes that are in good condition, with non-slip bottoms.

Rainbow Rider will provide each employee with a vest and ID badge upon employment.

Final decision on appropriate attire/appearance is at the Transit Director's discretion.

EMERGENCY AND WEATHER-RELATED CLOSINGS

Dispatch and/or the Transit Director will determine if the busses are to be pulled off of the road due to weather conditions. Radio stations in our service area will be contacted in order to broadcast the closing information.

KEYL -Long Prairie

KMGK- Glenwood

KMRS- Morris

KXRA - Alexandria

KIKV – Alexandria

Definition of inclement weather: "A weather condition that causes a major disruption to transportation and the operation of businesses and schools in the relevant area. Examples include: hurricanes, floods, blizzards, heavy snow, ice storms, and excessive heat."

The decision to close down for business will be decided collectively between the Director & Operations Manager. The time of closing can vary by county depending on the areas affected by the inclement weather.

If it is decided to close business after operations have already begun for the day, the following procedure will be followed:

The HR Manager/Director will contact all the local news stations to post the information on our closing. The Office of Transit will also be notified if operations are closed for an entire day.

The Dispatchers will work together on deciding what busses are pulled in first. The Operations Manager, HR Manager, and Dispatchers will call passengers who have rides to get them cancelled/brought back to their destination early. The IT Coordinator will make sure the closing information is put on the phone, so anyone calling in will know we are closed.

If it is decided Rainbow Rider will be closed the following business day due to inclement weather, the following procedure will be followed:

The Dispatchers and Operations Manager will call all the drivers expected to drive the following day to let them know we will be closed and to not come in. The HR Manager/Director will contact all the local news stations to post the information on our closing. The Office of Transit will also be notified if operations are closed for an entire day.

The Director, Operations Manager, HR Manager, and all of Dispatch will work together to call all scheduled rides for the next day to inform them we will be closed and need to cancel/reschedule their ride.

The IT Coordinator will put the appropriate weather closing message on our phones, so anyone calling in will know we are closed.

For wage information related to Weather Related Closing please see section 1.10 Safety in the Personnel Policy.

FARE AND FARE COLLECTION

The public transit passenger fare on Rainbow Rider buses is:

\$2.00 - 0 to 5 miles

\$4.00 - 5.1 to 10 miles

\$6.00 - 10.1 to 20 miles

\$2.00 additional for every 10 miles thereafter

Same day fare, add an additional \$1.00

And an additional \$2.00 for every 10 miles thereafter.

And an additional \$2.00 per seat taken up by a passengers belongings.

Children under three (3) are free (must be accompanied by an adult), children 3 - 11 pay full fare when traveling alone and half fare when traveling with an adult. Children over 12 and adults pay the full public transit fare.

Discount punch cards are available for purchase and offer 25 - \$1.00 punches for the price of only \$22.50. Punch cards are available at:

Alexandria

Alexandria Technical College DECA Store

Elden's Food Fair

Cub Foods

Glenwood

Pope County Human Services

Long Prairie

Abarrotes Lopez Store

Coborn's

Lowry

Rainbow Rider office

Wheaton

Traverse County License Bureau

Passenger fare may be paid with:

- Coins
- Cash
- Checks
- City Passes
(Glenwood – City Hall, Starbuck – City Hall, Long Prairie – Coborn's and Abarrotes, Wheaton – City Hall, Browns Valley – City Hall)
- Punch Cards
- Tickets
- PA rides to clinic/hospital/pharmacy-only

Dispatch has the responsibility to tell each passenger the fare for each trip. Drivers have the responsibility to collect the fare for each trip. The bus should not move until passengers have paid the fare, unless directed otherwise by dispatch. Drivers will not make change for passengers who do not have the correct fare. Drivers will not allow passengers to pay round trip upon boarding. At no time will a driver look for fare from a passenger. For example, rummage through personal belongings or reach into purses or pockets.

At no time is anyone allowed on the bus (besides the driver or other Rainbow Rider employees) if they are not on the manifest. It will be considered trespassing on our property should anyone who hasn't pre-scheduled a ride and paid their fare, but still tries to get onto our bus. Drivers who allow this, will be in violation of this policy and will be reprimanded. This no trespassing policy also ensures the safety of the drivers in the case someone tries to board their bus with no scheduled ride, then the driver reserves the right to not allow them on the bus. (This does not include aides, escorts, or peace officers, see below. It also does not include a parent coming on to buckle their child and then exiting the bus before it departs)

Aides or Veterans who have a "service connected" veterans card will ride for free to any medical facility. Other assistants and uniformed police officers will be permitted to ride for free in accordance with applicable Rainbow Rider policies and procedures.

Veterans who need a ride to the VA Medical Facility, can ride for free so long as they present their VA card to the driver. Veterans who need a ride to ANY

medical facility and/or pharmacy, can ride for free so long as their VA card says “service connected” on it.

FUELING

Rainbow Rider purchases all fuel through Cenex. Purchases of fuel at any other fuel station are prohibited. Upon hire, each driver will be issued a personal identification number (PIN) for use with the Cenex Fleet card. Before fueling, drivers shall enter the correct odometer reading and PIN number. A receipt is not required. A bus must have no passengers on board when fueling. Move away from the pump immediately after fueling. All fueling is to be done at the beginning of the day. Check with dispatch regarding winter fueling.

INJURIES

Any employee receiving an injury during the course of employment, no matter how slight the injury may be, shall report the incident to the HR Manager. Drivers shall give assistance to injured persons in accordance to their training. Drivers shall devote full attention to the care of the passengers or injured non-passengers until competent relief help arrives. Injured persons should not be moved unless their location could cause further injury. Drivers shall not provide transportation for an injured person.

LICENSES AND PHYSICAL CARDS

All drivers shall be required to have in their possession any licenses and physical card required by law. It is the responsibility of the driver to keep these licenses and physical cards current and any change in the status of the licenses must be reported immediately to dispatch and/or the Operations Manager. Driver is responsible for getting a copy of his/her license to the HR Manager for their personnel file.

LOST ARTICLES

Drivers shall check the bus at the end of a shift for lost articles. Articles found on the bus shall be turned into the dispatch center. Dispatch shall be informed of any found items immediately. If an article is found by a passenger and turned over to the driver, the driver shall attach the appropriate name and address to the item. Passengers will be responsible for claiming found items. If a passenger requests a found item be returned to them, dispatch will arrange to have a bus deliver the item and the passenger will pay the required fare for the trip. If a package left on the bus looks suspicious, call dispatch.

NO-SHOW POLICY

A no-show means any of the following situations:

1. Passengers who decide not to ride after the bus has arrived for the scheduled pick-up.
2. Passengers who fail to board the bus within three (3) minutes of the scheduled pick-up time.

Management will make the determination on the suspension or termination of services for any passenger who consistently no-show. The determination will be based on a case-by-case basis on the number of times the passenger has trips scheduled and the number of times that same passenger has no-showed.

Once a ride has been marked a no-show in the morning, dispatch will cancel their afternoon pick-up (unless the rider calls in stating they still need the afternoon pick-up)

PASSENGER STATISTICS--DESCRIPTION OF RIDERS

For purposes of reporting to the Minnesota Department of Transportation, the following classifications are to be used (see attached):

- Disabled:** Any person who has a physical or mental impairment that limits one more major life activities. (includes all disabled passengers regardless of age).
- Elderly:** Any person aged 60 years or older.
- Adults:** Any person between the ages 18 and 59 years.
- Student:** Any person between the ages of 6 - 17 years and attending any education program.
- Children:** Any person 6 years of age or under. Even if said child is attending school under the age of 6, they will still be marked down as a child.

POLITICAL & RELIGIOUS ACTIVITY

No employee shall use his/her affiliation with Rainbow Rider to influence or interfere with an election or political campaign. No employee may use Rainbow Rider resources to influence or interfere with an election or political campaign while on duty or any other hours while performing duties for Rainbow Rider or while wearing the Rainbow Rider authorized uniform or any part thereof. No employee of Rainbow Rider shall discuss with passengers their personal religious beliefs or attempt to influence their religious beliefs upon anyone and at any time.

PRE/POST INSPECTION REPORTS, DAILY TALLY SHEETS

Pre-inspection must be completed by the driver before the start of the driver's shift. If during this pre-inspection, the driver notes something that needs attention or repair, must inform dispatch immediately. If a noted item could endanger the driver, passengers, or cause further damage to the bus, dispatch must be notified immediately before the vehicle is moved. The driver log book must be filled out and signed. The driver's tally is a complete record of the day's work showing time, trips made, passengers carried, fares, etc. Tally sheets must be neat, legible, and accurate.

PROFANITY, LEWDNESS, SUGGESTIVE REMARKS, AND JOKES

All employees are strictly prohibited from using profane language, making lewd or suggestive remarks, or telling jokes that in any way might be considered racist, sexist, sexual, or in any other way improper to passengers or fellow employees. In addition, dispatchers and drivers shall not solicit passengers for their addresses or telephone numbers for non-Rainbow Rider business. Drivers are to be courteous and professional to customers at all times.

ACTION: Any employee who witnesses another employee using profane language, making lewd or suggestive remarks, or telling jokes that might be considered improper to passengers or fellow employees shall contact the Operations Manager immediately. In addition, the incident must be documented in order to prompt investigation into the issue by the HR Manager.

RAILROAD CROSSINGS

By law, all buses are required to stop at all railroad crossings using required procedures including use of the flashers and looking both ways whether they are loaded or empty. Failure to follow this procedure at all times will be considered grounds for termination.

Please reference Minnesota Statute 169.28, Certain Vehicles to Stop at Railroad Crossing.

RAINBOW RIDER PROPERTY

All employees are personally responsible for equipment, supplies, vehicles, and other property issued to them by Rainbow Rider. If any property is lost or stolen, it must be reported immediately to dispatch. In this context, "immediately" means as soon as possible to make the report safely, but in no event later than the end of the shift in which the loss or theft is discovered.

REFUSING A RIDE

No employee shall refuse a ride on the basis of race, color, creed, religion, disability, national origin, marital status, sexual orientation, sex, or status with regard to public assistance.

Rides may be refused to any individual or group of individuals who could imperil the safety or comfort of other passengers.

If after a passenger boards the bus, they begin to display disruptive/unsafe behavior, the driver can then verbally try to correct the behavior by asking the passenger to stop said behavior. If the passenger does not cease said behavior, then the driver reserves the right to tell that passenger upon departure of the bus that they will be contacted by dispatch about being suspended from riding the bus. Dispatch will then notify the passenger that they are suspended for a month.

SAFETY BELTS

All drivers shall wear the safety seatbelt at all times while the bus is in motion. If passengers safety belts are provided, their use is mandatory per Minnesota statute 169.686.

Drivers will be ticketed for unbelted passengers ages 14 and younger. Unbelted passengers age 15 and older will be ticketed directly. Only in the circumstance that all seats are taken shall a passenger, over the age of 15, may stand while the bus is in operation.

If a child 14 years of age or younger boards the bus when all seats are taken, an adult passenger will be asked to give up their seat for the minor passenger.

SCHEDULES AND ROUTES / UNUSUAL CIRCUMSTANCES

Drivers shall be responsible for following a current bus schedule at all times and adhering to the schedule. Scheduling will be conducted only between dispatch and the passenger via telephone. Drivers will never call in a ride request for a rider. Drivers will not wait for a passenger once that passenger is dropped off. That passenger needs to call Rainbow Rider to schedule their pick up when they are ready to be picked up, unless a return ride was scheduled. Dispatch must be informed of any changes that differ from the schedules, ie: number of passengers, payment changes, destination, etc.

Drivers will not stop/drop-off passengers at any time, on Broadway Avenue in Alexandria, between the blocks of 3rd Avenue through the end of 8th Avenue.

SCHEDULING

When scheduling rides, it is dispatch's responsibility to:

1. Gather all necessary information regarding that client.
 - a. If it is determined that the client has additional needs beyond what we would normally provide, a rider profile form should be completed before transportation is scheduled. The type of information qualifying this step would be finding out the passenger is a minor or vulnerable adult or using a wheelchair.
 - b. Once a rider profile form is completed, the dispatcher needs to determine if the rider will need to be accompanied by an aide. Some example questions they can ask are:
 - i. Can the passenger independently maneuver themselves to their destination after arriving to their stop?
 - ii. After dropping passenger off, will the passenger know where they need to be and be able to get themselves there without help?
2. Gather rider no-show information and send out suspension notices as needed.

SERVICE DAYS

Rainbow Rider's dispatch center operates Monday - Friday, 6:00 a.m. - 5:00 p.m. Rainbow Rider is closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Rainbow Rider buses operate Monday – Friday and in Alexandria only, on Saturdays.

- In Douglas County, 6:00 a.m.(within city limits)/7:00a.m. (outside of city limits) to 6:00 p.m (rides must be scheduled before 5:00 p.m.) and on Saturdays from 8am to 4pm (except on the holidays mentioned above).
- In Pope County, 7:30 a.m. to 4:00 p.m.
- In Stevens County, 7:00 a.m. to 5:00 a.m.

SOLICITORS

Soliciting means to seek to influence or incite into action/to entreat or petition (someone or agency). Solicitation is not permitted on Rainbow Rider property, including the bus, at any time, whether or not the proper fare is paid.

SPEEDING AND OTHER MOVING VIOLATIONS

No vehicle will travel faster than road, traffic, and weather conditions safely permit, regardless of the posted speed. No bus will travel faster than the posted speed limit. Any driver convicted of a moving violation while driving a Rainbow Rider bus shall face disciplinary action. Any report or warning regarding speeding may result in suspension or termination. The Transit Director must be notified within twenty-four (24) hours of any violation.

Any driver with more than two (2) moving violations in the last five (5) years may not be considered for employment as a Rainbow Rider driver. Any driver who receives a third moving violation while a driver for Rainbow Rider may be terminated.

TELEPHONE

The Rainbow Rider dispatch phone number is 1-800-450-7770. This phone number should be used when calling the dispatch center from the buses or for family or friends to leave messages for employees. Dispatchers shall make every effort to deliver phone messages to drivers as soon as possible. In addition, vendors should be directed to contact Rainbow Rider on this administrative line.

This number may also be used by passengers, contract holders, advisory committee members, board members, and others as authorized by the Transit Director. It should also be used by drivers calling from home, the bus garage, or other location to learn if there are any weather related changes to the bus schedule.

TIPS AND GIFTS

No employee shall directly or indirectly solicit, receive, or agree to receive any "tips" or gifts of money from passengers, no matter the monetary amount. No driver should make change for the passenger and keep the amount leftover from

the fare amount to pocket for themselves. If the driver is given a \$5.00 bill for a \$2.00 ride, the driver will not take the \$3.00 difference for themselves. That is stealing and if reported, will be terminated from Rainbow Rider immediately. Small gifts such as baked goods are acceptable so long as they haven't been solicited by the employee.

TOBACCO

Drivers are permitted to smoke or use smokeless tobacco while on a break and must be outside the bus and not in an area where their next passenger will be picked up. No riders should see the driver using any type of tobacco.

All Rainbow Rider facilities/buildings are "tobacco free". All drivers who use tobacco may do so in the designated tobacco-usage area that is properly labeled at each garage/office location. It is only here tobacco products can be used because it is out of site to customers/potential customers and the main entrance to the building.

TRAFFIC REGULATIONS

All drivers and employees in charge of buses must be familiar with and will be held responsible for adherence to the traffic laws and regulations of the State of Minnesota and municipalities served by the agency. Also, vehicles shall be operated in compliance with the provisions of the Minnesota Highway Traffic Regulation Act, all other applicable state and local laws, ordinances, rules, and regulations.

TRANSPORTING PASSENGERS

A pick-up may not be more than 10 minutes early, with the exception of one of the following reasons:

1. Multiple stops in a time slot
2. Use of lift is required (12 minutes)
3. As directed by dispatch

Rainbow Rider may be up to 10 minutes early or late from the scheduled pick up time. Even if you arrive early to your pick-up, you are required to stay at that location 3 minutes from the scheduled pick-up time.

As a passenger is boarding, inquire as to how he/she will be paying for the ride. If a rider is a PA per the passenger, contact dispatch to confirm.

If there is a question as to whether a wheelchair is transportable, please reference the wheelchair section of this policy.

TWO-WAY RADIOS

All employees are to make sure they are familiar with the use of two-way radios and that radios are kept in good operating conditions.

When communicating on the two way radio, speak slowly and clearly. Radio

communications should be kept brief and courteous. Messages should be impersonal and conversational language or remarks of a personal nature or "chatter" should be kept at a minimum. See Section Profanity, Lewdness, Suggestive Remarks, and Jokes for further information on radio communication.

It is a requirement that drivers keep their two-way radio turned on during their entire shift. When drivers call in and are not promptly answered, they are to wait 30 seconds before calling in again.

It is a requirement that dispatchers make answering the radio a priority. If a dispatcher is on the phone, the dispatcher needs to put the caller on hold to see if the driver has an emergency. If not, the dispatcher will tell the driver they are on a call and will be with them once that call is done.

UNAUTHORIZED BUS OPERATION

Except under emergency circumstances in which the driver cannot operate the vehicle, a driver assigned to a vehicle must not permit any unauthorized person to operate or, in any way, touch the controls including the two way radios at any time. The only person authorized to operate a vehicle at all times is the Driver, Mechanic, Dispatcher or Transit Director.

WHEELCHAIR

By definition, a wheelchair is a mobility aid belonging to any class of three-or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. Electric scooters are considered wheelchairs. It is not a requirement to transport a passenger in a wheelchair if the combined weight is over the weight limit of the wheelchair lift (it's required that lifts have a minimum design load of 600 pounds and accommodate a wheelchair measuring 30 inches by 48 inches). Additionally, if the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency, then the driver may deny transportation to that passenger.

It is a requirement that all wheelchairs are properly tied down, to the best of their ability, with a combination of the provided Q-strait system, seat belt and shoulder strap. If a driver determines that they won't be able to properly secure the passengers wheelchair, they can refuse the ride due to safety and liability issues, but should immediately inform dispatch of the situation for future scheduling.

Oxygen tanks need to be securely fastened to the wheelchair. If the passenger in the wheelchair does not have shoes, it's required their wheelchair then has foot rests. If an aide is accompanying a passenger in a wheelchair, they are to board the bus through the main entrance (not accompany on the lift).

I hereby certify that I have received and read the Rainbow Rider Operation Policy/Procedure Manual. I recognize and understand that I am required to comply with these policies and regulations as a condition of my employment.

Print Name (Employee)

Signature of Employee

Date signed:

_____/_____/_____