

METRO Transit Operations Policies and Procedures

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Editor: [Katherine Eckhardt](#)

Issue Date: 2/19/02

Revision Date: 10/07/13

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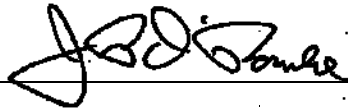
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Subject: Accident Rereads (Pg. 1 of 2)

Approval by Manager:



Issue Date 9/1/82

Revision Date: 10/14/03

Step 1 Safety Officer Determination

A safety officer will review the information on the accident report and conduct any additional investigation (or analysis) important in determining the preventability or non-preventability of the accident. The safety officer will make the judgment and forward a completed evaluation notice to the chief or supervisor for presentation to the employee.

Should an employee need to postpone a Reread Request or Accident Review Board hearing, the Safety Section must be notified at least one hour prior to the scheduled hearing at (206) 684-2810. Employees will be allowed no more than two postponements per hearing. This limitation would apply to the requesting employee, to any authorized representative of the employee, and any member of the review panel. Once a postponement has been granted on behalf of an employee, the employee will be required to resubmit a new Accident Reread/Review Request to allow for rescheduling. This must be done within ten days of the postponement request. The safety officers and attending chief, together, will also be allowed only two postponements. A failure, by the requestor(s), of the postponement to keep a third appointment, for any reason, will result in a judgment against the interest of the offending party.

Step 2 Accident Reread Committee

Should the employee disagree with the judgment of the safety officer, the employee may request, within seven days of notification, a second step review with a Training chief, Union representative and safety officer. The safety officer will vote only in the event of a tie. If additional information is available, the employee is strongly encouraged to provide it. The purpose of the second step is to assure that the employee and the reread committee understand the situation that occurred, and to assure an understanding of the appropriate action needed to resolve the issues in question.

Note: When an executive board member is on a full-day union leave, and represents the Union on an accident re-read panel as part of his/her Union duties for that day, he/she will be paid by the Union. When an executive board member works part of his/her regular assignment or is otherwise employed by Metro for part of the day, and represents the Union on an accident re-read panel, Metro will pay him/her for actual time spent on the re-read panel, or an amount necessary to make up his/her daily guarantee (eight or ten hours), whichever is greater.

Step 3 Accident Review Board

An appeal of the reread decision can be made to the Accident Review Board with the approval of Metro management. Employees must personally request appeals to the Transit Safety Section within 10 days of the reread decision.

The accident review board will consist of two senior employees of the appropriate division with good driving records who will be selected by the supervisor of Transit Safety and two supervisors selected from Operations, Service Quality, Service Communications or Safety. A safety representative will chair the appeal board but will not have a vote.

Subject: Accident Rereads (Pg. 2 of 2)

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Step 4 National Safety Council Review (Extraordinary Circumstances)

If there is a tie vote on the part of the third-step participants in the judgment for the accident, the third-step committee will instruct the supervisor of Safety to forward the matter to the National Safety Council for final determination. In the event the National Safety Council, after its review, makes a non-determinative finding, the accident will be classified in accordance with the second step of the hearing process.

Subject: Operators Moving from FTO to PTO Status (Pg. 1 of 3)

Approval by Manager:



Issue Date: 6/1/82

Revision Date: 6/29/12

A. A Full-time Operator (FTO) may move to a Part-time Operator (PTO) position in the following situations:

1. An FTO, with the approval of Metro, may resign as an FTO and be immediately hired as a PTO.
2. An Operator who retires and is rehired as a PTO within one year of his/her retirement will not be required to serve a probationary period.
3. Any retired Operator not meeting rehire standards may, at Metro's discretion, be rehired and required to serve a probationary period (Article 16 Section 2.E).

B. Following is the process for moving from FTO to PTO:

1. The FTO must submit his request to his/her Base Chief at least two weeks prior to the requested start date of PTO status. The requested start date must be concurrent with the start date of a pay period.
2. A newly hired FTO must serve one shake-up in the FTO position before returning to PTO. Exceptions to this must be approved by the Operations Manager or Assistant Manager.
3. The FTO must submit a letter of resignation to his/her Chief. A minimum break in service of two days is required, usually a Saturday and Sunday.
4. The Chief is responsible for determining an assignment and for calling the OSS Coordinator to obtain a new PTO ID number or the Operator's former PTO ID number.
5. The Chief will then notify the Employment Specialist(s) working in Transit Human Resources and complete an assignment change form.
6. The Chief will refer the Operator to Benefits and Retirement Operations for a new employee identification card before the Operator's first day as a PTO.
7. The Employment Specialist will complete a New Employee Record and give it to Benefits and Retirement Operations.

C. The following conditions also apply:

1. An Operator who changes from FTO to PTO will retain his/her current pay step and progression, provided there is no more than a 12-month break in service.
2. An FTO who changes to PTO status will be reinstated to the position in PTO seniority which s/he had formerly held. An FTO who has not previously been a PTO will be placed at the bottom of the PTO seniority list.
3. The Operator will be paid for all vacation hours and AC time when moving to a PTO position. Vacation accrual as a PTO will be based on the Operator's most recent date of employment as a Transit Operator, provided the Operator's break in service has been seven days or less. Otherwise, the Operator's vacation accrual will be based on the Operator's most recent date of hire following any break in service over seven days.
4. An FTO who changes to a PTO position must remain a PTO for at least one year before reapplying to become an FTO.
5. If an FTO who is not currently on probation moves to a PTO position, that Operator will not be required to complete a PTO probation. Any Operator who is on probation will finish that probation in the new position.

Subject: Operators Moving from FTO to PTO Status (Pg. 2 of 3)	
Issue Date: 6/1/82	Revision Date: 6/29/12

6. An Operator who changes to PTO status will carry forward his/her Metro safe driving record, including preventable accidents. The accident point matrix will apply over a period that may include FTO and PTO driving service.

Note: A PERS retiree who is rehired as a PTO must not work for one full calendar month upon establishing retirement benefit accrual. For example, an FTO retiring on July 15, who wishes to rehire as a PTO, may start September 1 without risk to PERS pension benefit. In addition, the Operator must complete the attached form #0115.



PERS Retiree Returning to Part-Time Employment Memorandum of Understanding

PERS Retirees Returning to Work as Part-time Operators (PTOs)

I understand that the Public Employee's Retirement System (PERS) regulations require one calendar month separation from a PERS-participating employer to avoid loss of monthly retirement benefit pay out. I realize that my pension benefit accrual date is the first of the month following my retirement/separation date and that I must not work in any capacity for a PERS employer for that first qualifying accrual month. To do so will result in the reduction or elimination of my monthly pension allowance.

Employees retired under PERS are limited to 867 annual hours in PERS-eligible positions. All hours worked in any PERS-eligible position will be counted.

I understand that if I exceed the above limits, my retirement benefits will be suspended and will remain suspended until 1) I resign my PTO position or 2) the start of the next calendar year.

I understand that it will be my responsibility to track my hours as a PTO to ensure that I do not reach the threshold.

I understand that all paid time, including paid time off, training, detail time, unscheduled overtime and qualification pay, are included in the PERS calculation.

I understand that Metro is not obligated to provide an unpaid leave in order to keep me under the PERS threshold, and that if I reach the threshold, I will either have to resign my PTO position, or lose my retirement benefits for the remainder of the calendar year.

I understand that all employment in any PERS-eligible position is included in my monthly hours total.

I understand that a PERS retiree, who chooses to retire early using the 2008 Early Retirement Factors (ERF), who has not reached age 65, cannot work in any capacity for a DRS-covered employer and continue to receive the retirement benefit.

I understand that if I choose the 2008 ERF and I do return to work for a DRS-covered employer, I will not receive my monthly benefit for any month in which I work. I understand my benefit will restart the first of the month after I stop working or, once I reach age 65, I can work under the rules previously described.

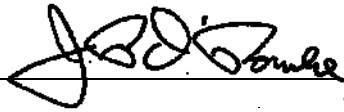
I understand this memorandum addresses only a brief portion of the terms and conditions of post-retirement employment and that further information can be found at the Public Employees Retirement System (PERS) or by contacting Washington State Department of Retirement Systems at 800-547-6657 or on the DRS website at www.drs.wa.gov.

Employee's Signature

_____/_____/_____
Date

Subject: Preventable Accidents Discipline (Pg. 1 of 7)

Approval by Manager



Issue Date: 9/3/82

Revision Date: 4/16/13

A. Introduction

King County Metro recognizes that to maintain the public's confidence and support, we must deliver safe and reliable bus service. The system's success depends upon the safe operation of all vehicle(s). Safe operation is Metro's highest priority, and we are committed to improving safety on a daily basis. A severe bus accident can deteriorate the confidence and support of our customers and elected officials.

An outstanding transit operator who maintains a consistently safe driving record is a long-term investment. Safety and Training personnel teach and demonstrate high quality driving skills and provide other tools needed to maintain safe vehicle operation. Every reasonable effort is made to provide training and encouragement to operators so they can operate vehicles safely. In the last ten years, the average rate of preventable accidents has been approximately 0.20 per operator per year. The average operator has one preventable accident every five years. This excellent safety record reflects the high standards Metro transit operators maintain, and is a major contributing factor to the day-to-day success of the system.

Preventable accidents are subject to discipline under the terms of the Labor Agreement. The current labor agreement Article 4, Section 3 states that major infractions will result in discharge unless Metro determines that there are circumstances which cause a suspension to be appropriate. Preventable accidents may be considered major infractions in accordance with the accident point system. The preventable accident policy does not preclude Metro from taking appropriate disciplinary action for acts of gross and/or serious misconduct or negligence that may have occurred during or adjacent to an accident.

Suspension or discharge after every accident would be unreasonable. That is why preventable accidents are divided into three categories: minor accidents, major accidents and severe accidents. If an operator has a severe accident, as defined by The Preventable Accident Review System, the operator is subject to discharge. If an operator has a major or minor accident, he/she will receive counseling, a ride check, retraining, suspension or discharge, depending on her/his current and past record.

B. Procedure

This procedure defines standards for taking progressive actions with the objective of reducing preventable accidents. When an operator has an accident that is judged preventable, Safety will conduct an evaluation of the accident and will complete a Preventable Accident Analysis form. Based on this evaluation, the preventable accident will be classified as a minor, major, or severe accident.

1. Once the accident is classified as minor, major or severe, the point value will be assigned as follows:

<u>Classification Point Value</u>	
Severe Accidents	24
Major Accidents	7
Minor Accidents	5

2. The completed Preventable Accident Analysis form will be sent to the operator's base.
3. The base will review the operator's accident record for the preceding four years and determine the appropriate action based on the point value of the preventable accident, using the Preventable Accident Follow-up form.

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4. The action taken will be determined by adding the point totals of all the preventable accidents one year prior to and including the most recent preventable accident. This process will be continued by checking the point totals for the past two-year, three-year and four-year periods to, and including, the most recent preventable accident. For each period of time the tables below will be used to determine what action is appropriate.

Non-driving time for a period in excess of 10 working days will extend the one to four-year period by the number of days on which the employee was not driving.

Training/coaching actions

Action	Points in 1 Year	Points in 2 Years	Points in 3 Years	Points in 4 Years
Counseling & Ride Check	All preventable accidents			
1-day refresher	6-10	7-13	12-17	14-20
3-day Accident Retraining	11-17	14-20	18-24	21-27

Disciplinary actions

Action	Points in 1 Year	Points in 2 Years	Points in 3 Years	Points in 4 Years
Suspension	18-23	21-26	25-31	28-34
Discharge	24 or more	27 or more	32 or more	35 or more

5. Failure to successfully complete accident retraining will result in discharge. An operator's inability or unwillingness to successfully complete accident training will be documented by a minimum of two Instructors. At Metro's discretion, the operator may be placed on accident probation or given additional remedial training, or both, to assist him/her to successfully complete the accident retraining.
6. After an operator successfully completes Accident Retraining, the chief will review the accident retraining report received from Training with the operator. The chief will inform the operator of the seriousness of his/her accident record and review pertinent information from the report which may help the operator to improve his/her driving. The chief will solicit any actions that the operator will commit to take to improve his/her ability to provide safe service. The operator will sign the report acknowledging that the chief reviewed the report with the operator and provided the operator with a copy of the report. The second time an operator requires retraining in accordance with this matrix in a four-year period, a suspension will be added to the retraining.
7. When a point accumulation indicates suspension regardless of what year is reviewed, retraining is also required. However, if the operator had satisfactorily completed accident retraining within the previous two years, then the operator may be given an individually designed remedial training, at Metro's discretion.
8. Any operator receiving a second suspension within a five-year period (including suspensions for repeat retraining) will receive a greater suspension for the second occasion, or discharge.
 - A suspension will generally be three to five days; however, subsequent suspensions that occur within five years, based on the dates of the accidents, will

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Issue Date: 9/3/82

Revision Date: 4/16/13

- generally be a minimum of six days. The severity of misconduct or negligence contributing to the accident will be considered when determining the length of the suspension.
- When the matrix calls for a third suspension during a 10-year period (based on the dates of the accidents, including suspensions for repeat retraining), the employee will be subject to discharge.
 - Metro may, with Union concurrence, place an operator on accident probation, in lieu of discharge, based on the employee's career accident and overall work record. Accident probation will be in effect for four years. Any preventable accident in the first year will be cause for discharge. A second minor or any major accident in the four-year period will be cause for discharge. A severe accident will be cause for discharge. The probation period will be extended day-for-day for any absence, other than paid vacation, that exceeds ten calendar days. During the accident probation period, use of the action matrix will be suspended. Following successful completion of the probation, action will be based on the action matrix, including any accident or safe driving points acquired during the probation.
 - If operator is discharged for accidents, and s/he subsequently returns to work, successful completion of retraining is required.
9. Once the appropriate action is determined for each of the time periods, the highest action required is taken in each case. For example, an operator with ten points for the "year 1" total, and 15 points for the "year 2" total, will receive retraining based on the "year 2" total. An operator may earn points off of her or his record in the following manner:
- For each 12-month period of accident-free driving between two consecutive preventable accidents, the point total will be reduced by three until all the points have been removed. For the purpose of calculating positive points, start with the most recent accident and go back through the record. There will be no positive points subtracted from the total until a second accident applies to the calculation. The positive points do not apply in the event of a severe accident (i.e., points earned before a severe accident cannot be applied; in the event of reinstatement, points earned after the accident do apply). Operators off work for any reason other than vacation, jury duty or funeral leave must drive 11 or more days in a month to receive credit for the month.
 - The purpose of these positive points is to encourage improvement, and no positive points can be accumulated (an operator can reduce her or his point total to zero through safe driving points, but cannot save excess safe-driving points).
10. An operator who is suspended, placed on accident probation or discharged for preventable accidents will have a PR placed in his/her record with the appropriate notation on his/her contact sheet. The discipline will be documented with a letter of discipline to the operator.
- Retraining will be noted on the operator's contact sheet for tracking purposes only.
11. As of January 1, 1994, part-time and full-time operator driving records have been combined for safety awards and for the accident point matrix. Operators with both full-time and part-time records were given retroactive credit for safety award calculation.

Subject: Preventable Accidents Discipline (Pg. 4 of 7)

Issue Date: 9/3/82

Revision Date: 4/16/13

However, any previous actions based on the accident point matrix prior to January 1, 1994 were not revised to reflect this change in policy.

12. When a Rail employee returns to bus operations following a severe preventable Rail accident, Metro will determine, on a case-by-case basis, whether that employee will be placed on accident probation as defined above. In making this determination, Metro will consider the specifics of the Rail accident and the employee's overall safety record. Metro will discuss the conditions of the employee's return with Rail and the Union.

For the purpose of applying this policy, an employee's accident record will include all accidents that occur while they are employed by Metro, including accidents in revenue and non-revenue vehicles, but excluding street cars and light rail vehicles. However, time spent as a Rail employee will be excluded from the accident matrix and the matrix will be applied as if time spent as a bus operations employee was a single continuous period.

Subject: Preventable Accidents Discipline (Pg. 5 of 7)

Issue Date: 9/3/82

Revision Date: 4/16/13

Operations

Preventable Accident Follow Up *Example 1*

Operator _____ I.D. # _____ Base _____

Accident #	Date	Classification	Points
	5/30/99	major	7
	10/15/97	major	7
	6/23/97	minor	5
	8/10/96	minor	5
	6/01/96	minor	5

		Safe Driving Points	Total
Point Total 1-year prior to and including most recent preventable accident	<u>7</u>	<u>0</u>	<u>7</u>
Point Total 2 years prior to and including most recent preventable accident	<u>19</u>	<u>3</u>	<u>16</u>
Point Total 3 years prior to and including most recent preventable accident	<u>29</u>	<u>3</u>	<u>26</u>
Point Total 4 years prior to and including most recent preventable accident			

Action taken: Longer suspension than previous suspension

Chief/Supervisor _____

Date _____

Operator _____

Training

Action Taken _____

Date _____

Recommendation _____

Instructor _____

Sample Only - Click to Access Website

Subject: Preventable Accidents Discipline (Pg. 6 of 7)

Issue Date: 9/3/82

Revision Date: 4/16/13

Operations

Preventable Accident Follow Up *Example 2*

Operator _____ I.D. # _____ Base _____

<u>Accident #</u>	<u>Date</u>	<u>Classification</u>	<u>Points</u>
	6/12/00	major	7
	6/25/99	minor	5
	5/30/97	minor	5

		<u>Safe Driving Points</u>	<u>Total</u>
Point Total 1-year prior to and including most recent preventable accident	<u>12</u>	<u>0</u>	<u>12</u>
Point Total 2 years prior to and including most recent preventable accident	<u>12</u>	<u>0</u>	<u>12</u>
Point Total 3 years prior to and including most recent preventable accident	<u>12</u>	<u>0</u>	<u>12</u>
Point Total 4 years prior to and including most recent preventable accident	<u>17</u>	<u>6</u>	<u>11</u>

Action Taken: Retraining and letter of expectation

Chief/Supervisor _____

Date _____

Operator _____

Training

Action Taken _____

Date _____

Recommendation _____

Instructor _____

Sample Only - Click to Access Website

Subject: Preventable Accidents Discipline (Pg. 7 of 7)

Issue Date: 9/3/82

Revision Date: 4/16/13

Operations

Preventable Accident Follow Up *Example 3*

Operator _____ I.D. # _____ Base _____

<u>Accident #</u>	<u>Date</u>	<u>Classification</u>	<u>Points</u>
	6/25/00	severe	24
	5/10/97	minor	5

			Safe Driving Points	Total
Point Total	1-year prior to and including most recent preventable accident	24	0	24
Point Total	2 years prior to and including most recent preventable accident	24	0	24
Point Total	3 years prior to and including most recent preventable accident	24	0	24
Point Total	4 years prior to and including most recent preventable accident	29	9	20

Action taken: **Subject to discharge**

Chief/Supervisor _____

Date _____

Operator _____

Training

Action Taken _____

Date _____

Recommendation _____

Instructor _____

Sample Only - Click to Access Website

Subject: Rehire Criteria (Pg. 1 of 5)

Approval by Manager:



Issue Date: 5/24/82

Revision Date: 6/29/12

The purpose of this policy is to establish eligibility requirements and minimum criteria for candidates who apply to be rehired into the position of Transit Operator. This policy applies to former Transit Operators, including those who are current King County employees in other classifications, those who have retired from King County, either as a Transit Operator or from any other county position, and those who have resigned from county employment. This policy also applies to current Part-time Transit Operators who have previously been employed as a Full-time Transit Operator and are requesting transfer to a full-time position. Rehire requests from employees who have been medically separated will be reviewed by Transit Human Resources and are not necessarily governed by these standards. The final decision on whether an actual offer of employment will be made rests with the Manager of Transit Operations.

New hires who do not meet the requirements of the Metro Training Section Trainee Performance Policy will be dropped from the program. They must then wait six months before reapplying to the program. New hires who fail the Commercial Drivers License test will be dropped from the program. If they are otherwise excellent trainees while in instruction, and upon review by the Supervisor of the Training Section; they may reapply after 30 days.

A. Eligibility

- Applicants for rehire must meet the record review criteria outlined below in the areas of attendance, accidents, performance reports, sick leave and general availability. Failure to meet the criteria will disqualify the candidate from employment consideration as a Transit Operator.
- Only the most recent continuous 36 months of Transit Operator employment will be evaluated when determining rehire eligibility. For Transit Operators with less than 36 months of continuous employment as a Transit Operator, the record review criteria will be prorated based on the total actual months of their most recent Transit Operator employment (see matrix).
- Applicants not meeting the record review criteria may be considered for employment only after demonstrating three years of comparable employment and success in the area that resulted in disqualification.
- Former Transit Operators who have been terminated from employment, or have been allowed to resign in lieu of termination, are ineligible for consideration as a rehire.

B. Record Review Criteria

(All criteria are for the most recent 36-month period)

1. Misses

- Total unexcused absences, absences and late reports must not exceed six. All absences and late reports incurred will be counted unless excused.

2. Accidents

- Preventable accidents must not exceed two if both are minor, or one, if there is a major or severe accident.

3. Performance Reports

- The Transit Operator must have no more than one oral reminder. The Transit Operator must have no progressive discipline more severe than an oral reminder. Any major infraction will disqualify the candidate.

Subject: Rehire Criteria (Pg. 2 of 5)

Issue Date: 5/24/82

Revision Date: 6/29/12

4. Sick Leave

Full-time Transit Operators must have had no more than 24 full or partial days of personal sick leave, off-job injury, sick child leave and sick adult leave. Part-time Operators must have had no more than 15 full or partial days of personal sick leave, off-job injury, sick child leave and sick adult leave. Any sick leave usage designated as FMLA/KCFML/WFCA or for a medical appointment scheduled prior to 10:00 the day before the appointment will not be counted. If a Transit Operator has exceeded the standard, her or his sick leave record will be reviewed in consultation with the Disability Services Coordinator. The Manager of Operations may grant an exception if the applicant is able to perform the essential functions of the position with or without reasonable accommodation.

5. General Availability

Any former Transit Operator who is to be considered for rehire must have been at work (not sick, injured, excused or unexcused) at least 80% of the days he or she was not on vacation or approved leave during the review period.

6. Prorated Criteria

For Transit Operators who were previously employed for less than 36 months or with combined full-time and part-time service during the 36-month review period, standards for misses and sick leave shall be prorated according to the following matrix:

Employment Period	Misses	Full-time Sick Leave	Part-time Sick Leave
7 - 9 months	1	6	4
10 - 12 months	1	8	5
13 - 15 months	2	10	6
16 - 18 months	2	12	8
19 - 21 months	3	14	9
22 - 24 months	3	16	10
25 - 27 months	4	18	11
28 - 30 months	4	20	13
31 - 33 months	5	22	14
34 - 36 months	5	24	15

Subject: Rehire Criteria (Pg. 3 of 5)

Issue Date: 5/24/82

Revision Date: 6/29/12

C. Application and Training Process

1. Applications for rehire are to be submitted to the designated Transit Human Resources representative to determine employment eligibility and review previous employment records. The employment record is evaluated against the criteria above.
2. The names of eligible rehire candidates are submitted to the Manager of Transit Operations/designated representative for a final determination. If approved, candidates are notified of their eligibility for rehire.
3. Rehires will be treated as new employees except as specifically noted in this policy.
4. Rehires must satisfy standard pre-employment requirements prior to entering training. This will include a valid Washington State Driver's license, a two-year DOT medical card, a five-year complete driver's abstract verifying a satisfactory driving record, a criminal conviction history review and submitting to an employment physical and drug screen.
5. Training requirements will be determined by the Training Superintendent based on the applicant's experience and the amount of time since the applicant was last employed as a King County Metro Transit Operator.

D. Salary Level

A Transit Operator who resigns or retires, but is rehired as a Transit Operator within twelve months of his/her resignation/retirement date, will be placed at his/her former salary step with no credit given toward step progression for any time away from Metro. A Transit Operator who is rehired after twelve months from his/her resignation/retirement date will be placed at step A of the Transit Operator salary progression.

E. Probationary Period

A former Transit Operator rehired as a Part-time Transit Operator will serve a twelve month probation period from the date of his/her rehire qualification. A former Transit Operator rehired as a Full-time Transit Operator will serve a six month probation period from the date of his/her rehire qualification. A Full-time Transit Operator who retires and is rehired as a Part-time Transit Operator within twelve months of his/her retirement date will not serve probation.

F. Uniforms

A Transit Operator who resigns or retires, but is rehired as a Transit Operator within twelve months of his/her resignation/retirement date, will retain his/her former uniform allowance anniversary date and uniform allowance balance. He/she will not receive a "new-hire" allotment of uniforms upon rehire but will be eligible to receive a full annual uniform allowance, subject to the maximum accrual limits, beginning with the first occurrence of his/her former uniform allowance anniversary date following rehire. A former Transit Operator rehired as a Transit Operator after twelve months from his/her resignation/retirement date will receive a "new-hire" allotment of uniforms upon rehire and a new uniform allowance anniversary date set annually to his/her rehire qualification date. Such Transit Operators will not retain their former uniform allowance balances.

Subject: Rehire Criteria (Pg. 4 of 5)

Issue Date: 5/24/82

Revision Date: 6/29/12

G. Special Considerations for Retired Employees

Upon retirement, all King County Metro retirees in the Washington State Department of Retirement Systems must remain retired *a minimum of 30 calendar days after their effective retirement date* prior to returning to service. The *effective retirement date* is the first day of the month following the month in which an employee meets the conditions for retirement as defined by DRS.

PERS Plan 1 Retirees

30-Day Period – PERS Plan 1 retirees who wait at least 30 calendar days after their effective retirement date before returning to service are allowed to work 867 hours per calendar year after they retire without a reduction in pension.

PERS Plan 2 and Plan 3 Retirees

PERS Plan 2 and Plan 3 retirees who wait at least 30 calendar days after their effective retirement date before returning to service are allowed to work 867 hours per calendar year after they retire without reduction in their pensions.

Each individual retiree is responsible for tracking his/her own hours. If his/her hours exceed the maximum limits described above, the employee will forfeit his/her retirement benefits for the remainder of that calendar year. For more information, all employees are encouraged to contact the Washington State Department of Retirement Systems.



Transit Operator Rehire Record Review

For Transit Operators Employed by Metro since January 1990

Applicant: _____ Date: ____/____/____

Dates of Employment: _____ Full-time

Part-time

Reason for Leaving: _____ Total Months Employed: _____

Review Only Last 36 Months of Employment

Review Period: ____/____/____ thru ____/____/____ # of Months: FT ____ PT ____

Category

Occurrences

Pass Fail

Year Total

MISSES: (6)

Note: All absences and late reports count unless crossed off as excused.

ACCIDENTS:

Count only preventables (see policy regarding severity).

PERFORMANCE REPORTS:

The Transit Operator must have no progressive discipline greater than one oral reminder.

Any major infraction will disqualify the applicant.

SICK LEAVE: (24-FT, 15-PT)

Do not count sick leave usage designated as MLA/KCFML/WFCA or for a medical appointment scheduled prior to 10:00 the day before the appointment.

Days

Year Total

Note: Sick leave may be reviewed per policy if more than 24 full or partial days total personal sick, off-job injury, sick child and sick adult leave for full-time, or more than 15 full or partial days total personal sick, off-job injury, sick child and sick adult leave for part-time. If less than 36 months of employment or there is combined full-time and part-time service during the 36-month review period, see the matrix in the policy for prorated criteria.

GENERAL AVAILABILITY: (80%)

COMMENTS:

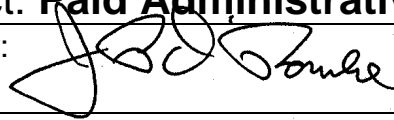
☐ Eligible

☐ Ineligible

Rater: _____

Subject: Paid Administrative Leaves (Pg. 1 of 2)

Approval by Manager:



Issue Date: 9/22/81

Revision Date: 4/14/05

The following guidelines are provided to help determine when an Operator is to be placed on paid administrative leave (Relieved of Duty with Pay). It is important to keep in mind that every case must be handled individually.

ASSAULTS

In all cases, ensure that the operator completes a Security Incident Report (SIR) as soon as reasonably possible. SIRs are very important in our efforts to track and prevent assaults.

1. Assaults not requiring medical attention:

- Return to work: If the operator is able and wants to continue driving, s/he may do so. If the assignment has been completed, instruct the operator to report for his/her assignment the following work day.
- Relieved of duty with pay: If the operator is capable of driving but prefers to be relieved of duty, the operator may be relieved of duty with pay but **only** for the balance of that day's assignment. Notify the operator's chief immediately of his/her ROD status.

2. Assaults requiring medical attention:

If an operator has been physically injured, or is mentally incapable of driving as a result of an assault and requests or, in your opinion, requires a medical examination and possible treatment, place the operator on industrial injury status. Provide, as needed, transportation to a medical facility. Inform the operator that within 24 hours, or as soon as s/he is physically able, the employee must see a physician/licensed practitioner. The employee must complete an SIF-2 report and report to his/her chief as soon as is practical.

If you have any questions regarding the operator's status, contact the operator's chief, or any other available chief at the operator's base. If no chiefs are available, contact the on-call chief. The chief has the option of modifying the operator's status from the one you selected. Write a memo to the chief describing the incident and the condition of the operator. Instruct the operator to contact his/her chief on the following workday.

ACCIDENTS**When the Operator is not injured:**

- An operator who has been involved in an accident may be removed from service due to possible shock or delayed shock caused by the accident. The supervisor/safety officer investigating the accident will determine if the operator needs to be relieved of duty. If the operator is relieved of duty, the service supervisor will submit a memo to the operator's chief stating the reasons why the operator was relieved of duty. If the operator is relieved of duty, it will be with pay for the balance of that day. The operator's pay status for subsequent days will be determined by the operator's chief.
- If an employee is involved in an accident and feels that s/he is not able to continue working, the employee shall be placed on paid administrative leave for the balance of that day's assignment. NOTE: Full-time employees will be paid the balance of the daily guarantee (8 or 10 hours). This does not cover overtime or work on the operator's regular day off. Part-time operators will be paid the balance of their picked assignment. This does not cover an assignment off of the Additional Tripper List (ATL) or an assigned vacation relief assignment.
- If the employee feels s/he is unable to return to work the next workday, the employee may ask to be excused, go on the sick list or file an industrial injury claim.

Procedures #05

Subject: Paid Administrative Leaves (Pg. 2 of 2)	
Issue Date: 9/22/81	Revision Date: 4/14/05

When the Operator is injured:

If an operator has been physically injured, is mentally incapable of driving, or the operator requests medical treatment, place the operator on industrial injury status. Provide, as needed, transportation to a medical facility and/or the base. Inform the operator that within 24 hours, or as soon as s/he is physically able, the employee must see a physician/licensed practitioner. The employee must complete an SIF-2 report and report to his/her chief as soon as is practical.

Traumatic Incidents:

If an employee is involved in, or a witness to, a traumatic incident/event, and feels that s/he is not able to continue working, the employee shall be placed on paid administrative leave for the balance of that day's assignment. **NOTE:** Full-time operators will be paid the balance of the daily guarantee (8 or 10 hours). This does not cover overtime or work on the operator's regular day off. Part-time operators will be paid the balance of their picked assignment. This does not cover an assignment off of the Additional Tripper List (ATL) or an assigned vacation relief assignment.

If the employee feels s/he is unable to return to work the next workday, the employee may go on the sick list or file an industrial injury claim.

Critical Incident Support

Any employee involved in a critical incident should be offered the opportunity to have a debriefing. The employee can be referred to King County's Making Life Easier Employee Assistance Program (EAP), Local 587's Membership Assistance Program (MAP), or to King County Metro's Critical Incident Stress Management Team (CISM). If the employee prefers to be debriefed by the CISM, please refer to policy #33 for proper procedures.

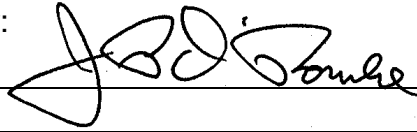
Fitness for Duty:

If Metro has concerns that an employee is not able to safely perform his/her duties, the employee shall be relieved of duty with pay and referred to EAP, in consultation with Transit Disability Services, for an assessment. Until a determination is made regarding the employee's fitness for duty, the employee will remain on paid administrative leave.

If the employee is deemed unable to safely return to work, the employee will then be placed on medical leave until the employee provides a release acceptable to Metro for return to work. If the employee does not have available accruals, s/he may, with Metro's approval, be placed on an unpaid leave of absence. If the employee disagrees with the determination, the employee may provide documentation acceptable to Metro from a physician/licensed practitioner for review and consideration.

Subject: First-line Supervisor Appearance Standards (Pg. 1 of 2)

Approval by Manager:



Issue Date: 11/18/80

Revision Date: 3/2/06

All First-line Supervisors and Supervisors-in-Training must dress appropriately and follow King County Metro's policy for uniform and personal appearance standards as described below.

Personal Appearance Regulations

All supervisory personnel shall maintain a neat, clean, well-groomed appearance and shall style their hair according to the following guidelines:

- The bulk or length of the hair may be commensurate with existing styles but may not create a safety hazard.
- Facial hair should be kept neat and clean while conforming to existing styles.

First-line Supervisors are expected to groom and maintain themselves as contemporary, professional individuals with self-respect and pride in their personal appearance and to present a professional and respectful image to our customers, operators and other citizens who come in contact with Metro.

All Base Dispatcher/Planners, Service Supervisors and Transit Instructors plus Communication Coordinators and Schedule Makers who choose to wear the Firstline Supervisor uniform while on duty, must also comply with the uniform standards that follow.

Uniform Standards

All on-duty personnel must wear the regulation uniform except that the uniform is optional for Communications Coordinators and Schedule Makers. Communication Coordinators and Schedule Makers who choose not to wear the uniform must dress in appropriate business attire. Any clothing worn to work must fit well, be clean, well pressed and in good condition. The uniform can only be worn to and from work and while on duty. When in uniform, First-line Supervisors are not to be seen at inappropriate locations, including but not limited to taverns, bars and liquor stores.

Uniform Dress

The authorized First-line Supervisor wardrobe includes: parka, coveralls, jacket, single or double breasted blazers, pullover and cardigan sweaters, sweater vests, white or blue (plain or striped) long and short sleeve shirts, knit shirts, long sleeve turtlenecks, gray or blue pants, blue walking shorts, blue cargo pants or shorts, split skirts for female supervisors, "wick" type socks, thermal underwear, black gloves and shoes, baseball cap, felt hat w/straps and Fur Trooper Cordura and Taslan hats.

Subject: First-line Supervisor Appearance Standards (Pg. 2 of 2)

Issue Date: 11/18/80

Effective Date: 11/18/80

Revision Date: 3/2/06

Specifics

Neckties and suspenders are optional and the color must be compatible with the uniform.

Shirts, sweaters, vests, jackets, parkas, hats/caps, coveralls worn must display the Metro Supervisor logo.

The turtleneck pullover must not be worn as an outer garment unless it displays the Metro Supervisor logo.

Coveralls are only to be worn over the regulation uniform.

Belts and shoes must be dark leather and polishable. Shoes must be clean and polished.

Shoes purchased through the uniform voucher or reimbursement process must be for the Supervisor's personal use while at work. Police style motorcycle riding boots, riding boots, clogs, platform shoes, soles in excess of one-half inch, tennis shoes, moccasins, sandals, open toes or heels over two inches are not permitted. A Chief may request to see any shoes purchased with the uniform voucher or reimbursement process to verify that they are work shoes.

Changes to Uniform Standards

All requests to change the uniform standards must be in writing and addressed to the Supervisors' Uniform Committee. The committee will make a recommendation whether to implement the change to the Manager of Operations. The Manager of Operations will make the final decision on implementing changes to the uniform standards.

Subject: Assignment Start/Quit Time Changes (Pg. 1 of 1)

Approval by Manager:



Issue Date: 12/2/82

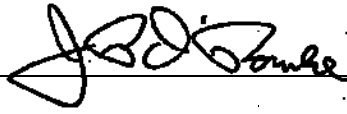
Revision Date: 8/15/00

During a shake-up, the start or quit time of a full-time operator's assignment may be altered by up to 30 minutes. Pay time will be adjusted based on the alteration(s).

If the start time and/or quit time of any assignment picked by a part-time operator is changed, the pay time of the picked assignment will be guaranteed for the remainder of the shake-up. This guarantee shall be cancelled if the part-time operator refuses any alternate part-time tripper assignment offered by Metro. In the event an operator cannot accept an alternate assignment offered by Metro due to a bonafide personal hours restriction, the guarantee shall remain intact.

Section: **Supervisor-in-Training (SIT) Attendance** Page (1 of 1)

Approval by Manager:



Issue Date: 9/22/81

Revision Date: 8/1/02

Misses that occur during SIT orientation, classroom training sessions, and on-the-job training shifts with instructing first-line supervisors will be subject to the following additional controls:

1. First unexcused absence: removal from the SIT program
2. First late report: Oral Reminder
3. Second late report: Written reminder
4. Third late report: Removal from the SIT program

All misses incurred by an SIT during his/her employment as an SIT shall be subject to the following controls:

1. First and second miss: informational notice
2. Third miss: Oral Reminder
3. Fourth miss: Written reminder
4. Fifth miss: Removal from the SIT program
5. First Unexcused absence: Oral reminder
6. Second Unexcused absence: Removal from the SIT program

If the trainee has an unexcused absence, he/she must notify the Chief of Training (if in Base training) or Chief of Service Quality immediately.

A trainee becoming sick during the 12-month training program will need to see his/her supervisor to reschedule the time missed in the program. If the absence exceeds two days, the trainee may be dropped from training and rescheduled in another class. If the absence is two days or less, the training may be made up or rescheduled at the discretion of the supervisor.

A trainee who has a personal emergency requiring him/her to be excused from training will need to see his/her supervisor.

If, due to absences, an SIT is unable to complete training in both Bases and Service Quality within one year, he/she will remain an SIT until all training requirements have been completed.

The Employee's SIT status and one-year probation will be extended for any absence in excess of 10 consecutive full or partial work days.

If a trainee is late or absent, personnel in the affected section must provide notification as follows:

- Base Operations – notify the SIT Training chief or unit supervisor.
- Service Quality – notify the chief or unit supervisor.

Revision Date: 9/13/10

1. A roster of on-call Base Chiefs, home telephone numbers and dates of responsibility will be published and distributed by the Manager's office or designee. Base Chiefs needing to change their assigned on-call dates are responsible making all necessary arrangements for coverage and reporting all changes made prior to the start of the on-call period to the Manager's office or designee. Changes made during the on-call period should be reported by the on-call Base Chief requesting the change directly to the Reroute Coordinator, if on duty, or any other Coordinator in the Transit Control Center (TCC).
2. Designated Base Chiefs will be on-call for one week starting each Tuesday at the close of business at 5:00 P.M.
3. The on-call Base Chief's kit should be passed on each Tuesday morning in time for the next scheduled on-call Base Chief to receive it by the close of business the same day.
4. Upon receiving the kit, the on-call Base Chief will inventory the contents for completeness and update it if necessary. Contact the Transit Control Center Channel 8 Coordinator at extension 4-1705 by 3 p.m. Tuesday to identify yourself as the on-call Base Chief. Confirm that the Transit Control Center has the on-call Base Chief's current personal phone numbers (home and/or personal cellular phone numbers) for after-hours contact as necessary. Make sure the on-call NEXTEL cellular phone (206-571-6916) is in working order with the battery charged as necessary. This includes testing the Nextel phone at the on-call Base Chief's residence to ensure that the signal can be received properly.
5. The on-call NEXTEL cellular phone shall be on from 5 p.m. to 7 a.m. on weekdays and 24 hours a day on weekends and holidays.
6. When the Transit Control Center determines the on-call Base Chief needs to be notified, the on-call NEXTEL cellular phone will be called. If there is no answer the call will be forwarded to voice mail. The TCC will leave a message on the voice mail and request a call back. The TCC will then call the on-call Base Chief's pager number (206-469-0027). If there is no response after 15 minutes from either the voicemail or the pager, the TCC will call the chief at their home phone number. If the on-call Base Chief cannot be reached, the TCC will contact the Base Supervisor of the base to which the employee is assigned.
7. In the event of serious incidents, the on-call Base Chief should contact the affected Base Supervisor.

Subject: On-Call Chief (Page 2 of 4)

Issue Date: 2/10/96

Revision Date: 9/13/10

C. General Guidelines

When the Transit Control Center calls the on-call Base Chief, determine the following:

1. What has happened, where and at what time?
2. What are the name(s), I.D. (s) and base(s) of the employee(s) involved?
3. Who else is involved in the situation? (Police, fire, aid car, Safety, Service Quality, Media Relations, etc.)
4. Determine which managerial personnel have been notified about the situation. If the Transit Control Center has notified the Operations Manager, make sure you notify the appropriate base or section supervisor.

The on-call Base Chief will determine what action he or she should take and, if necessary, will contact the appropriate Base Chief for major incidents (death of employee, fatality accident, etc.). If the appropriate Base Chief is not available, the Base Supervisor will be called and provided all available information about the incident and what action has already been taken. Information about less serious incidents will be forwarded to the appropriate Base Chief on the next workday.

D. Serious Accidents, Assaults or other Events

Use the following information as a guide to actions that may be required. The on-call Base Chief is not constrained in doing only the items listed, nor required to perform every action for every incident.

1. Identify the employee's condition (serious injury, shock, etc.).
2. Determine if the condition is severe enough to require additional medical care. If so, ensure the employee is transported and that you have been notified which hospital is treating the employee.
3. Ask the employee if family members should be notified. Determine if the family needs transportation to the hospital or if there is other support Metro can provide.
4. If the on-call Base Chief determines it is necessary, go to the hospital and provide as much comfort and assistance to the employee and family as possible. Identify yourself as Metro's representative to the attending physician or nurse. Provide business cards with contact information to medical staff as appropriate. Be available, but stay out of the way.
5. Ask the district supervisor to send a copy of his or her report to the appropriate Base Chief.
6. Check to see whether the employee's belongings have been located and secured.
7. Provide transportation home for the employee when appropriate. When possible, ask the employee to contact his or her Base Chief the next working day.
8. Determine whether any of the following reports are needed:
 - Police Report
 - Service Supervisor Response Report
 - Accident/Incident Report
 - Security Incident Report
 - SIF-2
 - State Accident Report

Subject: On-Call Chief (Page 3 of 4)

Issue Date: 2/10/96

Revision Date: 9/13/10

9. Provide an update of the situation to the Base Dispatcher, the employee's Base Chief and the Transit Control Center and advise them if the employee will not be available the next day.
10. Provide appropriate information to the Manager of Operations. Some events will require the on-call Base Chief to coordinate detailed information sharing with the Manager. Examples include serious injuries to operators, customers or both; employee arrests; situations with potential political overtones or likely to attract media attention or events with implications beyond one base or work unit. In these cases, in addition to ensuring that the manager has been contacted by the Transit Control Center, it is the responsibility of the on call Base Chief to make certain that all written reports are faxed to the Manager's office (206-684-2038) prior to 8 a.m. the following day. Relevant written reports may include the items listed in item 9, above. The on-call Base Chief is also responsible for providing to the Manager, in written/faxed or e-mail form, a detailed account of all of the information gathered and action taken relevant to item 8 above. This information, also, must be in the Manager's office prior to 8 a.m. the following day. If the on-call Base Chief does not have access to an internet-linked computer or a fax machine, he or she may relay the written report via the early Base Chief at the appropriate base for e-mailing prior to 8 a.m. But under all circumstances, the responsibility for ensuring that complete information is relayed to the Manager's office rests with the on-call Base Chief.

E. Alcohol or Substance Abuse Post-Accident Testing

1. Notify the Drug and Alcohol Program Administrator (PA) by paging (206) 969-8133.
2. Coordinate testing procedures with the PA.
3. If necessary, go to the accident scene or health care facility to assist with the testing coordination.
4. Notify the employee's Base Chief or if unavailable, a Chief from the employee's base the next business day about the incident and what action was taken.
5. Information about the incident should be e-mailed to the Base Chiefs and Base Supervisor at the employee's base to ensure follow-up action.
6. If alcohol or substance abuse must be investigated, follow the guidelines outlined in the substance abuse policy.

F. Filling Vacant First-line Shifts

Refer to policy #26: First Line Supervisor Overtime Assignments and the Base Chief "How To" Guidelines. Inform the appropriate Base Chief (voice or e-mail message). Advise the OSS Coordinator currently responsible for maintaining the Base Operations OT list.

G. Adverse Weather Emergencies

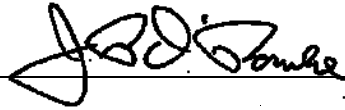
The Transit Control Center, in most cases, will notify representatives from Base Operations *via the adverse weather page system requesting calls be made to the adverse weather hotline for information/instructions*. During winter months, the Adverse Weather Plan is in the on-call base chief kit for further information as needed.

H. Enclosures to the On-Call Chief's kit

1. Metro Transit - Transit Department telephone number reference
2. Two (2) SIF-2 forms
3. Two (2) Incident Report forms
4. Two (2) Security Incident Report forms
5. (a) Alcohol/Substance Abuse Policy Manual
6. Two (2) Accident Report kits
7. Adverse Weather Plan (November-April only)
8. Current Base Operations First-line Supervisor Assignment List
9. Current Base Operations Overtime list
10. Current Inter-Sectional Overtime list
11. Base Chief "How To" Guidelines for filling OT
12. Policy #26 – First Line Supervisor Overtime Assignments
13. List of Operations cellular phone numbers
14. The Book' and revisions
15. Local 587 contract
16. On-call Base Chief Procedures
17. NEXTEL Cellular Phone with charger (206-571-6916)
18. On-Call Base Chief pager (206-469-0027)

Subject: Sick List Procedures (Pg. 1 of 5)

Approval by Manager:



Issue Date: 4/1/07

Revision Date: 9/1/09

Reporting Procedures

When an operator phones or reports to work and requests to go on the sick list for a personal, dependent child or non-child family member illness or injury, the following procedures apply:

1. Ask the operator's name, badge number and route and run number.
2. Ask the operator whether s/he is reporting an illness or injury and whether it is for himself or herself, a dependent child or a non-child family member. The operator is required to provide this information but is not required to provide specific information regarding the medical condition. If the operator refuses to provide the required information, notify the operator that s/he will be placed on the off-the-job injury list and must clear through his or her chief before returning to work.
3. If the operator reports a personal injury, confirm that it occurred off the job. If the operator reports that it occurred on the job, please follow the procedures for an on-the-job injury (currently policy # 63).
4. Ask the operator if his or her absence is FMLA and/or KCFML qualified. If it is or if the operator is uncertain whether it is, refer him/her to a chief unless authorized FMLA/KCFML paperwork is already on file.
5. Ask the operator if s/he knows when s/he will return to work and if s/he would like to be "on the list". If s/he does not want to indicate a return to work date, then explain to the operator that s/he is being placed "on the list" (personal sick, sick child, sick adult or off-the-job-injury list, as appropriate) until s/he calls "off the list". Explain the following call-off procedures:
 - A. The operator must call off by 10:00 a.m. the day before coming back to work.
 - B. If the operator calls to go "on the list" after 10:00 a.m., explain the policy for working his or her assignment the next day (assuming the operator does not go on and off the sick list with the same call i.e. "one day only").
 - If the operator's first assignment the next day reports at 11:00 a.m. or earlier, s/he has up to one (1) hour before his or her first report time the next day to call off the sick list and work his or her assignment(s). If the base is closed and does not open one (1) hour before the operator's first assignment reports, instruct the operator to call the Control Center.
 - If the operator's first assignment the next day reports after 11:00 a.m., s/he has until 10:00 a.m. the next day to call off the sick list and work his or her assignment(s). Note that if the operator calls by 10:00 a.m. the next day, s/he will have the option of returning to work that day or the day after.
6. Check the report time of the operator's assignment to ensure the operator is calling in at least thirty (30) minutes before his or her report time (see note below). If the call is less than thirty (30) minutes before the report time, inform the operator that s/he is being carried sick, but that it is also being logged as an unexcused absence due to the time of the call. To request the unexcused absence be changed, the operator must submit a memo to his or her base chief explaining the circumstances and requesting the change and a Sick Leave Verification form verifying that s/he or his or her child received medical treatment and that the employee was unable to report the absence as required. This does not guarantee the unexcused absence will be changed.

Subject: Sick List Procedures (Pg. 2 of 5)

Issue Date: 4/1/07

Revision Date: 9/1/09

Note: Operators will not receive an unexcused absence if reporting sick in person at the window less than thirty (30) minutes before their report time.

Annual Self-Certification of Medical Absence

All Employees must sign an *Annual Self Certification of Medical Absence* form each year, at a time designated by Metro. Newly hired Operators will sign the form prior to qualification.

If an employee refuses to submit a complete and signed *Annual Self-Certification of Medical Absence*, the employee will receive an unexcused absence for each full or partial day of sick leave that is not certified (except scheduled medical appointments as described below). The attendance provisions of Article 4 Section 7 will apply.

Verification Procedures

When medical verification is required, employees must be seen by the licensed practitioner during the absence and while exhibiting or experiencing symptoms of illness or injury. The medical verification must be submitted to the base within 5 calendar days from the date of the employee's return to work.

Employees are responsible for knowing what their current sick leave accrual balance is, tracking their sick leave usage, and knowing when medical verification is required. If, when verification is required, the employee fails to submit the verification within five calendar days after returning to work, the employee will receive an unexcused absence for each day that is not verified. If an Employee submits an acceptable medical verification after the 5th day and submits a written request to have the unexcused removed or reduced, the base will review the request and circumstances and determine if the unexcused will remain unchanged, be reduced to an absence or be excused. If the unexcused is removed, the Employee may then be issued a minor infraction for failure to follow procedures (19-16: late or incomplete submission of sick leave forms).

Note: If an operator has signed in and goes sick at the window or calls in sick on the road, verification is not required unless the operator is otherwise required to provide Sick Leave Verification.

Medical Verification is required for the following non-FMLA/KCFML absences:

1. The employee has been notified by Metro that all sick leave use must be verified
2. The employee does not have sufficient sick leave accrual to cover the entire absence.
 - a. Every day of the absence that is not fully covered by accrued sick leave must be verified.
 - b. It is the employee's responsibility to know if s/he has sufficient sick leave.
 - c. If the absence is reported as FMLA/KCFML, additional medical verification will not be required provided the employee is
 - i. FMLA eligible
 - ii. notifies Metro that the absence is for a FMLA eligible condition within two workdays of his or her return to work
 - iii. And submits the necessary FMLA request and acceptable medical certification forms within two workdays of his or her return to work. Intermittent leaves must recertify as required by Metro.
3. The absence is longer than five full or partial consecutive workdays,

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- a. Consecutive "incidents" of sick leave are treated the same as a single incident. That is, 6 consecutive 1-day incidents of sick leave are the same as a single 6-day incident of sick leave: Both require medical verification
- b. FT employees with a leave balance of 500 hours or more, and PT employees with a sick leave balance of 250 hours or more after SL hours are deducted for the absence are exempt from this provision.
- c. If the absence is reported as FMLA/KCFML, additional medical verification will not be required provided the employee
 - i. Is FMLA eligible
 - ii. Notifies Metro that the absence is for a FMLA eligible condition within two workdays of his or her return to work, and
 - iii. Submits the necessary FMLA request and acceptable medical certification forms within two workdays of his or her return to work. Intermittent leaves must recertify as required by Metro.

Off-the-Job Injury

Any operator, who is off work with an injury such as a broken bone, head injury, vision problem, sprain, strain, etc., must clear to return to work through his or her base chief. The operator must provide medical verification acceptable to King County Metro from his or her licensed practitioner stating s/he can perform the essential functions of the transit operator position. The chief will determine if a return-to-work ride check is required. All other current King County Metro sick leave procedures as defined in this policy apply.

Dependent Child Illness/Injury (Sick Child)

All current King County Metro sick leave procedures as defined in this policy apply.

Non-Child Family Member Illness/Injury (Sick Adult)

Employees may use accrued sick leave to care for a non-child family member. All current King County Metro sick leave procedures as defined in this policy apply.

Medical Appointments (Non-Industrial)

Sick leave use covering time off for non-industrial medical appointments for an operator, a dependent child or non-child family member is scheduled by submitting a blue, Scheduled Medical Appointment form to the base dispatcher/planner *prior to* 10:00 a.m. the day before the appointment. No further documentation is required.

Sick leave use covering time off for non-industrial medical appointments for an operator, a dependent child or non-child family member scheduled with the base dispatcher/planner *after* 10:00 a.m. the day before the appointment is subject to the sick leave reporting and verification procedures as defined in this policy.

Medical Appointments (Industrial)

All time off for medical appointments related to an open industrial injury claim for transit operators are scheduled through the layoff book and must be verified on an Industrial Doctor Appointment Verification form (#0027). The form must be signed by the physician/licensed practitioner and the employee and submitted within five (5) calendar days after returning to work from the appointment. Failure to submit the form as required will result in an unexcused absence for each appointment day that is not verified. See also current policy #63.

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Domestic Violence Leave for Victims and Family Members

Victims of domestic violence, sexual assault or stalking may take reasonable or intermittent leave from work, paid (using sick leave, A/C, or vacation) or unpaid, to take care of legal or law enforcement needs, or to get medical treatment, social services assistance, or mental-health counseling. Family members may also take reasonable leave to help the victim obtain treatment or seek help.

The employee must provide notice to Metro of the need for this leave no later than the end of the first day the employee takes leave.

The employee will be required to provide verification of the need for this leave.

Domestic violence is defined in the King County policy on Domestic Violence in the Workplace section 5.1 and RCW 26.50.010. Stalking is defined in the King County policy on Workplace Violence Prevention section 6.2.6. and RCW 49.78.020. Sexual assault is defined in RCW 70.125.030

Unpaid Medical Leave not covered by FMLA/KCFML

Every day of unpaid medical leave that is not covered by FMLA or KCFML must have medical verification. After three or more consecutive workdays of such leave, Metro may give notice to the employee that medical verification of the absence will be required within a reasonable period of time (one week or less). If the employee fails to provide timely medical verification, each day of unverified absence will be converted to an unexcused absence.

Employees requiring medical leave beyond the FMLA/KCFML period may be referred to Transit Disability Services for additional assistance and services.

Confidentiality of Medical Information

Employees are obligated to share the following information: whether their absence is for an illness or injury and whether it is for himself or herself, a dependent child or a non-child family member. While employees are not prohibited from sharing additional information about their medical condition and/or treatment, Metro staff should not, in any way, encourage or coerce employees to share medical information beyond what is required.

Suspected Abuse of Sick Leave

If an employee is suspected of abusing sick leave, Metro may give the employee written notice of suspected sick leave abuse.

If, within one year of the initial notice of suspected abuse, Metro has reason to suspect continued or additional abuse, Metro may, after a reasonable investigation, provide written notice of such to the employee and include a requirement to submit medical verification for all future sick absences for a specific period of time, up to six months. A reasonable investigation will generally include: 1) a review of the employee's attendance record; 2) a discussion with the employee regarding his or her attendance record; 3) a review with the employee of any other indications of sick leave abuse. The unit Supervisor will review and approve all notices of suspected abuse before being issued to the employee.

If the employee believes that the notification of suspected abuse is arbitrary or unfair, the employee may appeal the notification by submitting a signed appeal to his chief on a form provided by Metro. Once the appeal has been received by Metro, the requirement for medical verification, if issued, will be suspended until Transit Disability Services indicates that the medical verification can be required. If the appeal is denied, the medical verification requirement period will resume after the unit supervisor and employee have been notified of the appeal decision.

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Abuse of Sick Leave

An employee who abuses sick leave is subject to discipline for a serious or major infraction, depending on the circumstances.

In addition to the appropriate discipline, Metro may require medical verification for all future sick absences for a specific period of time, up to one year.

Abuse of sick leave means the use of a sick absence, either paid or unpaid, for a reason other than the reasons specified in Article 11 Section 1.

Following are some guidelines indicating when Metro may instigate an investigation into actual or potential abuse of sick leave. These are examples only, not intended to be a comprehensive list of situations.

Earn it and Use it: Operator routinely and regularly takes short sick absences. 1 day/month, 12 day's/year; sick leave balance remains at a low level.

Day of Week: Operator has frequent usage and most of the sick days fall on the same day of the week, or the day after pay day.

Time of year/month: Operator has taken the same time of year/month off more than once.

With other time off: Sick leave usage is adjacent to RDO's and/or other time off, such as AC and vacation.

Requested time off refused: Operator has requested time off via layoff book, vacation change, compassionate leave, or a request to the dispatcher. Time off is not approved and employee reports sick during the time off requested.

Excessive use of sick leave: Employee routinely uses sick leave equal to, or greater than, amount earned each year.

Related to spousal or co-worker absences: Employee uses sick leave during same time that spouse/co-worker/significant other is also off (regardless of reason).

Sick child: Employee and spouse are both off for sick child.

Failing to obtain FMLA certification: Employee is off for extended period of time without obtaining FMLA certification for the absence.

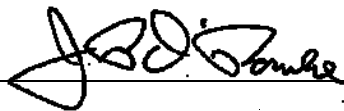
Avoiding a specific assignment: Going sick when the employee is given an assignment s/he does not want, such as an interbase transfer for extra-board operators.

Inability to Work

Employees who are unable to work regularly are subject to discharge and shall be referred to Transit Disability Services.

Subject: Extra Board Assignment Planning (Pg. 1 of 9)

Approval by Manager:



Issue Date: 1/20/82

Revision Date: 12/22/06

Definition

The Extra Board is that group of full-time operators at a base who receive, on a daily basis, assignments of open runs, open reports, open trippers or other available pieces of work as defined in Article XV of the Labor Agreement. Each base having regular operators shall have a Day Board. In addition, bases having night work shall have a Night Board.

Contract Limitations on Extra Board Assignments

1. No Extra Board assignment will be final until 2:00 p.m. However, Metro has the right to change any assignment on the extra board once it has been posted.
2. All assignments to an Extra Board operator as part of her or his workday will be within a spread of thirteen (13) hours.

Exceptions

- When an Extra Board operator selects a vacation relief that includes a picked overtime tripper over the thirteen (13) hour spread, the Extra Board operator will work the entire assignment.
 - When the operator voluntarily waives the thirteen (13) hour spread rule. Maximum allowable spread is sixteen (16) hours.
 - When an extreme emergency exists.
3. Extra Board operators may request ten and a half (10 ½) hours off between regular day assignments, either in the pick room or prior to 10:00 a.m. on Friday to be effective on Saturday.

Exceptions

- If an Extra Board operator has selected a vacation relief with an overtime tripper which does not allow the ten and a half (10 ½) hours off, the rule must be waived for the length of the vacation relief pick.
 - When an extreme emergency is declared.
 - Should an Extra Board operator arrive later in the base than scheduled and should the following day's assignment not allow ten and a half (10½) hours off, then the operator may elect to pass up the following day's assignment by submitting written notification to the base dispatcher at the completion of the current day's assignment. In this case, the operator will report to the base ten and a half (10 ½) hours later, unless otherwise notified. If the base is closed, the coordinator must be notified.
4. All Extra Board operators shall have two (2) consecutive days off (56 hours) in every seven (7) day period.
 5. All Extra Board operators shall have a minimum of eight (8) hours off between consecutive day's assignments.
 6. Extra Board operators may request "no overtime" as a pick-option in the pick room or prior to 10:00 a.m. on Friday to be effective on Saturday. In some cases, when absentee rates or special demands beyond Metro's control increase the number of open pieces of work, this request may not be honored. Since the Union and Metro agree that Metro provides essential public services and since both recognize that Metro has the responsibility to use its work force efficiently, it may be necessary to force overtime. In this case, it will be assigned in the inverse order of seniority.

Subject: Extra Board Assignment Planning (Pg. 2 of 9)

Issue Date: 1/20/82

Revision Date: 12/22/06

Extra Board Assignment**1. Types of Work**

The types of work shall govern Extra Board assignments. The work shall be sorted into two categories:

A. Category A work shall include:

- Straight-through runs that quit at 8:00 p.m. or earlier.
- Day reports that quit at 10:00 p.m. or earlier as determined by a thirteen (13) hour spread.
- Combos that quit at 8:00 p.m. or earlier.
- Tripper combinations that quit at 8:00 p.m. or earlier.
- Tripper and report combinations that have a latest quit time of 8:00 p.m. or earlier as determined by a thirteen (13) hour spread.
- Special work that has an estimated quit time of 8:00 p.m. or earlier.

B. Category B work shall include:

- Straight-through runs that quit later than 8:00 p.m.
- Reports that have a quit time of 10:01 p.m. or later as determined by a thirteen (13) hour spread.
- Combos or other work combinations that quit later than 8:00 p.m.
- Special work that has an estimated quit time later than 8:00 p.m.

2. Assignment Sequence

- A. It will be the dispatcher/planner's initial responsibility to identify the number of Extra Board operators fully available to work and to identify the number of full, eight (8) hour equivalent pieces of work (runs and reports) that are open and need to be filled.
- B. If the number is a perfect match, then all the open trippers will go out as overtime or additional tripper assignments. A count of available operators should be taken immediately to determine whether lay-off requests need to be reconsidered.
- C. If the number of full open runs and reports is less than the number of Extra Board operators fully available on their regular workday, the dispatcher/planner will have the option of inserting the following types of work in to the match: tripper combinations, new reports, qualification assignments or pieces of work available which meet contract definitions.
 - 1) If the dispatcher/planner chooses to insert tripper combinations, s/he will use those combinations that most clearly satisfy the eight (8) hour guarantee. These tripper combinations will be inserted in the assignment sequence according to their p.m. quit time.
 - 2) If the dispatcher/planner determines that an operator in line for a tripper combination or a combo run needs to qualify, s/he
 - 3) may take that operator out of sequence and give him/her a qualification assignment. These operators will not be assigned straight-through runs when taken out of sequence.

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- 4) On a holiday when a Sunday schedule is in effect and the number of runs and reports is less than the number of operators, the dispatcher/planner may create additional reports or qualification assignments at her or his discretion. The operators left on the board with no assignment after the normal assignment of Category B work and Category A work will receive holiday pay for their guarantee. Everyone in the layoff book will be excused before any Extra Board operator is forced to take the holiday off.
- 5) If report assignments are created to balance the workforce and work, the following rules must be observed:
 - a) All created reports must be unique. For example, if you now have a regular 6:00 a.m. report, you can not add another one. However, you can add a 6:01 a.m. report.
 - b) All report operators will be available to work a thirteen (13) hour spread.
 - c) Day reports must report at 9:00 a.m. or earlier.
 - d) Night reports are any reports that report at 9:01 a.m. or later.
 - e) If the number of full open runs and reports is greater than the number of Extra Board operators fully available on their regular workday, the dispatcher/planner will need to evaluate layoff requests and/or the number of overtime operators to determine whether the combo runs pulled out for overtime will match the overtime operator availability.

3. Rough-rolls/Matching

Once the number of Extra Board eight (8) hour guarantee assignments has been determined, the dispatcher/ planner can create the rough-rolls. The following rules shall apply:

- A. At pick, operators may choose day or night Extra Board positions. Day report operators must choose Day Board positions and night report operators must choose Night Board positions.
- B. On the Extra Boards, all work falls into two assignment categories. Make two rough-rolls, one for each category of work ordered by quit time.
 - 1) Category B includes all work with a quit time of 8:01 p.m. or later (straight-through relief runs, night combo runs, special work and tripper combinations that quit after 8:00 p.m.) and full reports that start after 9:00 a.m.
 - 2) Category A includes all other work (straight-through day runs, day combo runs, special work and tripper combinations that quit at 8:00 p.m. or earlier, tripper and report combinations that have a latest quit time of 8:00 p.m. or earlier as determined by a thirteen [13] hour spread and full reports that start at 9:00 a.m. or earlier).

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- C. Once the dispatcher/planner has constructed Category A and Category B rough rolls according to quit time, s/he determines whether the number of available assignments equals the number of available operators. If the numbers are equal, the dispatcher/planner assigns Category B work to the Night Board, latest quit to the bottom of the board, second latest quit to the next position going up the board and so forth until all Night Board operators have been assigned or until the dispatcher/planner has run out of Category B work. If Night Board operators remain unassigned, the dispatcher/planner then assigns the latest start pieces of Category A work available in latest to earliest start time sequence beginning with the next unassigned Night Board operator and moving up the Night Board until all Night Board operators have been assigned. (The Night Board is not guaranteed straight-through work, e.g., Board 3, Line 6 may get the last piece of Category B work that quits at 8:10 p.m.; Board 3, Line 5 would then get the latest start piece of Category A work that may be a tripper combo that starts at 11:50 a.m.).
- 1) If the dispatcher/planner has more Category B work than Night Board operators, s/he continues assigning Category B work by latest to earliest quit time to the Day Board from the bottom position up until all Category B work has been assigned. Next, Category A work is assigned from the top of the Day Board down, earliest quit to the first operator, next earliest quit to the next operator and so forth until each available operator has an assignment. (There may be some instances where qualifications or hours off requirements cause an overlap between the two categories).
 - 2) Operators who are qualified in accordance with Article XV, Section 12, but who are not qualified on the specific assignment they would normally receive, shall be passed over until the first assignment for which they are qualified becomes available. If work is not available to match an operator's qualifications, the operator shall be placed on report and may be sent out to qualify and the eight (8) hour daily guarantee shall apply for that day.
 - 3) At the end of the Category A assignment process, if the last available operator does not match the last available assignment, then the latest quit assignment for which that operator qualifies shall become her or his assignment. The remaining operators shall be assigned in normal sequence.
- D. Should two or more assignments within the same category quit at the same time, the following assignment sequence will apply:
- 1) Any driving assignment will precede a report assignment. If a partial report is coupled with a tripper, this combination will be considered a report. For assignment purposes, an a.m. tripper with a p.m. report will be assigned a p.m. quit time thirteen (13) hours after the a.m. report time. An a.m. report and a p.m. tripper will be placed in assignment sequence by the p.m. tripper quit time.
 - 2) An assignment with more pay will be assigned before an assignment with less pay. This could be a tripper combination over a run if the tripper combination pays more.
 - 3) Should two assignments pay the same, the one with the greater bonus time will be assigned first.
 - 4) If the pay times and bonus times are the same, the assignments will be assigned at the discretion of the dispatcher/planner.

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- E. If the dispatcher/planner has a surplus of fully available Extra Board operators on a regular workday and has special pieces of work available, s/he may use those pieces to satisfy eight (8) hour guarantees. The dispatcher/planner will need to estimate the quit times of those pieces so that they will be reasonably entered in the assignment sequence. Pieces of special work may be used in combinations or, if enough time exists in the piece, as a run.
- F. If the number of full open runs and reports is greater than the number of fully available Extra Board operators on their regular workday, the dispatcher/planner will need to remove certain runs to create a balance between assignments and operators. Under no circumstances will a full report assignment be removed from Extra Board assignment. The order of work to be removed from Extra Board assignment for overtime assignment, as needed, will be combination runs, late day runs (quitting from 6:01 p.m. to 8:00 p.m.) and early quit relief runs (quitting from 8:01 p.m. to 9:59 p.m.).
- G. There are a number of situations that may interrupt the progressive quit times of Extra Board assignments:
 - 1) Extra Board operators choose vacation and long term relief picks with the same RDOs as the regular operator on the assignment. Since they are chosen according to RDO seniority, a vacation/long term relief may appear at any place on the Extra Board. There is no requirement that an operator on the Night Board may only pick vacation/long term reliefs on night work or vice versa for an operator on the Day Board. An Extra Board operator may exercise her or his seniority for any vacation/long term relief assignment. A night vacation/long term relief picked by a Day Board operator does contradict the logic of picking that board spot. However, the Extra Board assignment sequence is not jeopardized.
 - 2) Having picked such an assignment, the operator must work it and must fall in normal assignment sequence after its completion. If a ten and a half (10½) hours off request has been signed, it will be honored at the end of the vacation/long term relief. If no request has been signed, the operator will receive her or his assignment with eight (8) hours time off guaranteed. Operators changing to or from vacation/long term reliefs automatically waive their right to fifty-six (56) hours off on their RDOs.
 - 3) If an operator is not qualified for an assignment in the normal sequence, s/he will receive the first assignment on which s/he is qualified.
 - 4) If not enough work exists for the Extra Board, the least qualified operator may be taken out of the assignment sequence and given a qualification assignment. If the dispatcher/planner decides that a person receiving a tripper combination or combo run needs to be qualified, that operator may be given an exclusive qualification assignment. The only time a straight through run may be taken away from an operator in the assignment sequence is when not enough work exists and the operator in question is the least qualified person on the Extra Board.
 - 5) The ten and a half (10½) hours off request may require that an operator is given a later start and thus, possibly, a later quit assignment in the sequence.

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4. Vacation/Long Term Relief Picks

The policy concerning vacation/long term reliefs is stated in the Labor Agreement. However, additional conditions require explanation:

- A. An Extra Board operator may pick a report assignment according to the conditions stipulated in the agreement. Vacant runs or reports may be picked as vacation/long term reliefs until they are filled by a move-up.
- B. Should an assignment open for a vacation/long term relief pick include a picked overtime tripper on a regular workday, the Extra Board operator making such a pick must work all picked trippers. Picked overtime trippers on RDOs will be split off the vacation/long term relief due to the possibility of conflicting overtime assignments. Such RDO trippers will be assigned according to the usual assignment planning process.
- C. An Extra Board operator may pick any type of vacation/long term relief without regard to Day Board or Night Board status.

5. Assignments Made to Other Bases

Should it become necessary to send Extra Board operators to another base to balance available work, Inter-base Transfer Operators and those operators who have volunteered should be sent first, before assigning work to the least senior operators on the Extra Board.

- A. A volunteer list will be established at each pick of Extra Board operators willing to accept interbase transfers. These Extra Board operators will have the pick option to volunteer to work at other bases and to indicate which bases they choose to work. The choices of bases will be either yes or no, and there will be no order of preference.
- B. In addition, METRO may designate Inter-base Transfer Extra Board positions with varying RDO combinations at each base. An operator who picks an Inter-base Transfer Extra Board position must choose to be on either the "volunteer list" or the "force list".
- C. In the event that an inter-base transfer is necessary, available operators will be assigned in the following order:
 - 1) In seniority order to those operators who have picked a designated Inter-base Transfer Extra Board position and have chosen to be on the Inter-base Transfer Operator "volunteer" list.
 - 2) In inverse seniority order to those operators who have picked a designated Inter-base Transfer Extra Board position and have chosen to be on the Inter-base Transfer Operator "force" list.

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- 3) To Extra Board operators who have volunteered to accept inter-base transfer work who did not pick a designated Inter-base Transfer Extra Board position.
 - An inter-base transfer assignment will not adversely affect the quit time sequence of the Extra Board. The dispatcher/planner will try to obtain work from another base that has a comparable quit time to the work the operator would have received from her or his home base. For Extra Board operators who did not pick an Inter-base Transfer position, Category A work will be assigned to Day Board volunteers and Category B work will be assigned to Night Board volunteers.
 - Any operator who has received an assignment via the inter-base transfer process will still be eligible for overtime at her or his home base through the assignment planning process. For purposes of allowing sufficient time between assignments to travel between bases, sixty (60) minutes will be required between the quit and start times of assignments at different bases except when the bases are located at the same site. Ten minutes is required between the quit and start times of assignments at different bases located at the same site.

6. Picked Overtime Assignments

Overtime trippers will available for pick by full-time operators. Those left vacant at the end of the pick may be offered for pick at the base to all full-time operators including Group D operators, by full-time seniority. Operators may choose a second tripper per day at this time. Regular operators on their regular workday or RDO or Extra Board operators on their RDOs who have picked an overtime tripper will automatically be assigned that tripper on the day selected.

- A. Operators who have picked an overtime tripper may be excused from it only by placing their request in the lay-off book and by being excused by the dispatcher/planner. Such requests are subject to all layoff book procedures and count as part of the layoff book guarantee.
- B. Picked overtime trippers will appear on the operator alphabetical and will be considered a regular assignment on the days selected. If a regular operator has a tripper ahead of her or his eight (8) hour assignment and misses on the overtime tripper, s/he will forfeit an eight (8) hour guarantee and the balance of assignments for the day.
 - The dispatcher/planner should be especially attentive for a full-time operator's name and I.D. appearing on a tripper and for the need to open up that operator's following assignments for the day if the original assignment is made vacant.

7. Assigning Surplus Work

- A. Surplus work will be separated into two lists:
 - 1) Trippers designated as currently part-time owned. A tripper is defined as currently part-time owned if a part-time operator is *currently* assigned to it as the regular operator. Vacant trippers (with no regular operator) are not part-time owned.
 - 2) All other pieces unassigned.
 - Current part-time owned trippers will be assigned first to part-time operators on the Additional Tripper List by seniority within a maximum sixteen (16) hour spread. Any part-time owned tripper left unassigned will then be added to the list of all other unassigned pieces.

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- B. All unassigned pieces of surplus work will then be assigned in the following order by seniority:
- 1) Extra Board operators requesting overtime on their regular workday within a thirteen (13) hour spread.
 - 2) Extra Board operators on their regular day off within a maximum sixteen (16) hour spread.
 - 3) Regular operators on their regular workday within a maximum sixteen (16) hour spread.
 - 4) Regular operators on their regular day off within a maximum sixteen (16) hour spread.
 - 5) Extra Board operators on their regular workday volunteering to work over the thirteen (13) hour spread not to exceed a maximum sixteen (16) hour spread.
 - 6) Part-time operators on the Additional Tripper List who did not receive an assignment in the first pass of the Additional Tripper List as defined in 7b above.
 - 7) Extra Board operators on their regular workday requesting "no overtime" in inverse order of seniority. The fifty-six (56) hours off on RDO requirement, and the ten and a half (10½) hours off between daily assignments and thirteen (13) hour spread requests will be honored. The largest overtime tripper will be assigned first in inverse seniority order until all pieces have been filled.
 - 8) "Scroungers" - those full-time operators volunteering for overtime but not on any of the overtime lists.

The Lay-Off Book

- Each day at each base, Metro guarantees that for every forty-five (45) full-time operators that are normally scheduled to work on that day at that base (before considering absences), rounded to the nearest forty-five (45), one (1) full-time operator will be excused. Similarly, Metro guarantees that for every fifty-five (55) part-time operators that are normally scheduled to work on that day at that base (before considering absences), rounded to the nearest fifty-five (55), one (1) part-time operator will be excused. However, the minimum guarantee will be at least one (1) full-time operator and two (2) part-time operators for any base with such operators.
- This guarantee will apply except in an extreme emergency.
- Operators using sick leave or industrial benefits for doctor's appointments will not be included in the daily layoff book guarantee.
- A separate lay off book for full-time and part-time operators will be maintained at each base. Once the minimum guarantees are met, the number of additional part-time operators excused on a particular day will not exceed the number of full-time operators excused on the same day, unless all of the full-time operators who have so requested are excused. However, if excusing additional a.m. or p.m. part-time operators or full-time operators wanting a portion of the day off would balance open work, Metro may excuse such operators.
- On holidays, everyone in the layoff book will be excused before an Extra Board operator is forced to take the holiday off.

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Group D Operators

- Group D status may be granted for school or compassionate reasons.
- Group D operators have two options. A Tripper Group D operator will pick an AM or PM part-time tripper in the part-time operator pick by her or his full-time seniority after all part-time operators have picked. A Flex Group D operator will pick weekday “peak periods” during which they will be assigned work. A Flex Group D operator also has the option of picking a day Combo on Saturday
- A Flex Group D operator who does not pick a Saturday combo must select a minimum of five (5) peak periods in any combination on any or all weekdays and may select up to ten (10) peak periods. A Flex Group D operator with a Saturday combo must select a minimum of two (2) peak periods as described above and may select up to ten (10) peak periods.
- Tripper Group D operators returning to full-time status during a shake-up will be placed at the bottom of the day extra board at the base currently picked. A full-time operator may go on or off Flex Group D only at shake-up. Flex Group D operator peak time availability cannot change during the shake-up, except by Metro approval.
- Tripper Group D operators may participate in part-time operator move-ups by their full-time operator seniority after all part-time operators have had the opportunity to move-up.
- Tripper Group D operators may not work school trippers, annual leaves or vacations of other part-time operators.
- Tripper Group D operators are eligible to work the additional tripper list.
- There is no restriction to the type of work Flex Group D operators can drive (partial runs, extras, specials, etc.). They may also be assigned partial reports. If there is more than one Flex Group D operator available for work at a base, Metro will endeavor to assign the longest paying assignment to the operator with the highest full-time seniority.
- Tripper Group D and Flex Group D operators who so desire may be assigned any type of work off the call sheets of any base on their off days after the assignment planning process has been completed. Regular day off (RDO) overtime rules do not apply to off days.
- See current policy # 52 for complete details on Group D.

New Hires

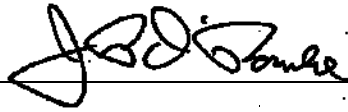
- Between shake-ups, any newly hired full-time operators shall be placed at the bottom of the Day Board. For an operating base with a van service Extra Board, a newly hired full-time operator shall be placed at the bottom of the van service Day Board.
- Selection of Extra Board position shall be by seniority.

Accident Rereads

When an Extra Board operator who is also a Union Executive Board member works part of her or his regular assignment or is otherwise employed by Metro for part of the day and represents the Union on an accident re-read panel, Metro will pay him/her for actual time spent on the re-read panel or an amount necessary to make up her or his daily guarantee (eight [8] or ten [10] hours), whichever is greater.

Subject: Dispatching (Pg. 1 of 3)

Approval by Manager:



Issue Date: 1/20/82

Revision Date: 3/1/01

The Use of the Emergency (Extreme Emergency) Clause

- Emergency and extreme emergency are defined in the definition area-preceding Article I.
- The manager of Operations or her or his designee will declare an extreme emergency for the System.
- A first-line supervisor may declare an emergency. However, the supervisor should only do so after exhausting all possibilities to accommodate service within the contract guidelines. The emphasis must be that the emergency is the only route left to complete service. The decision requires serious consideration.

The Assignment Sequence for Report Operators

- The contract specifically states that the operator on report with the earliest first report time gets the first piece of work that is or becomes available within her or his spread, except in an emergency.
- Since report times are created not only for their initial start but also for their 13-hour spread in order to "catch work," those reports, which are split and come back on report while other reports have, since begun, will precede those later reports because of their initial report time. For example, if a 5 a.m. report is split and reports back at 1 p.m., it will precede a 10 a.m. still on report in the assignment of p.m. work.
- Report operators may waive the 13-hour spread rule to a maximum of 16 hours spread. However, they must have eight hours off between consecutive day assignment.
- Late reports are considered paid reports and are governed by spread and qualification rules. However, they have a different place in the assignment sequence.
 - a) A late report operator will remain at the bottom of the report sequence. Regular report operators on an eight-hour guarantee, reporting later in the day, will be assigned first.
 - b) The late report operator may be kept on late report from one to 12 hours.
 - c) A late report operator may be released after one hour and assigned a regular report later in the day. This report will be placed in the sequence of all report operators according to the a.m. start time.
- Any open assignments at the time of the late report termination may be assigned to the late report operator at the discretion of the dispatcher/planner.

The Start Time of Report Operators

- Report operators cannot be forced to begin work before their scheduled report time.
- This clause effectively cancels an assigned overtime tripper to a report operator through an extra board assignment. Late day report operators may volunteer to work over spread for such assignment but they will fall in the fifth sequence of overtime assignment (overspread).

Subject: Dispatching (Pg. 2 of 3)

Issue Date: 1/20/82

Revision Date: 3/1/01

Double Assignments and the Report Sequence

A double assigned extra board operator is placed on report as of the report time of the scheduled assignment. Such reports are governed by a comparable quit time of 30 minutes after the original scheduled quit. In order to accommodate that quit and place it in a comparable report place sequence, 30 minutes is added to the original quit and then 13 hours spread is calculated backward from that time. This 13 hour start time will place the double assigned report in its proper place in the report sequence. For example, an operator was assigned a daylighter which reported at 6:20 a.m. and ended at 1:34 p.m. To place him/her in the report sequence, add 30 minutes which makes a quit time of 2:04 p.m. and then go 13 hours backward or 1:04 a.m. as the start. Even though the person started report at 6:20 a.m., he or she, because of the 1:04 a.m. calculation, will precede any 4 a.m., 5 a.m. or 6 a.m. regular reports for a.m. assignments within the comparable quit time.

Sign-In Sheet Responsibility

The responsibility for monitoring the sign-in sheets and guaranteeing the completion of service and the observance of contract guidelines lies exclusively with the dispatcher/planner. However, the dispatcher/planner may request a report operator to monitor the sheets for limited periods of time while he or she is occupied with other tasks.

Paid Accident Report Time

The contract stipulates that 30 minutes will be paid for an accident report with two exceptions.

1. For a collision with another vehicle in which both are moving, 0:45 minutes will be paid.
2. For a collision with a pedestrian, 0:45 minutes will be paid.

The 10 a.m. Sick List Deadline

- Operators must call off the sick list by 10 a.m. in order to work the following day.
- Since operator assignment are unfilled for the following day when those operators go sick after 10 a.m., those operators may call off the sick list by 10 a.m. or one hour before their report, whichever comes first, the following day and reclaim their assignments.
- This includes overtime assignments on regular workdays and RDOs. Supervisors should be aware of this and note the deadline for call-off on the base call record.
- If the dispatcher/planner with a number of such assignments feels that adequate reports may not be available, he or she may not sell the assignments are not reclaimed.

Part-Time and Group D operator Absences

- A part-time/Group D operator may call the base any time up to 30 minutes after scheduled report or appear in person up to one hour after scheduled report for which he or she will earn an absence.
- Any times past those listed will result in an unexcused absence for a part-time/Group D operator and will result in the loss of her or his assignment for that day.

Subject: Dispatching (Pg. 3 of 3)

Issue Date: 1/20/82

Revision Date: 3/1/01

Overtime Trippers

- The dispatcher/planner may assign a run and an overtime tripper to a report person at the time of initial assignment if both pieces are within the legal spread from the report's start time and the operator agrees.
- Any regular operator with an assigned overtime tripper ahead of a run will lose the run assignment if he or she misses on the overtime assignment. However, this does not mean that the dispatcher/planner cannot give that assignment back to the operator after the late report.
- Dispatchers/planners should remember that picked overtime trippers on an operator's RDO may need to be opened if an operator's assignment opens on the last regular workday of the operator's week.

Late Reports Operators

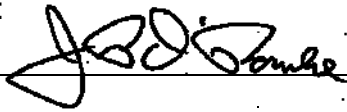
- It is now the responsibility of the supervisor to notify the operator on late report of her or his one-hour guarantee. It is recommended that the supervisor notify the operator at the start of the late report to appear at the window within one hour, unless otherwise notified. Should the late report operator not do so, the supervisor will not be required to pay any additional report time.

Qualification

- No report operator will be required to qualify on routes not regularly assigned to her or his picked operating base.
- The dispatcher/planner may require bus board operators to qualify on routes at other bases as part of an eight-hour assignment.

Operator Sign-In & Missed Sign-In (Pg. 1 of 2)

Approval by Manager:



Issue Date: 2/5/86

Revision Date: 12/15/11

Signing In

As a general rule, operators will not be allowed to sign in for work more than two hours before their assignment report times. It is the responsibility of the dispatcher/planner to monitor the sign-in sheets to ensure that this procedure is followed.

Occasionally, it may benefit the employee and/or the company to allow an operator to sign in more than two hours before his/her report time. For this reason, it will be at the discretion of the dispatcher/planner to make this determination.

Sign-In Sheet Responsibility

The responsibility for monitoring the sign-in sheets and guaranteeing the completion of service and the observance of contract rules lies exclusively with the dispatcher/planner. However, the dispatcher/planner may request a report operator to monitor the sheets for limited periods of time while he/she is occupied with other tasks.

When A Coach Has Not Left the Yard As Assigned

1. If it is time to leave the base and an operator finds an unattended coach that is blocking his/her lane, he/she will notify the Communications Center immediately.
2. The Communications Center will contact the hostler who will identify the assignment. The hostler will then assist the operator whose coach is blocked.
3. The Communications Center will check with the dispatcher/planner to see if the operator of the blocking coach has signed in.
4. If the assignment has been signed for, the dispatcher/planner will check the base for the operator and the Communications Center will check to see if the operator is logged in. If the operator cannot be found, a report operator will be immediately assigned to the work.
5. If the assignment has not been signed for, the dispatcher/planner will immediately assign a report operator to the work.

Missed Sign-In

If an operator fails to sign in on time, the operator will be issued a miss. If the operator is later discovered in the base or on his/her coach and the operator states that he/she was on time but forgot to sign in, the miss will not be issued. The dispatcher/planner will write a performance report for failing to sign in (See: TOP 23.F *Classifications/Specifics – Minor*, infraction number 42, specific 01).

If the dispatcher/planner does not notice a missed sign-in or take action to fill an open assignment within ten (10) minutes of the report time, the dispatcher/planner will document the circumstances regarding the missed assignment. The chief will document the base delay or loss of service and will counsel the dispatcher/planner on the importance of timely dispatching of service after the first and second occurrence. Each incident that is a result of the dispatcher/planner's error will be noted on the dispatcher/planner's contact sheet. An oral reminder (in memo format) will be issued if it is the third incident within twelve months and progressive discipline will be applied with each incident thereafter according to the provisions of Article 4, Section 4.B of the labor agreement.

A copy of a sample oral reminder memo is attached.



King County
Department of Transportation
Metro Transit

<Base>

<Address>

<Address>

<Date>

TO: <dispatcher/planner>

FROM: <base chief>

SUBJECT: <Oral Reminder> for Neglect of Duty

On <date> you were working <A.M.> shift # <0> at <base>. <Rt/run> was scheduled to sign in at <00:00>. The scheduled operator failed to sign in on time, and you did not take action to fill that assignment until <00:00>, resulting in a <00> minute delay in dispatching that assignment. When we discussed this incident, you indicated there were no circumstances preventing you from attending to this portion of your duties.

One of your primary responsibilities as a Base Dispatcher/Planner is to ensure the timely dispatch of all assignments. As a result of your neglect, <rt/run> was not dispatched on time. The importance of attending to your duties and, specifically, filling work assignments on time was previously discussed with you on <date> and <date>. Each time you indicated that you fully understood the importance of attending to your responsibilities and, specifically, ensuring that all assignments are dispatched on time.

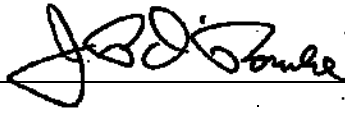
A review of your record shows that this is the third incident of neglect of duty in the last twelve months. This memo will serve as an <oral reminder> to you of the importance of attending to your duties. Additional incidents of neglect of duty will result in progressive discipline as prescribed by Article 4, Section 4.B of the labor agreement.

As a Base Dispatcher/Planner, your role in dispatching assignments on time is critical to our mission of providing reliable transit service to the citizens of King County. After our discussion, I have confidence that you will take the responsibility to attend to your duties and ensure that all assignments are dispatched on time. If I may be of assistance to you in any way, please do not hesitate to contact me.

Cc: Contact book
Employee file

Subject: Paycheck Distribution (Pg. 1 of 1)

Approval by Manager:



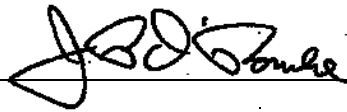
Issue Date: 2/3/82

Revision Date: 11/13/09

1. Payroll will make every effort to have all checks to the bases by noon on payday Thursday. This is not a guaranteed commitment. If the checks will not be at the bases by noon, Payroll will notify the bases by 10 am, Thursday morning.
2. All employees will be able to pick up their paychecks if they are available after noon at the base dispatch windows.
3. In all instances when a check will be picked up before noon or at the Chinook Building, approval must be obtained through the chief. It must be emphasized that this is to happen in emergencies only and cannot be guaranteed. In no case shall the employee proceed directly to Payroll without first attempting to clear with a chief.
4. In instances where an employee wants to have special arrangements made to have their checks sent to their home address, every effort will be made to accommodate the request, however, Metro will not be held responsible for the delivery date of a paycheck sent through the mail.
5. At the base, paychecks will be kept in a locked drawer during any hours that the base is closed. Dispatchers and chiefs will be aware of the location of the key to this drawer.
6. Any check that is not picked up by an employee two weeks after the date of issue will be returned to Payroll for mailing to the employee's home address.
7. No employee's check will be released to anyone other than the employee without a written authorization, signed by the employee. If need for verification of the employee's signature arises, it can normally be compared to signatures on sick leave verification forms in the employee's medical file.

Subject: Customer Contact (Pg. 1 of 9)

Approval by Manager:



Issue Date: 1/25/79

Revision Date: 4/16/13

A. Purpose:

Per the King County Strategic Plan, Metro is committed to establishing “a culture of customer service” and delivering “services that are responsive to community needs.” One of the specifics of this commitment is to “Make customer service a primary focus for all County employees.”

Operations’ Customer Comment policy is rooted in this commitment and has the following goals:

1. Recognize and reinforce quality performance.
2. Improve safety and customer service.
3. Give our customers assurance that their legitimate comments are valued and acted on.
4. Improve and correct the performance of operators who persistently fail to provide quality service.

B. Definitions:

1. Service request: An anonymous customer contact or a contact that does not allege misconduct or any deficiency in the operator’s performance.
2. Complaint: A customer contact which includes: the complainant’s name and contact information, sufficient detail to identify the operator and which describes a potential performance deficiency.
3. Red Flag: A complaint which alleges serious misconduct by the operator and which requires an expedited investigation.

C. Chief Expectations:

1. Attend to patterns of poor performance: Actively manage operators who exhibit a pattern of poor customer service or unsafe driving. Escalate remedial and corrective actions when patterns continue to indicate a deficiency in skill or customer service.
2. Investigate complaints to a degree appropriate to the alleged misconduct or based on the operator’s previous complaint record. Respond to complaints in timely manner.
3. Provide MCS response narrative that clearly indicates the extent of investigation and finding, and that appropriate corrective and/or remedial action was taken. Provide sufficient information for CIO to effectively respond to the customer. Remember that response narratives are subject to public disclosure and may be used in legal proceedings.
4. Follow up with operators who have not responded (in person, writing, email or phone) to MCS “see-me” requests.

D. Chief Actions:

1. Red Flag and/or allegations of serious misconduct:
 - a. Email receipt of complaint to base superintendent and CIO supervisor.
 - b. Conduct a thorough investigation; take appropriate actions; document as needed (see policy #30 – Investigations).
 - c. Administer discipline, if appropriate (see policy #34 – Positive Performance Counseling).

Subject: Customer Contact (Pg. 2 of 9)

Issue Date: 1/25/79

Revision Date: 4/16/13

- d. Document results of the investigation in MCS.
- 2. Complaints:
 - a. Review the complaint for validity, completeness and congruity of information:
 - i. Do the alleged actions justify a complaint? (If no, consider reducing to service request using code #8.)
 - ii. Is the information provided congruent? Does driver description match? Does location and/or route match? (If no, consider using code #6.)
 - iii. If a comment is incomplete, has conflicting information, or is otherwise unclear or confusing, do not dismiss the complaint without first forwarding that information to the supervisor of CIO for clarification. An effort should be made to work with the CIO to clarify the comment or to get additional necessary information before responding to the complaint.
 - b. Review the complaint with the operator:
 - i. Goal: Obtain operator's commitment to safe and courteous service while affirming his/her value as a county employee, who performs a difficult job and provides a critical service.
 - ii. Review the contents of the complaint with the operator. Make sure the operator understands the nature of the customer comment and the relevant policy.
 - iii. If the operator believes that discipline may result from the complaint or investigation, the operator has a right to Union representation during the investigative interview(s).
 - iv. Actively and respectfully listen to the operator's version of what happened in the situation described by the customer.
 - v. If the operator does not fully explain what happened, ask follow-up questions.
 - vi. Coach the operator on possible alternate ways of dealing with the situation.
 - vii. Inform operator of any remedial and/or corrective actions to be taken. Be flexible in approach: affirming, coaching, teaching, directive or disciplinary.
 - viii. Inform the operator of the potential for further investigation when appropriate.
 - c. Interview customer and/or witnesses as needed:
 - i. Red Flag complaints.
 - ii. Complaints alleging serious misconduct.
 - iii. Relevant complaints for operators on the Review List.
 - d. Complete MCS response:
 - i. Select the proper response code. The narrative should be sufficient to explain why the particular response code was used.
 - ii. Provide sufficient narrative so that the CIO is able to provide a response to the customer that adequately addresses concerns and reflects Metro's commitment to safe and courteous service, as well as our commitment to value honest feedback from our customers.
 - iii. Record the level of Customer Contact.

Subject: Customer Contact (Pg. 3 of 9)

Issue Date: 1/25/79

Revision Date: 4/16/13

3. Service Requests:
 - a. Review the service request to determine if a discussion with the operator will be useful.
 - b. Review with operator, as appropriate.
 - c. Reply in MCS.
4. Commendations:

Review with operator and record in MCS.

E. Potential follow up actions:

5. The following is a list of potential actions a chief may take. The list is not in any particular order, nor is it exhaustive. The chief makes a selection based on the number of previous and similar complaints.
 1. Clarify and discuss performance expectations and guidelines.
 2. Ask the operator how s/he could have provided better service or de-escalated the situation. Counsel on alternatives, if necessary.
 3. Referrals to Training for ride check or refresher training:
 - a. Work directly with the training chief to make necessary arrangements, including the scope of training and a time for the training to occur.
 - b. Be clear on the specific behavior(s) that are to be addressed.
 - c. Results of the ride check and/or refresher training will be documented in a memo from the training chief to the base chief.
 - d. The memo will be shared with the operator and placed in the operator's file.
 4. Arrange a "safety talk" with the base safety officer.
 5. Referrals to Service Quality for monitoring by a service supervisor.
 6. Referrals to Service Auditor:

To follow up on a specific complaint, the base chief will complete an Auditor Request Form. A copy should be sent to the auditor's supervisor. When complete, the Auditor Observation Report will be sent to the base chief for appropriate action, with a copy sent to the auditor's supervisor.
 7. Enhanced Service Audit Program (ESAP). Operators are selected for this program by the base superintendents at the beginning of each shake-up. While an operator is in the ESAP program, up to six audits will be performed by the service auditor.
 8. Progressive discipline for a pattern of poor performance:

When issuing progressive discipline for a customer complaint, the chief will attempt to obtain a signed statement or an email confirmation from the complainant and/or witness(es).

Minor discipline can also be given without a signed and/or confirmed statement when:

 - a. The misconduct is confirmed by the operator or other evidence (e.g., coach video, AVL).
 - b. Behavior similar to the alleged misconduct has been reported and/or documented in multiple past complaints or with observations by Metro staff (e.g., Service Auditor Reports, training ride checks, service supervisors).
 9. Appropriate discipline for serious or major infractions.

Subject: Customer Contact (Pg. 4 of 9)

Issue Date: 1/25/79

Revision Date: 4/16/13

F. Union request for customer contact information

1. Metro and the Union reaffirm their commitment to the long-standing, reciprocal, non-disclosure policy with respect to customer complaints. Metro will not release operator names to customers, nor disclose customer names to operators.
2. Upon request from the Union for purposes of conducting its own investigation in disciplinary/grievance situations, Metro will make an exception to its non-disclosure policy. The Union President/designee will request that Metro disclose the name and telephone number of the complainant. In this situation, the Base Chief will facilitate contact between the complainant and the Union.
3. To facilitate contact between the complainant and the Union, the Chief will contact the complainant and provide her/him with two options. The complainant may either: (a) consent to disclosure of her/his name and telephone number to the Union, or (b) agree to personally call the Union President/designee who has made the request. If the complainant consents to the disclosure of her/his name and telephone number to the Union, the Chief shall provide that information to the Union President/designee. If the complainant agrees to call the Union President/designee, the Chief shall provide the complainant with the Union President/designee's telephone number.
4. In the event the complainant is reasonably determined by the Chief to be vulnerable by reason of age, disability, or some other reason, the Chief may satisfy Metro's obligation to provide the complainant's name and telephone number by providing the name and telephone number of the complainant's parent/guardian.
5. In the event the complainant expresses to Metro a desire that her/his name or telephone number be disclosed to the Union but NOT to the operator/grievant, the Chief shall provide the name and telephone number to the Union President/designee, who shall NOT disclose the name to the operator/grievant, and who shall obtain a confirmation of confidentiality from ANY person to whom s/he makes inquiry regarding the complainant.
6. If the complainant does NOT agree to disclose her/his name to the Union and refuses to call or cooperate with the Union, and the complainant is unwilling to testify at a disciplinary hearing/arbitration, the federal rules of evidence, as ruled by an arbitrator, shall govern the admissibility of customer complaints in arbitration hearings. The decision of one arbitrator with regard to the admissibility of customer complaints shall NOT be binding upon another arbitrator in another proceeding. In this circumstance, the arbitrator shall be informed that the complainant was unwilling to speak with the Union, and unwilling to testify.
7. Please refer to the MOA between Metro and Local 587 410U2210 signed and dated 12/03/2010 for specific agreement language.

G. Base Review List:

1. Each shake up, base staff will identify operators who have a pattern of poor customer service and/or unsafe operation:
 - a. MCS data will be used to identify operators who have a multiple complaints in either the customer service and/or safety functional group.
 - b. From this review, the base will examine the complaints and establish a "Review List" of operators.

Subject: Customer Contact (Pg. 5 of 9)

Issue Date: 1/25/79

Revision Date: 4/16/13

2. Operators on the Review List will be subject to:
 - a. Explanation from the chief of the reason they are on the "Review List" and the level of review that will be given to their performance. The chief provides the notification both in person and in writing using the template at the end of this policy. This action only occurs at the beginning of each new shake-up.
 - b. A thorough investigation of any subsequent complaints that are in the relevant functional category.
 - c. Progressive minor discipline for valid complaints that are in the relevant functional category.
 - d. Other remedial or corrective action as appropriate.
3. The base superintendent will regularly review with each chief the performance of operators on the Review List and corrective actions taken by the chief.
4. Base superintendents will regularly review corrective action plans with the Assistant Manager of Operations.

H. Response Codes:

In general, the MCS response narrative should be sufficient to explain why the particular response code was used. The narrative should also enable the CIO to assure our customers that their complaints and comments are valued and effectively acted on.

#1 – First in a functional group: Use the same criteria as #5. However, if the operator has not had a #1, #2 or #5 in the functional group during the previous 12 months, assign a response code # 1. Do not use this code for allegations of serious misconduct.

#2 – Discipline issued: Record a #2 if the complaint is investigated, found to be valid and discipline is issued. Include the PR number in the response. There must be actual discipline issued. Oral reminders are the lowest level of discipline issued for an investigated complaint (i.e., do not issue a counseling PR if discipline is warranted).

#5 – Review & Discuss with operator: Record a #5 if the operator remembers the incident or if the operator can be identified by the coach number, operator description, route and time of day, and/or other information provided by the customer. Obtain the operator's version of events. Discuss with operator the correct procedure, appropriate behavior, and/or performance expectations, depending on the circumstances. Document the discussion in the response. *Note: If the operator has not had a #5 or #2 in the functional group during the previous 12 months, assign a response code #1.*

#6 – Bad Information: Information given conflicts with actual operator information (wrong place or time of day, description grossly inaccurate, etc.). Information is too unspecific to identify the operator (e.g., bus at 3 Av and Union around 3:00 p.m.). Generally, deficiencies should be reviewed with the CIO supervisor before issuing a #6.

Subject: Customer Contact (Pg. 6 of 9)

Issue Date: 1/25/79

Revision Date: 4/16/13

#8 – Service Request: The comment complains of a service-related situation that is not attributed to the operator's performance or behavior, such as: schedule, vehicle malfunctions, zone closures, overcrowding. Forward to relevant section(s) as appropriate (Scheduling, Planning, Facilities/Vehicle Maintenance, Service Quality, etc.).

#9 – Unsupported:

1. Evidence is not credible and/or investigation determines that the event either did not happen or was significantly different than what the customer reported. Customer provided inconsistent information, or seemed particularly unsure of the events. Witness statements are contradictory or other evidence (such as coach video) contradicts the customer. A complaint is not unsupported when the operator simply has a different story than the customer.
2. Operator was following proper procedure (e.g.: no second stop in tunnel, not stopping outside of zone, asking for fare, etc.).

#X – Combined with another complaint: Use only when another complaint for the same incident has been issued as #1, #2 or #5.

I. Customer Contact Code:

No Contact: There was no attempt made to contact the customer during the investigation of the complaint.

Unsuccessful: An attempt was made to contact the customer during the investigation of the complaint; however, the contact information was incorrect, the customer did not respond, or for some other reason your attempt to contact the customer directly was unsuccessful.

Contact made: The customer was contacted as part of the investigation.

J. Functional Groupings and Categories:

Customer Service:

- 01 Discourteous Conduct
- 03 Early Operation
- 05 Missed Stop Boarding/Alighting
- 09 Fare/Transfer Dispute
- 17 Sexual Harassment
- 24 Threats from Driver
- 28 Elderly or Disabled
- 30 Assault by Driver
- 45 Announcing bus stops

Safety/Driving Skills:

- 02 Careless Driving
- 14 Alcohol or Drugs
- 20 Speeding Bus
- 22 Closed in Door
- 23 Blocking Traffic

Subject: Customer Contact (Pg. 7 of 9)

Issue Date: 1/25/79

Revision Date: 4/16/13

Other:

- 04 Late Operation
- 06 Missed Transfer Connection
- 07 Bus did not show
- 08 Off Route
- 10 Wrong Signage
- 11 Motor running, lights on at terminal
- 12 Disturbance/Threats from Customers, Intoxicated Customer, Theft, Gambling, Pickpocket
- 13 Witness
- 15 Poor Appearance/Not in proper uniform
- 21 Accident
- 25 Customer to Customer Assault
- 29 Lost and Found
- 99 Other



Review List: Notification Template

Date: []

To: Operator [], Badge No. []

From: Operations Chief []

Re: Customer Complaint Review List

Metro Transit Operation's mission is to:

1. Provide safe, dependable service;
2. Demonstrate courtesy and respect for customers, fellow employees and our community;
and
3. Promote teamwork, job satisfaction, dignity and personal growth.

A critical element of our ability to fulfill our mission is for transit operators to safely operate Metro vehicles and consistently provide courteous, quality service to our customers.

As I discussed with you, you have receive a significantly greater number of complaints during the past year than most operators, which indicates unacceptable performance.

This letter is to inform you that you are on the Complaint Review List for this shake up. While on the Review List, any new complaint you receive will be investigated and receive appropriate follow-up.

In addition:

- You may be subject to unannounced observations by chiefs and/or Service Auditors.
- First-line supervisors may make targeted observations of your driving.
- If you pick another base, your new chief will read your file and meet with you. S/he will continue to monitor your performance in the identified problem area(s).

If you believe that issues in your personal life are impacting your work, the County offers confidential assistance through the Employee Assistance Program (206-263-4572) and the Making Life Easier program (1-888-874-7290).

(*Employee's Name*), I hope you take this as an opportunity to make the necessary changes to your performance. If there is any assistance I can provide please do not hesitate to contact me.

If you have any questions about this letter, please see me or call me at xxx-xxxx.

Sincerely,

Chief's Name

I acknowledge that the chief reviewed the contents of this letter with me and gave me a copy this letter.

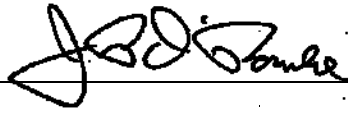
Signature

Date

cc: ATU 587
Personnel File
[Base] Superintendent

Subject: Damaged Clothing Replacement (Pg. 1 of 1)

Approval by Manager:



Issue Date: 8/20/82

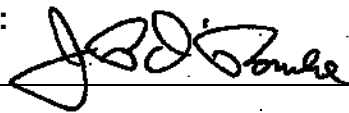
Revision Date: 8/15/00

If an operator's uniform is damaged beyond repair (by a coach defect or other circumstances beyond her or his control) while on Metro property, Metro may replace the item at no cost to the operator. The replacement procedure is as follows:

- The operator completes an incident report and requests replacement through her or his chief.
- The chief inspects the clothing, completes a uniform voucher and gives it to the operator. A copy of the voucher is attached to the incident report.
- After the voucher has been written and signed, the chief may discard the damaged clothing.

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 1 of 11)

Approval by Manager:



Issue Date: 10/20/82

Revision Date: 1/10/12

A. Grievance Handling and Information Requests – ATU 587 Employees

When an ATU 587 employee believes s/he has a grievance, the employee has 15 calendar days from the act, knowledge of the act, or event being grieved to file a grievance.

B. Accepting a Grievance

The employee must present the written grievance to a Chief from his/her base or unit (Service Quality, Transit Control Center or Training) or his/her Unit Superintendent. However, on the 15th day only, an employee may present the grievance to any Operations Chief or Unit Superintendent. A shop steward may present a grievance when the employee requests such, but the employee must initiate the grievance. The Dispatcher/Planner may accept a grievance only on the 15th day and only if no Chief or Unit Superintendent is available, except that, if the 15th day falls on a Saturday, Sunday or a holiday as specified in the labor agreement, the Dispatcher/Planner is not to accept the grievance -- the employee is to be instructed to submit the grievance to his/her Chief or Unit Superintendent by 5:00 PM on the following business day. (Article 5, Section 1, paragraph B of the labor agreement states: *"If a time limit, as defined in this Section, falls on a Saturday, Sunday or holiday, as specified in Article 8, Section 4, the time limit will be extended until 5:00 PM on the following business day."*) The Metro representative receiving the grievance date-stamps the grievance and gives a dated copy to the employee, a copy to the Unit Superintendent and the original grievance to the Administrative Specialist.

The Unit Superintendent will ensure that the grievance data is entered into the Operations grievance tracking log and that a copy of the grievance is sent to Transit Labor Relations (TLR). The Unit Superintendent evaluates the validity of the grievance and determines the appropriate process.

C. Validity of a Grievance

In order to be valid, a grievance must:

1. Specify the act or event being grieved.
2. Give the date of the occurrence.
3. Cite the provision(s) of the labor agreement allegedly violated (There must be a contract article which was allegedly violated for there to be a grievance; policies and practices can not be grieved alone under the contract).
4. State the remedy sought.
5. Be filed in a timely manner.

Grievances will ordinarily be processed through the steps outlined in the labor agreement. Metro will generally conduct a 1st step hearing for every grievance. However, if the Union has not met the five requirements listed above, such should be noted in the grievance response. Metro may refuse to hold hearings at the 2nd or 3rd step for invalid grievances. A decision to refuse to conduct a hearing at any step should be made only with advice from TLR.

D. Scheduling a Hearing

The first step hearing will be held by the Unit Superintendent/designee.

Grievances shall be heard during management's normal working hours, unless otherwise agreed by both parties. The Administrative Specialist provides written notification of the hearing date and location to the employee, Union representative (Chief Shop Steward at 1st

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 2 of 11)

Issue Date: 10/20/82

Revision Date: 1/10/12

step) and any hearing guests. For grievances involving termination, ensure that the employee receives timely notification of the hearing, using certified return-receipt mail to the employee's home address or any other equally effective method. The Union will also provide notification to the employee.

Time spent by employees attending grievance hearings and/or pursuing arbitration is not work time, so grievance hearings are usually scheduled during an employee's off hours. However, if a 1st step grievance hearing is held during the employee's normal work hours, the employee will be paid for time loss.

First-line Supervisors will not conduct grievance hearings.

Deadlines for both the Union and Metro are established in the labor agreement and can be modified only by written agreement between the Union and Metro. The Unit Superintendent will ensure that deadlines are met. Hearing and response deadlines will be maintained in the Superintendent's and Administrative Specialist's Outlook calendar or task list.

1st step hearings must be held within 15 days from the receipt of the grievance. This date can be extended only by mutual, written agreement. A written agreement, signed before the end of the 15-day limit, to hold a hearing after the 15-day period will be considered a mutual agreement to exceed the 15-day hearing requirement. If the employee or steward requests that the hearing be rescheduled to a date beyond the 15-day limit, have the employee/steward sign the request memo (see template 2) and forward to the Union. If the Union approves the extension request, the hearing may be rescheduled to a date beyond the 15-day limit. If the Union does not approve the extension, or does not respond to the extension request, the hearing will be held as originally scheduled.

If the employee fails to appear at the hearing, or the Union representative fails to appear at the hearing and the employee does not agree to participate in the hearing without Union representation, the grievance will be forfeited by the employee.

E. Steps of the Grievance Process – Non-Discharge Cases

1. 1st Step – All Grievances Not Involving Discharge

The Unit Superintendent/designee will meet with the employee filing the grievance, a Union representative (unless waived in writing by the employee –employee must sign the Waiver form included in this policy) and, if applicable for minor infractions, the First-line Supervisor who initiated the PR (if available) within 15 days of receipt of the grievance unless a later date is mutually agreed in writing by the parties. The Unit Superintendent/designee will make a decision and notify the Union by fax and/or written copy of the decision within 10 days of the hearing.

Attendance at the hearing will be limited to the employee, Union representative, Union and/or management observers, the First-line Supervisor who wrote the minor infraction performance report and other relevant personnel as determined by the Unit Superintendent/designee.

If discipline is involved, the person who issued the discipline will not conduct this hearing.

Both the Union and Metro recognize the importance of having the First-line Supervisor who wrote the minor infraction PR at the grievance hearing. If a schedule conflict does not allow the First-line Supervisor to attend the hearing, and if the Union makes a request, the hearing will be rescheduled so the First-line Supervisor can attend.

If the employee fails to arrive at the hearing within 15 minutes of the scheduled time, the employee forfeits the grievance.

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 3 of 11)

Issue Date: 10/20/82

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2. 2nd Step

If the Union Business Representative (UBR)/designee believes the grievance has merit, s/he will, within 15 days from receipt of the 1st step summary, submit a written request for a 2nd step hearing to the Manager of Operations (Manager). The Manager/ designee will meet with a Union representative and the employee to review and discuss the grievance within 15 days of receipt of the Step 2 referral unless a later date is mutually agreed in writing by the parties. The Manager/designee will make a decision and notify the Union by fax and/or written copy within 10 days of the hearing.

When feasible, the grievant's Unit Superintendent will not be the Manager's designee. If discipline is involved, the person who issued the discipline will not conduct this hearing.

If either the UBR/designee or the employee fails to arrive at the hearing within 15 minutes of the scheduled time, the Union forfeits the grievance.

3. 3rd Step

If the UBR/designee believes the grievance has merit, s/he will, within 15 days from receipt of the 2nd step summary, submit a written request for a 3rd step hearing to TLR. Within 30 days of receipt of the Step 3 referral, unless a later date is mutually agreed in writing by the parties, a TLR designee shall meet with the employee, the UBR/designee, Manager/designee, and other appropriate Metro personnel to resolve the grievance. The TLR designee will make a decision and notify the Union by fax and/or written copy within ten days of the hearing. If either the UBR/designee or the employee fails to arrive at the hearing within 15 minutes of the scheduled time, the Union forfeits the grievance.

4. Arbitration

The UBR/designee may request arbitration by notifying TLR by registered or certified mail or by fax transmission within 60 days of receipt of the 3rd step decision.

F. Steps of the Grievance Process – Discharge Cases**1. 1st Step**

The Unit Superintendent/designee meets with the employee and UBR/designee (unless waived in writing by the employee –the employee must sign the Waiver form included in this policy) to discuss the grievance within 15 days after receipt of the grievance unless a later date is mutually agreed in writing by the parties.

The Chief who issued the discipline will not conduct this hearing.

The Unit Superintendent/designee will make a decision and notify the Union by fax and/or written copy within 10 days of the hearing.

If the employee fails to arrive at the hearing within 15 minutes of the scheduled time, the employee forfeits the grievance.

2. 2nd Step

If the UBR/designee believes the grievance has merit, s/he will, within 15 days of receipt of the 1st step decision, request a 2nd step hearing from TLR.

If the Union fails to request a 2nd step hearing within 15 days, Metro will send written notice to the Union notifying the Union that they have 30 days, from the date of the notice, to request a 2nd step hearing. If the Union fails to request a 2nd step hearing within this timeframe, Metro's 1st step decision will stand.

Within 30 days after receipt of the Step 2 referral, unless a later date is mutually agreed in writing by the parties, a TLR designee shall meet with the employee, the UBR/designee, Manager /designee, and other appropriate Metro personnel to resolve the grievance. The TLR designee will make a decision and notify the Union by fax and/or

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 4 of 11)

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written copy within 10 days of the hearing. If either the UBR/designee or the employee fails to arrive at the hearing within 15 minutes of the scheduled time, the Union forfeits the grievance.

3. Arbitration

The UBR/designee may request arbitration by notifying TLR by registered, certified mail or fax within 60 days after receiving the 2nd step decision.

If the Union fails to request arbitration within 60 days, Metro will send written notice to the Union notifying the Union that they have 30 days, from the date of the notice, to request arbitration. If the Union fails to request arbitration within this timeframe, Metro's 2nd step decision will stand.

G. Time Limit Extensions and Appeals

Defined time limits may be extended by a written agreement signed by both parties. Should either party to the agreement breach the time limitation for a grievance not involving termination, that party shall forfeit all right and claims to the grievance and the grievance shall be considered resolved in the other party's favor. Forfeiture does not decide the merits or establish a precedent. It is important to adhere to the time limits specified for each step or to be granted extensions in order to avoid forfeiture.

If Metro fails to meet a response deadline for a grievance involving termination, the Union has the right to move the grievance to the next step (2nd step or arbitration). If the Union fails to meet a deadline for referring a termination grievance to the next step, Metro will send written notice to the Union requiring the Union to respond within 30 days; if the Union fails to respond within the 30 days, Metro's decision will stand.

Note: Article 5, Section 1, Paragraph B of the labor agreement states: "If a time limit ... falls on a Saturday, Sunday or a holiday [as defined in the contract], the time limit will be extended until 5:00 p.m. on the following business day."

Party	Action	Timeline	
		All except discharge	Discharge
Employee	File grievance	15 days	15 days
Metro	Hold 1 st step hearing	15 days	15 days
Metro	Written response to Union	10 days	10 days
Union	Refer to 2 nd step	15 days	15 days
Metro	Hold 2 nd step hearing	15 days	30 days
Metro	Written response to Union	10 days	10 days
Union	Refer to 3 rd step	15 days	NA
Metro	Hold 3 rd step hearing	30 days	NA
Metro	Written response to Union	10 days	NA
Union	Refer to Arbitration	60 days	60 days

H. Tips on Conducting Grievance Hearings

- Explain the process to everyone involved.
- Take good notes.
- Be a sympathetic listener. Ask clarifying questions to understand the grievance or facts raised.
- Read the contract language allegedly violated, and related language prior to the hearing.

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 5 of 11)

Issue Date: 10/20/82

Revision Date: 1/10/12

- Read the disciplinary letters prior to the hearing.
- Prepare questions ahead of time and get all of your questions answered.
- Thoroughly review all information provided.
- Understand the intent of the contract provision. Don't let the employee interpret it for you.
- Protect management's rights. Understand and enforce negotiated rights.
- Seek advice when broadly written provisions are involved.
- Consider long-range consequences of your recommendations/ decision. Don't solve the immediate problem and ignore the future implications.
- Note the remedy sought. Make sure this is clearly defined, but do not allow the Union to expand upon the written remedy.
- Note the specific alleged contract violation(s). Determine the Union/employee's position on how the specific provisions of the contract were violated.
- Let the grievant tell his/her story.
- If there is a First-line Supervisor involved, have him/her explain what happened.
- Allow the Union rebuttal to the Supervisor's statement.
- Get names, dates, places and times.
- Repeat the essential points and summarize. Be sure you understand the Union's position.
- Do not commit to a resolution or decision during the hearing.

I. Questions for Grievance Hearings

The following questions should be addressed during the grievance hearing. These will be the same questions that will be asked in the event the grievance is arbitrated.

1. Contract Administration grievances

- What article of the contract was violated? Specifically how was the contract article violated?
- What are the specific facts related to the grievance; when, where, who, and how
- Does the grievant/Union know of specific incidents where the contract language was applied in the manner they think it should?
- If the grievant alleges a violation of a policy or practice, ask them what contract provision was violated.

2. Discipline grievances

- Was there a rule the employee violated?
- Was there a thorough investigation?
- Did the employee know, or should s/he have known, the rule or policy that s/he violated?
- Did the employee know how to do the job?
- Did anything prevent the employee from doing the job properly?
- Was the rule the employee violated reasonably related to the safe, efficient, and orderly operation of the organization?

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 6 of 11)

Issue Date: 10/20/82

Revision Date: 1/10/12

- Is there substantial evidence that the employee actually did violate the rule?
- Is the disciplinary action taken reasonably related to:
 1. The seriousness of the offense?
 2. The employee's record with the organization (discipline, accidents, customer complaints)?
 3. Disciplinary action taken with other employees who committed similar offenses?

J. Follow-up after Grievance Hearings

The person conducting the hearing (Operations lead) is responsible for producing a written summary and coordinating follow-up. General items to include in the written response include:

- A description and discussion of all relevant issues raised by the Union/grievant
- Note any additions or changes the Union/grievant make to the cited contract articles or to the remedy sought; do not automatically accept any change request.
- If you are denying the grievance, make sure that the response reflects why the contract article, violations cited did not occur or are not relevant.
- If the grievance is upheld, in full or in part, clearly state what the remedy will be.
- In general, penalty pay, or other financial compensation should be granted only when there is a clear authorization for such in the labor agreement.
- Remedies involving back pay and/or reinstatements for suspensions and terminations need approval of TLR.
- If the grievance is invalid for any of the reasons noted in the "Validity of a Grievance" paragraph above, include a discussion of that in the response.
- Ensure that the decision is clearly stated.

The Administrative Specialist faxes the decision to the Union, the Administrative Specialist confirms successful transmission of the fax, records the date a decision is faxed in the grievance log file and files a copy of the fax receipt, which indicates the date that the grievance summary was successfully transmitted to the Union. An electronic file of the grievance response will be emailed to each Unit Superintendent, the Manager and Assistant Manager of Transit Operations and TLR. An electronic copy will also be stored in the appropriate grievance directory. The file name will include the grievant's last name and first initial, and the date the grievance was filed (example: JonesB 15Jan08.pdf).

The Operations Manager's office will record pertinent data in the grievance tracking system. If a grievance is settled at the 1st step, the Superintendent/designee will document the elements of the grievance (purported contract violation, Union position and discussion of the issues/merit) to be included in the grievance file, but not sent to the Union.

After a decision/settlement is documented, the Operation lead will coordinate the following activities, as necessary:

K. Adding, deleting or modifying material in the employee's base files.

- Completion of a PCN.
- Required attendance entries or changes.
- PARS documentation of pay adjustments.

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 7 of 11)

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- Contacts the Data Management Coordinator in CIO for changes to Metro's Customer Service data.
- Contacts the Manager's administrative staff regarding PRs and adjustments to the database. The only documents destroyed are PRs replaced with new ones.
- Modification to the employee's contact sheet. Records are adjusted by drawing a line through a former entry and adding a new entry.

If an employee forfeits a grievance, send a letter to the Union with a copy to the employee notifying them of the forfeiture.

L. Information Requests

Sometimes the Union may request information from the base in order to research issues going to arbitration, etc. Such requests must be on Union letterhead and signed by a Union officer and should be addressed to Transit HR. If there is a large quantity of copying involved; the Union may be billed at the rate of \$0.15 per page.

Shop stewards may also request information in order to research a grievance. If the request is reasonable, a Chief may work with the shop steward in order to provide the information. Unavailability records and the "Reason" column on the call sheets are confidential and should not appear on information viewed by or copied for the Union.

M. Grievances Involving Customer Complaints

In general, Metro will not release Operator names to customers, nor disclose names of customers to Operators. But in grievance situations where the Union President/designee requests that Metro disclose the name and telephone number of a complainant, Metro management must facilitate contact between the complainant and the Union.

To facilitate the contact, Metro management will contact the complainant and provide him/her with two options. The complainant may either, consent to disclosure of his/her name and phone number to the Union, or s/he may agree to personally call the Union President/designee who has made the request. If the complainant is reasonably determined by Metro to be vulnerable due to age, disability or some other reason, Metro may satisfy its obligation to provide the complainant's name or number by providing the name and phone number of the complainant's parent or guardian.

If the complainant expresses to Metro a desire that his/her name or number be disclosed to the Union but not to the grievant, Metro shall provide the name and number to the Union President/designee. The Union representative will not disclose the name to the grievant and will obtain a confirmation of confidentiality from any person to whom s/he makes inquiry regarding the complainant.

Additional details regarding this arrangement can be found in an MOA between Metro and the Union that was signed on December 6, 2010.

N. Offers of Settlement

1. All settlement agreements involving suspensions and terminations, including probationary reinstatements and requests to resign in lieu of termination, are to be coordinated with TLR before making an offer to the grievant and the Union.
2. A settlement should only be offered if the Union has expressed an interest in settling for terms similar to those to be offered.
3. To be valid, a settlement agreement must be signed by a full-time Union Officer. In certain, very limited, circumstances, Metro may agree to a settlement with the Union without the employee's agreement – always review such situations with TLR prior to signing the agreement.

Subject: **Grievance Handling – ATU 587 Employees** (Pg. 8 of 11)

Issue Date: 10/20/82

Revision Date: 1/10/12

4. Any offer to settle a grievance should be recorded separately from the grievance-hearing summary. If the settlement is rejected, this will help to ensure that such offer is not used in arbitration.
5. Settlement offers should follow this format (see template 1):

Grievance Resolution- for Settlement Purposes Only

In consideration of facts and arguments presented in the grievance hearing on **[hearing date]**, I propose the following to settle the grievance presented by **[employee's name]** and dated **[grievance date]**.

If the conditions listed below are acceptable to both **[employee's name]** and the Union, the grievance may be settled by returning a signed copy of this agreement to my office by **[deadline date]**.

1. (Clarification of how time off due to suspension or discharge is to be treated)
2. (Offer of pay or not and how benefits/accruals will be affected/changed)
3. (Clarification of whether discipline will remain on employee's record or not)
4. (Specific length and terms of probation)
5. (Terms/conditions that must be met before employee is reinstated [e.g., required training, accident retraining, course enrollment/completion, cleared by physician, etc.])
6. (Acknowledgment of problem that led to discipline and commitment to correct behavior as necessary)
7. Any violation of this Agreement shall be considered by the parties as proper cause for immediate termination, and the sole issue to be brought before the arbitrator, should arbitration be required, is whether or not there was a violation of this Agreement.
8. This agreement shall not constitute a practice or precedent. It is based on the specific facts and circumstances surrounding this grievance. This agreement shall not be used by **[employee's name]** or by the Union in any other matter or proceeding, except for enforcing the agreement itself.
9. By signing below, **[employee's name]** and the Union agree to abide by the terms of this agreement and that the terms of this agreement fully settle the grievance referenced above.

[Unit Superintendent's title]

Date

[ATU 587 Representative's title]

Date

[Employee's name]

Date

Extension of 1st Step Hearing beyond 15 days

Date: _____

From: _____
Employee

To: _____
Chief or Unit Superintendent

Subject: Grievance filed on: _____ by _____
Date Employee

A first-step hearing on subject grievance was scheduled on _____
Date

I am requesting that the hearing be rescheduled to a later date:

☐ The hearing has been tentatively rescheduled for _____
which is acceptable to me. Date

☐ Within the next five days, I will reschedule the hearing with my Chief or unit administrative support person.

I understand that if a Union Officer does not approve this extension, the hearing will be held as originally scheduled. If I do not attend the scheduled hearing, I understand that I will have forfeited all rights and claims to this grievance.

Signed: _____
Employee

Response from Superintendent to Union Office

Date: _____

From: _____

To: Union president

The employee requested that the first step hearing for this grievance be rescheduled to a date beyond the contractual 15-day limit.

If this extension to the contractual time limit is acceptable to you sign below a return by _____. Metro's response will be due 10 calendar days after the meeting.

If I do not receive your approval for this extension, the first step hearing will be held as originally scheduled.

Agreed: _____
Union Officer Date

Union Representation Waiver

The contract between Metro and Local 587 requires that a Shop Steward or Union officer be present at the Step 1 grievance meeting between an employee and his/her Superintendent/designee unless the presence of the Steward or Officer has been waived, in writing by the employee. Signing this waiver does not mean that you have waived your rights to the presence of a Shop Steward or Union Officer at Step 1 of any other grievance you have filed or may file, nor does it mean that you have waived your rights to union representation at the later steps of the grievance process.

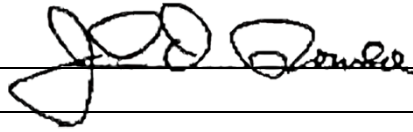
I, _____ (*Print your name*) of my own free choice, hereby waive Under Article V, Section 1 of the Metro/Local 587 collective bargaining agreement my right to the presence of a Shop Steward or Union Officer at the Step 1 grievance meeting between me and my Superintendent/designee to be heard at (*meeting location*) _____ on (*meeting date*) _____ to discuss my grievance filed on (*date grievance filed*) _____ concerning:

Employee's Signature

Date

Subject: **Commercial Driver License (CDL)** (Pg. 1 of 6)

Approval by Manager:



Issue Date: 4/25/83

Revision Date: 10/07/13

A. Commercial driver license requirements**1. Requirements of the Commercial Motor Vehicle Safety Act:**

Since April 1, 1992, provisions of the *1986 Commercial Motor Vehicle Safety Act* have been in effect. This law ensures that all commercial motor vehicle (CMV) drivers are competent and qualified to operate certain vehicles. The law applies to all drivers of commercial vehicles over 26,000 pounds, all drivers of buses designed to carry more than 15 passengers and all drivers transporting hazardous materials. Violations of the law are punishable by a civil penalty up to \$2,500. Criminal penalties exist for willful violations.

The following rules apply to all transit operators, service supervisors, transit instructors, supervisors-in-training and all supervisors who are on the inter-classification overtime list for either Service Quality or Training:

- a) It is a Washington State Law (RCW 46.25.050 [1] and [2] [1990-91] and RCW 46.20.342) and a condition of employment that all employees driving Metro Transit coaches must have a current, valid "Class B" or "Class A" Washington State Commercial Driver License (CDL) with endorsement P1 (passenger) and excluding restriction K (air brakes) in their possession.
- b) Employees are prohibited from possessing more than one driver's license. Employees possessing more than one driver's license must turn in all extra licenses to the issuing state and request cancellation. An employee possessing more than one driver's license must immediately inform his/her chief of that fact.
- c) Employees must notify their chief whenever their license expires, is suspended, revoked, made subject to any restriction or otherwise made invalid. This notification must be made immediately after the employee becomes aware that his/her driver's license status has changed. This must be done in writing on a form provided by Metro prior to the employee's next work assignment.
- d) Employees must notify their chief in writing whenever they are convicted of a traffic offense, other than a parking ticket. Conviction includes a finding of guilt, a plea of guilty, voluntary payment of a fine or a forfeiture of bond or collateral. This notification must be made on a form provided by Metro within five calendar days after the conviction. If an employee voluntarily pays a fine or forfeits bond or collateral, the date of the conviction for the purpose of calculating the five-day period shall be the due date set forth on the ticket.
 - i. The above rules also apply to employees on sick leave, industrial injury or off job injury status.
 - ii. The form, *Traffic Violation or Change in License Status (BOP0117)* is available at each work site.

2. Medical examiner's certification

An employee may not operate a CMV unless s/he is physically qualified to do so and has on his/her person an original or copy of a current and valid medical examiner's certification (certification) indicating that s/he is physically qualified to operate a CMV. Employees are encouraged to keep the original certification in a safe place and carry a copy of the certification when operating a CMV.

Subject: Commercial Driver License (Pg. 2 of 6)

Issue Date: 4/25/83

Revision Date: 9/16/13

B. Renewing a CDL

Neither the basic driver's license fee nor the physical exam cost will be reimbursed. Metro will reimburse the CDL fee.

1. The employee fills out a CDL Reimbursement Request form and submits it to the base window with the original receipt.
2. A copy of the CDL reimbursement request and receipt will be placed in the employee's file.
3. The administrative specialist will log the reimbursement request into the CDL reimbursement spread sheet on the base administrative specialist drive.
4. At the end of each pay period, a transit timekeeper will use this information to reimburse the CDL fee to the employee's paycheck. The amount will be listed with the code "CommDLReim" on the operators pay advice.

C. Change of address or name

Employees are required by law (RCW 46.20.205) to notify the Department of Licensing (DOL) in the event of a move or name change. This must be submitted in writing on a form provided by the DOL within ten days. This written notification is the exclusive means by which DOL records may be changed. An employee's updating a change of address with the US Postal Service will not insure that DOL mailings will be forwarded to an employee's current address. An employee who fails to notify DOL of a change of address that results in mail being sent by DOL to an incorrect address will be held responsible for any impacts to the employee's CDL status.

D. Failure to obtain or possess a current and valid CDL and/or medical examiner's certification

An operator scheduled to operate a CMV, a supervisor-in-training who is assigned to Service Quality or Training, or a supervisor scheduled to work a shift in Service Quality or Training who does not have a current and valid endorsed Washington State CDL and a current and valid certification on his/her person will not be allowed to work. The following procedures apply:

1. Prior to or when reporting for work

Employees who do not have a CDL or certification on their person must report such prior to the start of their assignment. Operators are to report to the dispatcher/planner; supervisors and SITs are to report to a Service Quality or Training chief, as appropriate. The employee will be given one hour to get a CDL and/or certification. If the employee returns with a CDL and/or certification within one hour of the original report time, the employee will receive a late report (or an absence for a part-time operator). If the employee is more than one hour late, the employee will receive an unexcused absence. If the employee declines the offer to get the CDL and/or certification, s/he will receive an unexcused absence.

Arrange for the employee to meet with a chief as soon as possible. Additional days the employee is unable to work due to no CDL or certification will be recorded as unexcused absences. A memo documenting the incident will be placed in the employee's file.

2. On the road

If, after the employee has started work, s/he discovers that s/he does not have a CDL or certification on his/her person, the employee must immediately notify the communications coordinator (supervisors and SIT's notify a chief). The employee will be relieved of duty without pay and a Performance Report in Category 17, Minor Traffic Code Violation, will be written. The second and any additional days the employee is

Subject: Commercial Driver License (Pg. 3 of 6)

Issue Date: 4/25/83

Revision Date: 9/16/13

unable to work due to not having the CDL or certification on his/her person will be recorded as unexcused absences.

3. Stolen license or certification on the road

If an employee's CDL or certification is stolen while on duty, the employee will be relieved of duty (ROD) with pay for the balance of that day. If the DOL is closed and the employee needs to replace his/her license, the employee will remain on ROD with pay status until the first DOL business opens. The employee may be granted up to two additional days to obtain a certification, paid from the employee's AC, or vacation balance. The employee is required to file a report with the police. Replacement cost of the license is covered by the personal property loss benefit in the labor agreement. There is no reimbursement for replacement of the certification.

E. Having driven without a valid, endorsed license**1. Commercial Driver's License (CDL)**

The Revised Code of Washington (RCW 46.25.170 [2]) states that a person who drives a commercial vehicle without a valid CDL is guilty of a gross misdemeanor. It also states that anyone who procures, aids or abets such a violation is guilty of a gross misdemeanor.

Any employee who works an assignment without a current and valid CDL on his/her person is in violation of the law and will be relieved of duty and charged with gross negligence. Appropriate disciplinary action will be taken regardless of whether the employee has or subsequently obtained a current and valid CDL. Gross negligence is a major infraction per Article 4, Section 3B of the labor agreement which states, "Major infractions will result in discharge unless METRO determines that there are circumstances which cause a suspension to be appropriate." In such circumstances, a minimum 10-day suspension will be issued.

2. Medical certification

When Metro is informed that an operator may have driven without a valid medical certification, the situation will be reviewed on a case-by-case. An operator who knowingly operated a coach when s/he did not meet the CDL medical requirements will be subject to discipline up to and including discharge. An operator who, through his/her negligence, forgot to carry, lost or failed to renew his/her medical certification and operated a coach without a valid medical certification on his/her person will be handled according to paragraph D above.

F. Operators without a current and valid CDL returning from injury status

In some cases, the DOL will not allow individuals who are injured to qualify for a CDL. Even though his/her medical practitioner may clear an employee for phase-in after a disabling injury, action by the DOL may have caused the employee's CDL to lapse. In such a case, the employee should bring that fact to the attention of his/her chief. A leave of absence (LOA) may be granted during which the employee must fulfill the requirements for obtaining the CDL. At the end of the LOA, the employee must have a current and valid CDL to return to work.

Subject: **Commercial Driver License** (Pg. 4 of 6)

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G. Suspended and/or revoked driver's license procedure

- 1) Call the employee in and explain that Metro has received information that his/her license is or had been suspended, cancelled or revoked:
 - a) Include those employees whose status on the DOL list of drivers with recently suspended, revoked or cancelled licenses shows a reinstated CDL. Employees with a reinstated status will appear on the DOL list for three years from the end date of the original suspension; check the employee's file to be sure you are not repeating an investigation that has already been completed.
 - b) If Union steward is requested, await arrival before proceeding with questions.
- 2) Ask if the employee has ever received notice or is otherwise aware of the suspension, cancellation or revocation information:
 - a) If the employee claims no knowledge or admits to past suspension, cancellation or revocation but claims the license is currently valid, ask the employee to show proof of a valid license. Acceptable proof, until verified by an abstract of driving record, is a driver's license, temporary driver's license or a work permit. Receipts for licenses, such as a reinstatement fee receipt, are unacceptable.
 - b) Along with the acceptable proof, the employee must sign a *Drivers License Verification Form* (available at the Department of Licensing facility) in the presence of a chief.
- 3) If the employee does not have acceptable proof of a current and valid CDL, relieve the employee of duty, with pay. Then inform the employee that s/he has until the end of the next regular business day to present acceptable proof of a current and valid CDL verified by the Department of Licensing:
 - a) If such proof is not provided, the next workday and thereafter will be treated as unexcused absences until proof is produced. The employee will then be subject to discipline for these absences.
 - b) If proof is provided, the employee should be returned to duty but the investigation continued into whether the license was previously invalid and whether the employee had driven while in that status. The employee should be informed of the focus of the investigation.
 - c) The investigation should focus on the dates of license invalidity, what knowledge the employee had, whether the employee violated reporting requirements and whether the employee presented an invalid license at pick or to a supervisor. The evidence produced could substantiate a charge of gross misconduct and/or gross negligence.
- 4) If the employee admits s/he knows the license is currently invalid, the employee is relieved of duty without pay and told that s/he will be treated as having an unexcused absence until a valid license can be produced. The employee will be subject to discipline for these absences. The investigation described above should also be conducted.
- 5) Direct the employee to request an *Abstract of Driving Record* from any State Department of Licensing. The employee must ask for the five-year record. The employee must then provide this record and allow his/her chief to copy the file. Explain that it is necessary to obtain a copy of the employee's driving record, as the possession of a valid driver's license is a condition of employment.

Subject: **Commercial Driver License** (Pg. 5 of 6)

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H. Inability to obtain medical certification or medical waiver

If an employee notifies Metro that s/he is unable to obtain a certification or a medical waiver, place the employee on sick leave and consult with the Disability Services Coordinator.

I. Change in blood pressure standards

In order to renew the CDL medical examiner's certification, the employee must meet a specific standard to receive a full two-year medical certification.

Employees with higher blood pressure must seek treatment in order to meet the standard. If the employee is unable to meet the standard, s/he may receive a short-term certification (less than two years) or apply for a medical waiver from the Washington State Department of Licensing.

The following outlines high blood pressure standards and which scenario will apply when an employee is required to renew his/her medical certification:

- 1) If the employee's blood pressure reading is 140/90 to 159/99, the employee can get a one-year certification. After one year, if s/he again tests in this same range, s/he can get a *one-time only* three-month certification. In the next exam, s/he must test below 140/90 in order to be re-certified for another full year. Subsequent annual certifications require pressure of less than 140/90.
- 2) If the employee's blood pressure reading is 160/100 to 179/109, s/he can get a *one-time only* three-month certification. In the next exam, s/he must test below 140/90 in order to be recertified for one full year. Subsequent annual certifications require pressure of less than 140/90.
- 3) If the employee's blood pressure reading is 180/110 or greater, s/he will not be certified until pressure is reduced to less than 140/90. Once s/he has had a physical with a reading of 180/110 or greater, s/he will receive a six-month certification. Subsequent certifications will be required every six months and require pressure of less than 140/90.

J. CDL medical waivers

As of February 13, 2006, King County Metro adopted heightened physical qualifications for Commercial Driver's License (CDL) holders. Historically, King County Metro Transit has had lower standards in several areas, which allowed employees to obtain "medical waivers" from the federal standards and still be issued a CDL. However, because of concerns for the safety of our employees and the public, King County Metro Transit adopted the federal standards with only one narrow exception for the Transit Operator classification. The only area where medical waivers will be accepted for the Transit Operator classification is for employees with insulin-dependent diabetes.

Operators with diabetes who treat with insulin are required to obtain a medical waiver from the Washington State Department of Licensing (DOL). The medical waiver may be valid for three months to up to two (2) years and must be carried by the operator at all times while on duty.

Employees are responsible for

When applying for the waiver, the employee is required to have an active CDL record on file and submit the following:

- a) A Department of Transportation (DOT) long-form physical with results of the medical exam. <http://www.fmcsa.dot.gov/documents/safetyprograms/Medical-Report.pdf> and the medical certificate <http://www.fmcsa.dot.gov/documents/safetyprograms/Medical-Examiners-Certificate.pdf>; and

Subject: Commercial Driver License (Pg. 6 of 6)

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- b) A completed Application for Intrastate Medical Waiver form.
<http://www.dol.wa.gov/forms/500066.pdf>

Fax this information to: (360) 570-7893 or

Mail this information to: Department of Licensing
Medical Unit, Driver Records
PO Box 9030
Olympia, WA 98507-9030

Employees may call (360) 902-3619 with questions.

Chiefs are responsible for

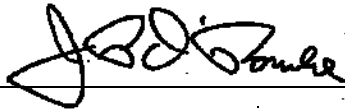
- Providing employees with information on how to obtain a medical waiver. Both the DOT application form and the long-form physical are available on-line (see above) or at any DOL office.
- Ensuring employees do not drive in revenue service while they are awaiting the waiver.
- Allowing employees, who are unable to work during the process of securing their medical waiver, to use accrued sick leave (SL) or accumulated compensatory (AC) time.
- Placing a copy of the waiver (once received) in the employee's medical file and sending copy to Transit Disability Services at KSC-TR-0419.
- Contacting the Disability Services Coordinator in Transit Human Resources with concerns or questions about this process and immediately upon learning that an employee is unable to obtain a CDL medical waiver.

Transit Disability Services is responsible for:

- Transit Disability Services staff will track all waivers and notify the employee and his or her respective chief at least 30 days prior to the medical waiver expiration date.

Subject: Holiday Vacant Run Pick (Pg. 1 of 1)

Approval by Manager:



Issue Date: 01/01/87

Revision Date: 04/10/09

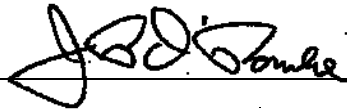
Per agreement with the Union:

1. Due to staffing needs, it is necessary to post the vacant runs for pick for weekday holidays which operate a Sunday schedule.
2. All vacant runs for the holiday will be posted for pick four weeks prior to the holiday, or on the first day of a new shake-up if the period is less than four weeks before the holiday. Each base will determine the minimum number of each type of run (day runs or relief runs) to be picked to balance staffing and the extra board. For example:
Central Base has 76 vacant runs (47 day runs and 29 night runs) on a Tuesday-Friday weekday holiday. To make the extra board balance, at least 40 runs must be picked so that quit times on the board will be proportionate and will be manageable for the next day. At least 19 of the runs picked must be night runs. No more than 21 day runs could be picked until after 19 night runs have been picked.
3. A report operator on her or his regular workday without a Sunday report may choose to pick from all vacant Sunday assignments by seniority or revert to her or his position on the extra board for assignment.
4. Then extra-board operators who regularly work that day and who are working vacation reliefs which have no Sunday assignment shall pick from all vacant Sunday assignments available by seniority after report operators have picked.
 - a) If not enough vacant runs are available for vacation relief operators, the operators may elect not to pick a vacant run but return to the board for assignment. This option will be done by seniority and only to the extent which will allow all vacant runs to be picked.
 - b) Vacation relief operators choosing to return to the board for assignment will receive an assignment comparable to their pre-assignment.
5. On non-Monday weekday Sunday-scheduled holidays, it will be necessary for vacant runs to be picked due to staffing shortages. Each base will determine the minimum number of each type of run to be picked to balance staffing.
6. Regular operators having no Sunday run, and the holiday as their regular workday, would select by seniority after the report and vacation relief operators have made their choices.
7. All full-time operators on their RDO (including regular and extra-board operators) would select their assignments next by seniority.
8. The deadline for picking a Holiday Vacant Run is seven calendar days before the starting date, except during the first week of a new shake-up when Holiday Vacant Runs may be requested by 10 a.m. the day before the starting date. Assigned operators will be notified the following day.
9. Any operator who has requested to work overtime but does not submit her or his selections, will be assigned through the normal overtime process.
10. Any operator who submits choices after the deadline can still be assigned one of her or his choices, if someone else has not already picked it.

This process will allow the operators to make plans for the holiday because they would know one week in advance what their assignments would be. The dispatcher/planner has one week to enter the pre-assignments. This could be accomplished by the Saturday or Sunday afternoon person on the weekend prior to the holiday.

Subject: Part Time Probation Standards (Pg. 1 of 3)

Approval by Manager:



Issue Date: 5/12/83

Revision Date: 4/16/13

A. Part Time Probation Standards

Part-time Transit Operators serve a probationary period of one year after the date of qualifying as a transit operator. The probationary period will be extended if the transit operator is unavailable to perform the duties of a transit operator for any reason for a period in excess of ten consecutive full or partial workdays over the term of the probation.

Example: If unavailable for ten consecutive workdays, the probationary period will not be extended.

Example: If unavailable for eleven consecutive workdays, the probationary period will be extended for eleven days.

King County Metro has established the performance standards described below to ensure consistent evaluation of probationary employees. These standards are guidelines and are not intended to create an enforceable employment contract. The continued employment rights of probationary employees are governed by the Labor Agreement under Article IV, Section 9, which provides that "the discipline of probationary employees ... is the sole responsibility of METRO. Those employees who are not satisfactory, in the judgment of METRO, will be terminated."

A point system is used to measure performance level according to these standards. If the total number of points on the transit operator's record equals or exceeds 15 points at any time during the probationary period, employment will be terminated. All incidents that occur during the probation period will be subject to the point system, even if they are still under investigation when the probation period ends or do not become known until after the period has ended.

A probationary operator will be required to successfully complete a "first ride" check within the first ten driving days after qualifying as a transit operator. If the operator is unable to successfully complete this, 15 points will be assessed and the transit operator's employment will be terminated. A probationary transit operator whose employment is terminated may request a termination review within 15 days of the notification. Probationary termination is not subject to the grievance or arbitration procedures outlined in the labor agreement.

Criteria for Infractions and Attendance	Point Value
1. Major infraction – Performance Report (except preventable accidents and absence policy as defined below)	15
2. Serious Infraction	9
3. Minor Infraction	
Counseling and Oral Reminders	3
Written Reminders	5
Suspensions and Decision Making Leave	9
4. Unexcused Absence	7
5. Absence	3
6. Failure to successfully complete first ride check	15

Requests for a miss to be changed or excused must be presented in writing to the chief within five working days of the occurrence. The chief shall determine whether the miss shall be changed or excused.

Subject: Part Time Probation Standards (Pg. 2 of 3)

Issue Date: 5/12/83

Revision Date: 4/16/13

Probation points for absences will be removed when the absence is “canceled” by the provision of the 60/30 day rule of Article 4 Section 6.H of the 587 labor contract. However, time designated as a major illness, or any other days of unpaid leave, will be excluded when calculating the 60/30 day rule for absences.

B. Sick Leave

1. Probationary transit operators will sign the Annual Self Certification of Medical Absence at training, prior to or upon qualification.
2. The base chief will meet with each probationary transit operator to review the top portion of the Annual Self Certification of Medical Absence and ensure that the transit operator fully understands the appropriate use of sick leave. The chief will also explain medical verification requirements for probationary operators (see following paragraph).
3. After the sixth full or partial day of sick leave use, probationary transit operators must be seen by a doctor or licensed medical practitioner during the time they are unavailable to work due to illness and/or injury. Each incident of personal sick leave and sick child or sick family leave must be verified on a King County Metro *Sick Leave Verification* form (BOP0028). This form must:
 - State that the transit operator was unable to perform his or her duties.
 - State the dates of the incapacity and the date of appointment, treatment or hospitalization.
 - It must be turned in no later than five calendar days after the day the transit operator returns to work.

Failure to submit this form as required will result in an unexcused absence (seven points) for each day that is not verified.

4. Probationary transit operators wishing to have an illness considered a “major illness” for purposes of probationary points will need to provide sufficient documentation of the nature of the illness for Metro to be able to determine whether the illness will be considered a “major illness.” Since most probationary transit operators do not qualify for FMLA/KCFML, the illness would need to result in hospitalization or conform to the guidelines that would qualify as a disability accommodation in consultation with Transit Disabilities Services. Consideration of a “major illness” must be requested at the time of occurrence for each instance of sick leave in question.
5. Metro may, at its discretion, visit or call the transit operator at home to verify illnesses, or call the transit operator’s physician.
6. Absences due to illness must be reported at least 30 minutes before the transit operator is scheduled to report. Failure to report illnesses as required will result in an unexcused absence (seven points), which will not be changed to an absence unless the transit operator can submit verification from a licensed practitioner that he/she received medical treatment and was unable to report the absence as required. The immediate supervisor shall determine whether the circumstances warrant a reduction from an unexcused absence.
7. This category includes all off job injuries, partial and/or full day sick leave and partial and/or full days of sick adult or sick child leave. Any sick leave designated as FMLA/KCFML/WFCA and partial and/or full day of sick adult or sick child leave that were fully covered by paid leave will not be assessed points.

Subject: Part Time Probation Standards (Pg. 3 of 3)

Issue Date: 5/12/83

Revision Date: 4/16/13

8. In order to determine whether the Operator's partial/full day of sick adult or sick child leave was fully covered by paid leave, use the following PeopleSoft public query:

TRANSIT_DAILY_TRC_USAGE

Criteria for Sick Leave	Point Value
A. First four full and/or partial days Sick Leave Verification is not required.	0
B. Fifth and sixth full and/or partial days. Sick Leave Verification is not required. Points are assessed for each full or partial day.	3
C. Each full and/or partial day after the first six when a King County Metro Sick Leave Verification form (BOP0028) has been submitted. Points are assessed for each full or partial day.	3
D. Any full or partial day after the first six that is not documented with a King County Metro Sick Leave Verification form (BOP0028). Points are assessed for each full or partial day.	7
E. Doctor and dentist appointments, provided the transit operator has submitted a Scheduled Medical Appointment form to the planner by 10 a.m. the day before the appointment. Operators are encouraged to schedule doctor and dentist appointments at times that do not conflict with their work assignments.	0
F. Sick days as a result of hospitalization (24 hours as an inpatient or other equivalent major illness as determined by Metro, e.g., broken leg).	0
G. Leave designated as FMLA qualified.	0

9. Upon successful completion of probation, the base chief will review the medical verification requirements for regular Part-time Transit Operators with the operator.

C. Preventable Accidents

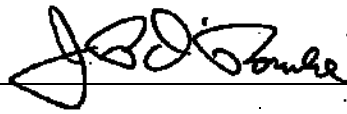
Criteria for Preventable Accidents

Point Value

A. Severe accident	15
B. First major accident	7
C. Second major accident	8
D. Minor accident	5

Subject: Found Articles (Page 1 of 2)

Approval by Manager:



Issue Date: 4/26/82

Revision Date: 11/24/09

The security and care of found items is the responsibility of the dispatcher or the planner.

1. Articles found by employees during working hours shall be turned in to the dispatcher or planner. Employees are not to use the drop box during this time and the bin door will be locked from the inside.
2. Employees will complete and attach a tag to found articles and log them onto the log sheet posted near the window. The articles will be given to the dispatcher or planner who will, with the employee, verify the articles and then initial the log sheet. The dispatcher or planner and the employee together must thoroughly search all articles (especially handbags, backpacks, boxes, etc), emptying out all the contents, in order to make sure that the full contents of the articles are known and safeguarded. Contact the Transit Police section immediately if any contraband or high-risk articles are found.
3. All articles will be placed in a found bag and be secured in the drop box that will be kept locked at all times. Valuable articles such as purses, wallets with money, jewelry and any other valuables will be placed in a small bag or locked box (Central Base) separated from other found articles.
4. The dispatcher or planner will unlock the front of the drop box door so that all articles found by employees after working hours shall be turned in to the base at a secured, locked drop box. All articles that are turned in during these hours will be tagged and logged on the form next to the drop box. Articles too large to be dropped into the box must be taken to the vehicle maintenance chief and logged as noted. Valuable articles such as purses, wallets with money, jewelry and any other valuables must be taken to the vehicle maintenance chief and logged as noted. All employees are responsible for protecting themselves by having someone witness the turn-in of found articles, especially valuable articles such as purses, wallets with money, jewelry and any other valuables.
5. Perishable items, such as food with a shelf life of less than 30 days or which is normally stored in a refrigerator, are not to be sent to the Lost and Found Office. The operator who found the food may keep it, if desired, but must fill out a tag as usual. If the operator does not wish to keep the food, it must be disposed of at the base. Write "disposed of food" on the found tag. Items such as beer, wine, champagne and packaged cookies are not perishable and must be turned in to the Lost and Found Office. Items that contain water, such as water bottles and water toys should be emptied before being sent to the Lost and Found Office.
6. Items that clearly belong to a transit operator, such as uniform apparel, and supplies like *The Book*, dash signs, etc., should be kept at the base, not sent to the Lost and Found Office.

Subject: Found Articles (Page 2 of 2)

Issue Date: 4/26/82

Revision Date: 11/24/09

7. The dispatcher or planner will unlock the found box and check the articles turned in between the hours of base closure and re-opening. An operator will be used to witness this action. The drop box will be locked from the inside and employees will turn in found articles at the window.
8. When the Revenue Coordinator comes to pick up the found articles, the dispatcher or planner and Revenue Coordinator will acknowledge that all valuables are accounted for and will sign the bottom of the log sheet attesting to this fact.
9. Each base will designate a specific location, to process found articles, with adequate supplies (tape, heavy-duty rubber bands, stapler with staples and string (optional not required). Each base will post guidelines suggesting that stapled mini-bags be used for small jewelry items, that heavy rubber bands be used for wallets or multiple credit cards and that tags be taped to a single card or I.D., etc.

Subject: Part-time Transit Operator to Full-time Transit Operator Recruitment
(Pg. 1 of 7)

Approval by Manager:



Issue Date: 5/1/89

Revision Date: 6/29/12

A. Application process

1. Part-time Transit Operator (PTO) to Full-time Transit Operator (FTO) recruitment is conducted online. All applications will be accepted via the online application process. If special circumstances exist that preclude an applicant from completing the online application, s/he should contact Transit Human Resources (THR) to request a paper copy. It is the applicant's responsibility to submit his/her application online by the recruitment deadline. The bases will not assume this responsibility.
2. Applicants must have a Driver's Abstract Authorization Release Form on file with THR. Those who do not have one on file at the time of application will be contacted by THR to complete the form.
3. Once a candidate applies, there is no need to re-apply unless the candidate declines an FTO position, is disqualified, asks to be removed from the list, or leaves Metro. Disqualification includes failing to meet standards at the time of the initial record review and up to the time of resignation from the PTO position, or failure to pass the Department of Licensing (DOL) abstract check. THR will review the abstract based on criteria agreed between Transit Operations and THR.

B. Compilation and transmission of the list

1. THR will distribute a preliminary applicant roster to all bases, which lists all applications received by the closing date. This is not, however, the final seniority list. An applicant has five days from when the roster is posted at the base to notify THR if his/her name does not appear on the list. After this notification deadline passes, the recruitment is considered closed.
2. After closure, THR will accept no late applications. THR sends the candidate list to the Union Recording Secretary, who will place the candidates in seniority order. THR will provide a copy of the candidates' seniority list to each base, the Training Section and the OSS Coordinator(s).

C. Record reviews

1. The OSS Coordinator will notify the candidates' Chiefs prior to the next class so that record reviews can commence.
2. A candidate's Base Chief will review his/her record and complete a record review form. The Chief will interview the candidate, if necessary, to communicate the point total and answer any questions the candidate may have about point assignments.
3. Both the candidate and the Chief will sign the completed record review form. The Chief will send a completed Trainee Performance Policy (attached) to the Training Center, and place a copy in the candidate's base file.
4. After the Chief has completed the review and spoken with the Transit Operator, the base Administrative Specialist will submit the Changes in Working Conditions OAS1022), Record Review (BOP0481) and all supporting documentation (including the attendance card, contact sheet and miss card) electronically to THR. A copy of the two forms will be kept in the base file.
5. THR will notify all successful applicants of their selection for the next FTO class.
6. If a candidate is disqualified in whole or in part due to sick leave, THR will send a letter notifying the employee of his/her right to request an additional review by Transit Disability Services. This candidate will have five business days from the date of the letter to contact

Subject: Part-time Transit Operator to Full-time Transit Operator Recruitment (Pg. 2 of 7)

Issue Date: 5/1/89	Revision Date: 6/29/12
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Transit Disability Services. If a candidate is found to be qualified, s/he will be placed in the next available training class.

7. If a candidate is unavailable for, or declines FTO training, s/he will sign the PTO to FTO declination form (check the "I decline" box at the bottom of the Record Review form (BOP0481). The Chief will also notify the candidate that s/he must notify THR in writing to be considered for future classes. The only exceptions are when the candidate is not available due to circumstances beyond his/her control (e.g., sick, injured, etc.), as determined by KC Metro on a case-by-case basis.
8. If a candidate is disqualified, a copy of the record review will be placed in his/her base file and a copy will be sent to THR. The Chief will notify the OSS Coordinator(s) of any candidate whose record does not meet standards. That candidate's name will be removed from the list until he or she reapplies during a subsequent recruitment-posting period. The OSS coordinator will then notify the Base Chief of the next candidate on the list so the Chief can complete a record review.

D. FTO offers and maintaining a satisfactory record

1. Beginning training for an FTO position will be contingent upon maintaining a satisfactory record through the last day as a PTO. If an infraction occurs after the first record review, up to and including the final day as a PTO, the appropriate points will be assessed. If points then equal or exceed 15, the candidate will be removed from the list.
2. A candidate who meets standards, and accepts an FTO position, will resign effective two days prior to the start of FTO training. The candidate will receive a hire letter from THR formally acknowledging the change to FTO trainee status approximately two weeks prior to the date of resignation from the PTO position; however, the candidate must maintain a satisfactory record through the last day as a PTO.

E. Driving record

THR will purchase a current, five-year *Driving Record Abstract* from the Washington State DOL. Records will be reviewed for frequency and severity of moving violations and at-fault accidents. Any of the following vehicle code convictions will automatically disqualify the candidate from consideration:

- Reckless/Negligent Driving.
- Driving while intoxicated or driving while under the influence of alcohol or other drugs.
- Hit and Run Incident.
- Vehicular Homicide/Vehicular Assault.
- Open Container Violation.
- More than one at-fault accident or one at-fault accident resulting in injuries.

Subject: Part-time Transit Operator to Full-time Transit Operator Recruitment (Pg. 3 of 7)

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For all other violations, abstracts will be screened by considering the maximum allowable violations within the most recent five years, broken down by year.

Maximum allowed major or minor violations

Year	Major *		Minor **
1	0	OR	1
2	1		2
3	1		3
4	2		4
5	2		5

Maximum violations allowed if there is a combination of major and minor violations

Year	Major *		Minor**
1	0	WITH	-
2	1		1
3	1		1
4	2		2
5	2		3

*Major violations constitute either speeding at 15 or more miles over the limit or one serious violation as defined by WAC 308-100-130.

**Minor violations constitute either speeding at 14 or less miles over the limit or any non-moving violations.

When a candidate is disqualified because of his/her driving record, THR will notify the Chief via e-mail and provide a faxed copy of the driving abstract.

F. Standards during training

1. If a candidate gets sick or becomes unavailable while in training, he/she will revert to a PTO position. If the candidate maintains satisfactory performance record, he/she will go full-time in the next class.
2. If a candidate does not pass the PTO to FTO training program, he/she will be returned to a PTO position with no loss of PTO seniority.

G. Options to return to a PTO position

A PTO who accepts an FTO position may return to a PTO after one full shake-up as an FTO with no loss of PTO seniority. If such Operator again desires to return to FTO, s/he may do so only after completing another full year of PTO service.

Subject: Part-time Transit Operator to Full-time Transit Operator Recruitment
(Pg. 4 of 7)

Issue Date: 5/1/89

Revision Date: 6/29/12

INSTRUCTIONS FOR RECORD REVIEW CALCULATIONS

A. Documents Needed for Record Review:

1. Attendance record (form #0741).
2. Miss record (form BOP0628).
3. Accident records from Safety System database.
4. Transit Operator contact sheets (form PTS4001).

B. Period of Record Review:

The performance record will be reviewed for the candidate's most recent twelve months of active driving service. While initial reviews will need to be conducted to determine tentative eligibility, the final eligibility review period is the twelve-month period immediately proceeding the candidate's last day employed as a PTO. Base Chiefs are responsible for notifying THR of any incidents that may change a candidate's eligibility. The start date will be earlier for any employee who has periods of unavailability in excess of ten consecutive workdays. Go back the same number of workdays as were in the period of unavailability. Vacation, annual leave, military leave, and jury duty are exceptions for which you do not count back. Examples of unavailability where you do count back include industrial injury, leaves of absence (other than annual leave), sick leave, detail assignments and union leave. Review the candidate's most recent 24 months of employment, as defined above, for major infractions.

C. Points will be assessed as follows:

1. A major infraction within 24 months of the date of review results in disqualification. Disqualifying major infractions include probationary terminations, as described in Policy 23. Being placed on attendance probation is also a major infraction and the PTO will be disqualified until satisfactory completion of his/her attendance probation.
2. A serious infraction will result in 9 points.
3. Minor infractions: 3 points for each oral reminder; 5 points for each written reminder; 9 points for each suspension or decision-making leave. Counseling performance reports or performance reports issued for accidents or attendance are not assessed points under this system.
4. Misses: 7 points for each unexcused absence; 3 points for each absence. Points are not assessed for absences purged by the 60/30 day rule.
5. Sick leave: (This category includes all off job injuries, partial/full day sick leave and partial/full days of sick adult or sick child leave. Any sick leave designated as FMLA/KCFML/WFCA and partial/full day of sick adult or sick child leave that were fully covered by paid leave will not be assessed points.)

The first four full or partial days	0 points
Verified doctor and dentist appointments	0 points
FMLA/KCFMLA/WFCA-certified or other protected absences	0 points
Sick leave that occurred while the PTO was on probation and which had been determined by Metro, at the time of the occurrence, to be a major illness	0 points
Each full or partial day not excepted above.	3 points

Subject: Part-time Transit Operator to Full-time Transit Operator Recruitment (Pg. 5 of 7)

Issue Date: 5/1/89	Revision Date: 6/29/12
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6. Preventable Accidents: 15 points for each severe accident; 7 points for the first major accident; 8 points for each subsequent major accident; 5 points for each minor accident. (Accident information will be evaluated from information obtained via Transit Safety.)

All incidents that occur during the review period will be subject to the point system even if they are still under investigation when the review periods ends or do not become known until after the period has ended. If the candidate has already begun training when the points are identified and the point total on the candidate's record then equals or exceeds 15, s/he will be removed from the training class and returned to PTO status.

If, at the time of review, a candidate's record equals or exceeds 15 points, but an infraction or accident is in the grievance or re-read process, the candidate will be disqualified. If the action is overturned, the candidate will be placed at the top of the list for the next PTO to FTO class.

If, at the time of the first record review, it is apparent that points will drop off the record of a candidate due to the 60/30 rule, or one-year or two-year cut off and this will occur after the first review but before the final review, then the application will be flagged. If such candidate meets standards during the final review prior to resignation as a PTO, s/he will be allowed to go full-time.

Changes in Working Conditions from PTO to FTO.

1. **PROBATION** – A Part-time Transit Operator (PTO) who moves to a Full-time Transit Operator (FTO) position through the formal recruitment process, and who has completed probation as a PTO, will not serve a second probationary period. If probation was not completed, the FTO will receive one day of credit towards probation for every two days of PTO service. During probation, any discipline received is not subject to the grievance/arbitration procedure in the Labor Agreement.
2. **SENIORITY** – Start at the bottom of FTO seniority list. Maintain PTO seniority in case of return to PTO.
3. **VACATIONS** – Picked by seniority. FTO must cash out or carry over all PTO vacation. Employee will sign a form indicating preference during FTO training. Carried over vacation may be used as workforce allows in the current year. Earned FTO vacation and any unused balance will be picked and used in the following year in accordance with the Labor Agreement.
4. **DAYS OFF** – Picked by seniority. Likely to be off weekdays and working weekends.
5. **HOLIDAYS** – Work on holidays unless excused or when the holiday falls on an RDO.
6. **PERSONAL HOLIDAY** – An unused personal holiday may be used after qualification as an FTO.
7. **EXTRA BOARD** – When qualified, FTO picks a base (from a list provided by the OSS Coordinator) and a position on the extra board for the remainder of the current shake-up. FTOs may have combinations of day and night work in one week. Employee will be required to qualify on a number of routes. Work assignments, base assignment and coach assignments could change daily. FTOs may be required to work assignments up to a 13-hour spread each day.
8. **PICKS** – At the next pick, FTOs may have the choice of extra board or regular FTO positions. An FTO may be forced to work nights.
9. **TRAINING** – Includes days, nights, weekends, trolley training, route qualification, and paperwork. The pay during training is 50% of the top step Operator wage rate.
10. **RATE OF PAY** – An Operator who moves from PTO to FTO retains his/her current wage rate. Progress toward the next pay step is prorated according to the Labor Agreement (Article 14, Section 1.B.5).
11. **OVERTIME** – There may be mandatory overtime in runs or board assignments.
12. **SICK LEAVE** – Sick leave balance (hours) will be carried over.
13. **SAFETY/ACCIDENT RECORD** – PTO accident record will carry forward to FTO record. Credit will be received for safe driving years. Previous preventable accidents will be considered in application of the accident point system. However, only preventable accidents during your FTO status will apply to probationary point totals.
14. **OPTION TO RETURN TO PTO** – After one full shake-up, an FTO may return to PTO with no loss in PTO seniority for an unlimited time.

I have read and understand the above mentioned changes. I accept the FTO position.

Signature _____ I.D. _____

Print Name _____ Date ____/____/____



King County
Department of Transportation
Metro Transit Division
Training Center

TRAINEE PERFORMANCE POLICY

On the first day of class, if you arrive later than 7:00AM, you will be dropped from the class and replaced by a standby.

If you are designated as a standby for a given training program, you must report to the Training Center for the start of class at 7:00AM. If the class is full, you will not be placed in the training program.

After the first day of class, if you are late for any reason during the training program, you will receive a "late report." A "late report" is when you report from one minute to 60 minutes late for an assignment.

You can be SEPARATED FROM THE TRAINING PROGRAM for any one of the following:

1. You have two late reports (as outlined above).
2. You are more than 60 minutes late for class.
3. You report late for a driving assignment and the coach has already left the base.
4. You report without your current, valid Washington State Driver's License and valid D.O.T. Medical Certification.
5. You are involved in two minor accidents that are judged preventable by National Safety Council standards.**
6. You have a preventable accident that is judged a "major" or "severe" by Metro's standards.**
7. You fail to participate in classroom or equipment training or you refuse any driving assignment as scheduled.
8. You have poor personal hygiene, your beard or hair is not kept neat or trimmed or it interferes with coach operation. All uniform clothing must fit well, be clean, wrinkle-free, in good repair and in compliance with the Uniforms section of The Book.
9. The odor, use, sale or possession of intoxicating liquor, a controlled substance, a drug not medically authorized or other substance which impairs job performance or poses a hazard to the safety and welfare of the you, the public, or other employees is detected, found on your person or in your vehicle parked on Metro property.

**Items 5 and 6 will be in effect even if the accidents are still under investigation when the class ends or the outcome does not become known until after the training period has ended.

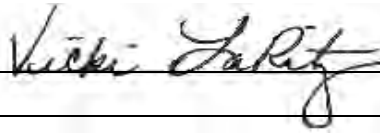
I have read and fully understand the preceding policy pertaining to my status during the Transit Operator Training Program.

Signature: _____ Date: _____

Print Name: _____ Instr. Initial: _____ Date: _____

Subject: Performance Reports and Commendations (Pg. 1 of 8)

Approval by Assistant Manager:



Issue Date: 1/25/82

Revision Date: 6/6/12

A. Instructions for Completing Form

Incident Date:

- Enter two digits for the month, two digits for the day, and two digits for the year.

Operator's Name:

- Enter last name first, first name second, and middle initial last.

Operator's I.D. Number:

- Enter operator's badge number.

Operator's PeopleSoft Number:

- Enter operator's employee number.

Coach Number:

- Enter operator's coach number, if applicable.

Route Number:

- Enter operator's route number, if applicable.

Run Number:

- Enter operator's run number, if applicable.

Time:

- Enter the time of the incident, if applicable.

Location:

- Enter the nearest intersection or place where the incident took place, if applicable.

Base:

- Check the box corresponding to the base to which the operator is assigned.

Infraction – Classification/Specific:

- Enter the classification of infraction in the box marked "classification." Enter the specific infraction in the box label "specific."

(Note: Specific infractions are found starting on page 3.)

Comments:

- Enter comments concerning the incident.

Action Codes

- The chief issuing the PR will determine and record the appropriate action code(s) from the following list:

0	Commendation
C	Counseling Session
1	Oral Reminder (Step One)
2	Written Reminder (Step Two)
3	Decision Making Leave (Step Four)
4	Suspension (Step Three)
5	Discharge
6	Resignation in Lieu of Termination

Subject: Performance Reports and Commendations (Pg. 2 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

7

Retraining

B. Combining Performance Reports

1. Performance Reports (PRs) with the same classification and specific can be combined when the time between the PRs does not allow for a conference or notification before the next infraction occurred.

For example:

On July 7, an operator was observed following too closely and the Supervisor documented the infraction on a PR; however, the Supervisor did not contact the operator regarding the infraction. Then, on July 10, the operator was once again observed following too closely. If the chief had not reviewed the first PR prior to the incident of the second PR, both of the PRs will be combined and issued as one. If the Supervisor did note on the first PR that the operator had been contacted via radio, then each PR will be issued separately.

PRs will not be combined if they have different specifics.

2. If separate PRs document different aspects of a single action by the operator, the chief will combine the PRs and issue as a single infraction. If the infractions are in different classifications, the PR in the classification resulting in the highest level of discipline will be issued.

If the PRs documents different behavior occurring at the same time, the chief will issue both PRs.

Examples

- a PRs are issued for 17.01 (failure to make a complete stop) and 17.03 (failure to give right-of-way to a pedestrian). If both PRs document the same event, the Chief will combine the PRs
- b PRs are issued for 17.01 (failure to make a complete stop) and 22.10 (right turn on a red light). If both PRs document the same event, the Chief will combine the PRs; the PR resulting in the highest level of progressive discipline (Traffic Code or Safety Related) will be issued.
- c PRs are issued for 17.01 (failure to make a complete stop) and 17.12 (failure to wear seatbelt). Both observations were made at the same time. Since the PRs document different behavior, the PRs will both be issued.

C. Issuing a 30-day Suspension with Termination to Follow

When an infraction results in termination, a single PR will be written to include both the 30-day suspension and the termination which follows. Enter 5 as the Action Code. The body of the PR should specify that the employee is being given a 30-day suspension with termination to follow, with the inclusive dates of the suspension and the termination date.

For example:

An operator is suspended on June 10th for 30 days with termination to follow. In addition to the pertinent information that resulted in the discipline, the text in the body of the PR should contain the following; "You are suspended for 30 days, June 10 ,<year> through July 9,<year>, with termination to follow on July 10, <year>.

D. Classifications/Specifics – Major

1 Gross Misconduct

01 Reckless Driving

Subject: Performance Reports and Commendations (Pg. 3 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

- 02 Physically assaulting County employee(s)
- 03 Physically assaulting individual(s) who are not County employees
- 04 Improper sexual advances
- 05 Excessively abusive language or rudeness; threatening or intimidating behavior or language
- 06 Possession of weapon(s)
- 07 Interfering with a law enforcement officer in the performance of her or his duties
- 09 Repeated use of a personal electronic device in violation of procedure #35
- 10 Tampering with coach camera
- 40 Other

2 Insubordination

- 01 Willful disobedience of supervisory direction(s)
- 40 Other

3 Not Properly Accounting for Passenger Fares

See major infractions, Category 10 or minor infractions, Category 23

4 Use of Intoxicants or the possession of Intoxicants

- 01 Impairment by intoxicants while on duty
- 02 Use of intoxicants while on duty
- 03 Possession of intoxicants while on duty
- 40 Other

5 Use or possession of Narcotics or Controlled Substance

- 01 Impairment by narcotics while on duty
- 02 Use of narcotics while on duty
- 03 Possession of narcotics while on duty
- 04 Impairment by use of controlled substances while on duty.
- 40 Other

6 Preventable Accidents (in accordance with accident point system)

- 01 Severe preventable accident
- 02 Multiple non-severe preventable accidents
- 40 Other

7 Attendance (to be used by base staff only)

- 01 Misses in a one-year period
- 02 Unexcused absences in a 60-day period
- 03 Exceeding attendance probation
- 40 Other

8 Falsification of Sick Report

- 01 Forgery of medical provider's signature on a verification of sickness or FMLA certification
- 02 Falsification of a verification of sickness, request for a medical appointment, or FMLA certification
- 40 Other

9 Falsification

Subject: Performance Reports and Commendations (Pg. 4 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

- 01 Falsification of application
- 02 Falsification of official County document
- 03 Making false or misleading statements during an investigation
- 40 Other
- 10 Theft of County Funds/Property, Willful Failure to Turn in Lost Articles or Job-Related Theft**
 - 01 Stealing County property
 - 02 Stealing property of other County employees
 - 03 Willful failure to turn in lost articles
 - 04 Theft of County funds
 - 05 Stealing fares
 - 06 Job-related theft
 - 07 Fraudulent reporting of pay
 - 40 Other
- 11 Willful Destruction of/or Damage to County Property or Possessions**
 - 01 Willful destruction of or damage to County property or possessions
 - 40 Other
- 12 Committing a Felony while on Duty, or Conviction of a Felony which is Job-Related**
 - 01 Committing a felony while on duty
 - 02 Conviction of a job-related felony
 - 40 Other
- 21 Exceeding Probation Standards (used by base staff only)**
 - 01 Exceeding probation standards
 - 40 Other
- 24 Gross Negligence**
 - 01 Failure to maintain a valid Commercial Driver's License (see procedure #18)
 - 02 Repeated DSTT signal violations (see procedure #68)
 - 03 Operating a revenue vehicle without a valid Commercial Driver's License, including necessary endorsements on person. (see procedure #18)
 - 40 Other
- 25 Misappropriation – Personal Use of County Funds or Property**
 - 01 Personal use of County funds
 - 02 Personal use of County property
 - 03 Excessive use or serious misuse of County IT assets (See County's policy on Acceptable Use of Information Technology Assets)
 - 40 Other
- 26 Violation of the County's Nondiscrimination and Anti-Harassment Policy and Procedure**
 - 01 Sexual Harassment
 - 02 Harassment based on race
 - 03 Retaliation
 - 04 Racial discrimination

Subject: Performance Reports and Commendations (Pg. 5 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

05 Sexual discrimination

40 Other

27 Serious or Repeated Discrimination

See classification #26, Violation of the County's Nondiscrimination and Anti-Harassment Policy and Procedure

E. Classifications/Specifics – Serious**30 Misconduct**

01 Using a personal electronic device in violation of procedure #35

02 Abusive language or rudeness; threatening or intimidating language or behavior that does not rise to the level of gross misconduct

40 Other

31 Negligence

01 Wrong way operation on a reversible lane

02 First (career) DSTT signal violation (see procedure #68)

40 Other

32 Serious Performance Problem

01 Customer Relations

40 Other

F. Classifications/Specifics – Minor

Note: Behavior that falls under a minor infraction classification may be escalated to a major or serious infraction based on the specific circumstances

13 Customer Relations

01 Discourteous treatment of customer(s)

02 Giving wrong information to customer(s)

03 Fare dispute with customer(s)

04 Abusive language toward customer(s)

05 Failure to give customer(s) information when requested

06 Failure to provide customer(s) with necessary written or printed information

07 Improper signage

08 Failure to make required or requested announcements to passenger(s)

09 Making derogatory comments concerning County management, equipment and/or policy in public

10 Disabling automated announcements

40 Other

14 Route Violation

01 Failure to operate proper route to or from base or between terminals

02 Off-route operation without proper authorization

03 Laying over in an unauthorized location

04 Failure to operate a posted re-route

40 Other

15 Schedule Violation

01 Operating ahead of schedule (early arrival at timepoint)

Subject: Performance Reports and Commendations (Pg. 6 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

- 02 Unauthorized break
- 03 Failure to make connection when indicated
- 04 Failure to report when operating late, as required by procedure
- 05 Failure to make a road relief on time
- 07 Failure to report leaving the base late, as required by procedure
- 08 Unnecessary delay in leaving base
- 40 Other

16 Failure to Stop for Customer(s) or Failure to Unload Customer(s)

- 01 Not waiting for customer(s) attempting to catch coach
- 02 Failure to stop for customer(s) when coach capacity is not at maximum
- 03 Taking customer(s) past requested stop
- 04 Failure to board disabled customer, or failure to notify the Transit Control Center when unable accommodate a disabled customer.
- 05 Failure to deploy the lift when requested.
- 40 Other

17 Traffic Code Violation

- 01 Failure to make a full and complete stop
- 02 Operating above posted speed limits
- 03 Failure to give right-of-way to pedestrian(s)
- 04 Failure to make required stop at railroad crossing
- 05 Violating stop sign or traffic signal (for DSTT signal violations see procedure #68)
- 07 Blocking intersection or crosswalk
- 08 Failure to clear signalized intersection before traffic signal changes
- 09 Failure to operate vehicle with proper lighting
- 10 Failure to yield right-of-way to other vehicle
- 11 Operating a revenue vehicle without a valid CDL or medical certification on person, when Metro is immediately notified (See procedure #18)
- 12 Failure to wear seatbelt or shoulder harness
- 13 Failure to yield to an emergency vehicle
- 14 Failure to stop at a stop bar
- 15 Camera ticket – violating traffic control
- 16 Camera ticket – excessive speed
- 40 Other

18 Uniform Violation

- 01 Wearing non-uniform clothing
- 02 Unauthorized alteration of uniform
- 03 Wearing less than minimum uniform
- 04 Distributing uniform item(s) to unauthorized personnel
- 05 Uniform improperly worn
- 40 Other

19 Failure to Follow Other Procedures or Directives

- 01 Gambling

Subject: Performance Reports and Commendations (Pg. 7 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

- 09 Violating Metro procedure as contained in bulletin item, The Book or the Operator Handbook
- 11 Failure to carry required equipment
- 12 Failure to turn engine off immediately, per procedure
- 18 Leaving the base in the wrong coach
- 40 Other

20 Failure to Report Defective Equipment

- 14 Revenue vehicle
- 15 Non-revenue vehicle
- 40 Other

22 Safety-Related Infractions

- 01 Improperly passing other coach(es)
- 03 Unloading/loading passenger(s) at an unauthorized location
- 04 Allowing passenger(s) to board with unauthorized objects
- 05 Unnecessary conversation
- 06 Eating or drinking while coach is in motion
- 08 Backing coach improperly
- 09 Failure to properly secure coach
- 10 Turning right against red traffic signal (except where authorized by procedure)
- 11 Failure to make safety stop at required location
- 12 Violation of 4-second following distance rule
- 13 Violation of 6-second following distance rule
- 15 Exceeding Metro speed limits per The Book or the Operator Handbook
- 16 Failure to log-in
- 17 Deploying lift at an unauthorized location
- 40 Other

23 Not Properly Accounting for Passenger Fares

- 01 Non-collection of proper fares
- 02 Not checking validity of transfers or other Metro passes.
- 03 Issuing too much time on transfer or improperly punched transfers.
- 04 Failure to correctly set fare on pass reader
- 40 Other

40 Failure to Report a Traffic Violation Conviction, Other than Parking

- 01 Failure to report conviction within 5 days
- 02 Failure to pay camera ticket
- 40 Other

41 Smoking in a Metro Facility Vehicle, or other unauthorized location

- 01 Vehicle
- 02 Facility
- 03 Failure to comply with the Washington State Clean Air Act of 2005.
- 40 Other

Subject: Performance Reports and Commendations (Pg. 8 of 8)

Issue Date: 1/25/82

Revision Date: 6/6/12

42 Sign in Violation

- 01 Failure to sign in for work
- 02 Failure to properly sign in/out for base car.
- 40 Other

G. Commendations

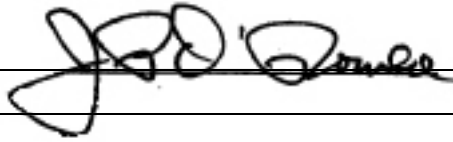
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H. Performance

Report Tracking

- 1 The following information on PRs will be tracked by the Planning & Technical Support (P&TS) Administrator and the P&TS Budget Analyst for use in reporting discipline statistics:
 - o Writer name/ ID
 - o Work Unit/District/Base/Channel;
 - o Date;
 - o PR#
 - o Classification & Specific
 - o Employee name/ID
 - o Issued By
 - o Comments if not issued
- 2 In order to accurately track this information, use the following procedures:
 - a. All PRs should go to the Chief of the person writing the report for review. All data fields should be complete (i.e. full first name, last name spelled correctly, correct ID# and base or work unit)
 - b. The Chief conducting this review will forward a copy of the PR to the P&TS Administrator and will send the original PR and supporting documentation to the base or work location of the person whose performance has been documented.
 - c. The P&TS Administrator will enter the initial data into the tracking system.
 - d. After the employee's supervisor discusses the PR with the employee, the original PR issued plus backup documentation will be forwarded to the P&TS Administrator.
 - e. PRs not issued should be marked VOID and information entered in the comments area or as an attachment documenting the reasons for non-issuance, including the date the PR was voided, and by whom. The Base Chief will review the reason for voiding a PR with the Chief of First-Line Supervisor who documented the PR. The original is then sent to the P&TS Administrator.
 - f. PRs and backup documentation issued as a result of Drug/Alcohol testing must be in the format, including content, of the templates sent by the Drug/Alcohol Program Administrator for the specific employee.

Subject: Transit Operator Appearance Standards (Pg. 1 of 4)**Approval by Manager:**

Issue Date: 8/19/02

Revision Date: 3/20/13

A. Personal Appearance:

Metro's dress and personal appearance standards for all Part-time and Full-time Transit Operators are as follows:

GROOMING: King County Metro Transit Operators must maintain a neat, clean and well-groomed appearance. Hair, sideburns, mustaches and beards shall be combed and neatly trimmed. Hair must be under control so as not to interfere with the safe operation of the coach.

Operators are expected to be well-groomed professionals demonstrating self-respect and pride in their personal appearance.

UNIFORM CONDITION: All clothing must fit well, be clean, wrinkle-free and in good repair. Uniform and optional garments must be free of stains, rips, tears, blemishes, excessive wear and any other condition that detracts from the garments intended appearance.

Uniforms may only be altered as required to fit properly. Any alteration is subject to Metro Approval. Uniforms items with a King County Metro Logo, must display the current authorized logo.

B. Uniform Standards:

An authorized, regulation uniform must be worn when reporting for duty and while operating any Metro Transit revenue vehicle. Uniforms must be worn during training assignments that require operation of Metro equipment.

Operators reporting for non-driving duties or non-driving training may wear acceptable casual clothing that is appropriate to the workplace.

The uniform is to be worn only to and from work and while on duty. When in uniform, operators are not to engage in unauthorized activities or to be seen in inappropriate locations including, but not limited to taverns, bars, etc. (Except designated comfort stations.)

The distribution of uniform item(s) to unauthorized personnel is prohibited.

C. Out of Uniform:

An Out of Uniform slip is a notice that an operator is permitted to drive a transit coach without wearing the authorized uniform. It may be issued to a newly hired operator who did not receive uniform items upon qualification from training. A copy of the Out of Uniform slip will be sent to a chief at the operator's assigned base. **Operators are not permitted to wear jeans, t-shirts, sweat shirts/pants or tennis shoes.**

Superintendents, base chiefs and first-line staff will notify an operator when s/he is out of uniform compliance. Operators reporting to work must be able to comply with uniform standards prior to duty or possess an Out of Uniform slip.

Subject: Transit Operator Appearance Standards (Pg. 2 of 4)

Issue Date: 8/19/02

Revision Date: 3/20/13

A Performance Report classified as Uniform Violation (Classification 18) may be issued for violation of uniform standards unless the operator has an Out of Uniform slip. Performance Reports issued for uniform violations will be processed in accordance with the Positive Performance Counseling System.

First-line supervisors or base chiefs may require an employee to remove any unauthorized or inappropriate garment, and if necessary, relieve an employee without pay until an employee is able to report to work in the appropriate uniform. If being out of uniform poses a safety hazard, the operator will be relieved of duty.

D. Uniform Apparel:

Operators may purchase uniform items with an authorized uniform voucher from a specific uniform provider designated by King County Metro. Operators may only wear authorized uniform articles.

Transit operators may purchase one pair of personal work shoes per calendar year with their available uniform balance costing up to an amount, including tax, not to exceed 50% of their annual uniform allowance.

The authorized operator wardrobe includes:

- Regulation blue/green parka.
- Regulation 15/25-Year Red/Blue/Green Safety Award jacket.
- Regulation navy blue or khaki colored pants or shorts (altered only as required to fit as designed).
- Regulation blue long sleeved and short sleeved dress shirt.
- Regulation forest green or navy blue cardigan sweater.
- Regulation navy blue sweater v-neck long sleeved pullover.
- Regulation forest green knit polo shirt.
- Regulation blue fleece jacket/vest.
- Regulation sweaters and fleece jacket/vest: The cardigan and v-neck sweaters, the sweater vest and the fleece jacket liner must be worn over a uniform shirt or navy blue turtleneck.
- Regulation baseball cap or other *authorized* headwear (see below).
- Brown or black belt. If pants or shorts have belt loops, a belt must be worn.
- Approved footwear.
- Approved neckties and suspenders (see Optional Items below).

Shirts: Shirt tails must be tucked into pants. If an open collar shirt is worn with a t-shirt, the t-shirt must be plain white or navy blue, clean and in good repair. Visible t-shirt collars must not be worn or frayed.

Shorts: Only authorized uniform shorts may be worn. Shorts may not display non-approved logos or have cargo style pockets.

Socks: Must be worn and be black, blue or white in color. All socks must be compatible with the uniform.

Subject: Transit Operator Appearance Standards (Pg. 3 of 4)

Issue Date: 8/19/02

Revision Date: 3/20/13

Shoes: All shoes must meet King County Metro approval. Shoes must be dark brown or black (this includes sole, tongue, laces, Velcro closure, etc) and have non-skid soles. Shoes must be polished leather or have a leather-like appearance. Shoes must cover the whole foot and be free from prominent/excessive buckles or straps. Platform shoes with heels over two inches high and/or soles in excess of one inch, open toes, high heels, sandals, clogs and non-approved logo shoes are **not** permitted. Athletic type shoes may be worn providing they meet the above criteria. Shoes with coils in the heels are acceptable as long as the coils are enclosed.

Snow boots may be worn during conditions of snow or ice provided that they do not interfere with the safe operation of the coach.

Optional Items:

Neckties and suspenders: Neatly knotted ties that coordinate with the uniforms colors are permitted but are subject to Metro approval. For safety reasons, clip-on ties are preferred.

Neckties and suspenders must not have non-approved logos or messages that are offensive. If pants or shorts have belt loops, a black or brown belt must be worn.

Sweaters and fleece jacket/vest: The cardigan and v-neck sweaters, the sweater vest and the fleece jacket liner must be worn over a uniform shirt or turtleneck.

Navy blue turtleneck pullover: Navy blue turtleneck pullovers that do not display the King County Metro logo must be worn with a long sleeved dress shirt, a sweater, a sweater vest, or the fleece jacket/vest.

Undergarment long sleeve shirts and t-shirts: These are intended to accentuate the dress shirt and to provide warmth. Long sleeve undergarments may not be worn under short sleeve shirts.

Maternity wear: Metro approved maternity clothing must be comparable in color and style to the standard operator uniform and may be purchased with a uniform voucher from the uniform vendor.

Authorized Uniform Headwear (only authorized headwear may be worn):

- Regulation black safari hat with a reinforced brim and matching cloth trim.
- Regulation black fedora hat.
- Regulation navy blue baseball styled cap with King County Metro logo.
- Rodeo cap, issued for participants in the most recent Rodeo only.
- Regulation baseball style-cap with base or other specialized logos authorized by the superintendent at a particular base. Caps recognizing a specific event such as the annual Base Safety Contest may be worn for up to one year from the date of the event, unless otherwise specified.
- Regulation navy blue watch cap with King County Metro logo.
- Regulation navy blue beret with King County Metro logo.
- Regulation fleece headband with King County Metro logo.
- Authorized ATU logo (COPE) hats that have been approved by King County Metro Transit.

Subject: Transit Operator Appearance Standards (Pg. 4 of 4)

Issue Date: 8/19/02

Revision Date: 3/20/13

Safety vests are required when in an active roadway (such as resetting trolley poles or walking outside of pedestrian walkways in the base yard). Under most conditions, vests should be stowed when operating in-service revenue vehicles.

E. Patches, Badges and Pins:

The following patches and pins may be worn on the uniform indefinitely:

- Metro Transit patch.
- Safe driving patch: most recent patch only. Patch should be centered on the right shoulder seam of the jacket or sweater.
- Operator of the Month/Year.
- ATU insignia as approved by Metro.
- George Turner Award pin.
- Safety award pins.
- Metro Safety representative pin.
- Patches issued and authorized by the superintendent at a particular base, such as the trolley patch, centered on the right shoulder seam of the jacket or sweater.

Patches and pins issued to recognize a specific event may be worn for up to one year from the event date, unless otherwise specified.

Employee ID Badges:

While inside Transit buildings or other Transit property where the public generally is not present, county employees must at all times wear county-issued identification so it is easily visible. Employees wearing county-issued uniforms are exempt from wearing identification for general observation, but must produce their ID upon request.

Disposing of worn uniform items:

Operators are to remove the King County Metro logo from all items of uniform clothing prior to disposal at an outlet where they might be reused.



Authorization to Work Out of Uniform

Today's Date: _____

TO: Whom it may concern

FROM: Chief:

SUBJECT: Out of Uniform

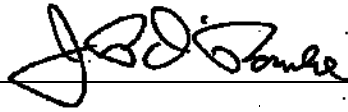
Operator _____, I.D. # _____ is permitted to work out of uniform until _____ (date), due to uniform unavailability. A chief may also issue approval for unusual circumstances such as medical reasons or personal emergencies.

Operators will be required to wear apparel and shoes as stipulated in the trainee performance policy form. Jeans, t-shirts, sweat shirts/pants and tennis shoes **are not acceptable apparel** for reporting to work.

cc: Operator's chief

Subject: Pay for Modified Custom Bus Trippers (Pg. 1 of 1)

Approval by Manager:



Issue Date: 6/6/94

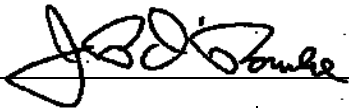
Revision Date: 8/16/00

Per THE LOCAL 587 AGREEMENT, ARTICLE 16, SECTION 3.C, Part-time operators are required to be available to work their assignments when schools or employers request modification to service hours. The following agreement was reached with the Union on May 6, 1994. This process of handling Custom Bus Service (CBS) modification on Part-time operator assignments will go into effect with the beginning of the Summer 1994 shake-up.

1. The Scheduled Part-time operator will be offered the option of operating her or his Custom Bus Service tripper when service hours are modified.
2. The operator may decline the modified hours and work the reduced 'When no service' regular assignment. He or she will receive the minimum tripper guarantee or pay for actual time worked, whichever is greater, per "When no service" language. The modified Custom Bus piece will be split off by the Dispatcher/Planner and assigned according to work assignment procedures.
3. If the operator agrees to work the modified assignment, her or his pay will be handled in the following manner:
 - a) If the revised start and/or quit time causes the assignment to be equal to or less than 4:40 it will be paid straight through from start to quit.
 - b) If the revised start and/or quit time causes the length of the assignment to be greater than 4:40 and the coach is required to layover at the base, the time from the arrival time in the base until the coach pulls out of the base a second time will not be paid. (The operator will not be on assignment during that lay-over interval.) The operator will be guaranteed a minimum of 4:40 pay time for all time worked in the modified CBS assignment, or for actual time worked, whichever is greater. In the case above, the Dispatcher/Planner will split the modified assignment in three pieces and assign the Scheduled Part-time Operator to the first (initial report time to arrival at base) and third pieces (without any additional report time leaving base at end of lay-over to quit time of assignment) and will cancel the second piece (the actual lay-over).

Subject: First-line OT Assignments (Pg. 1 of 12)

Approval by Manager:



Issue Date: 05/04/84

Revision Date: 7/29/11

Overtime Lists**Classification Overtime List**

There will be a separate overtime list for each First-line supervisor classification: Service Supervisors; Communication Coordinator; Tunnel Controller; Base Dispatcher/Planner; Transit Instructors.

1. At the beginning of each First-line Supervisor shake-up, all First-line Supervisors who elected to be on the overtime list during pick will be given a beginning balance of zero hours and placed on the overtime list, in seniority order, in their respective classification.
2. Supervisors on the Classification Overtime List will have the option of indicating "Yes or No" for being available for post-bid overtime. Those who select NOT to be on the post-bid overtime list will not be contacted for post-bid overtime.
3. Overtime will be tracked for ALL supervisors and the lists will be updated continuously with assigned and reported overtime. Overtime tracked will include all overtime paid during the shake-up, plus overtime currently assigned and future overtime.
 - a) Any special event overtime selected during pick (Husky, Torchlight, Hydro Races, Seahawks, etc.) is referred to as "future" overtime, posted as "future overtime" and included in the supervisor's total overtime.
 - b) Overtime tracked will include all overtime paid, including overtime shifts, working late or coming in early on a regular shift, and training or detail assignments paid at overtime.
 - c) Supervisors will not be charged for refusing to bid on an overtime assignment.
 - d) Once an overtime shift is assigned, the hours credited for that shift will remain part of the supervisor's total overtime even if, for whatever reason, the supervisor is unable to work that assignment.
 - e) Each supervisor is responsible for reporting all overtime to the appropriate person by the end of the assignment. The Supervisor will report all overtime worked in the manner designated for her or his classification.
4. All overtime assigned during the bid processes will be offered to the Supervisors by their position on the overtime list. The Supervisor's position on the overtime list is determined first by total overtime (worked, assigned and future) in inverse order, then by seniority.
5. An updated overtime list for each classification will be posted at the end of each week. The lists will be posted at each work site, and will include the total hours of future, assigned and worked overtime.

Subject: First-line OT Assignments (Pg. 2 of 12)

Issue Date: 05/04/84

Revision Date: 7/29/11

Inter-classification overtime list

In addition to the classification overtime lists, there will be an "inter-classification" overtime list where each supervisor may volunteer for overtime in a classification other than her or his current classification.

1. The Supervisors volunteering for the inter-classification overtime list will be able to designate which classifications they are willing to work in.
2. A Supervisor may volunteer for the Instruction, Transit Control Center or Tunnel Control overtime lists only if the Supervisor has previously qualified in the respective classification.
3. Supervisors want to be on the inter-classification overtime list must have a refresher on any major technology upgrades, as determined by Metro, that have been implemented since the Supervisor last worked in the classification. Such Supervisors must have the required refresher, at a time convenient to Metro, before being placed on the list.
4. Assignment of overtime to the inter-classification list will be offered to the Supervisors by their position on the overtime list. The Supervisor's position on the overtime list is determined first by total overtime (worked, assigned and future) in inverse order, then by seniority.
5. The inter-classification overtime list will be updated with all known overtime on payday Wednesday, except on holidays, when it will be updated on payday Thursday.

Procedures for First Line Supervisors who have picked a position in Base Operations

Upon working any overtime, in any classification and regardless of the reason, the Supervisor will complete a Report of Overtime form. The form will then be emailed or faxed to:

1. The Supervisor's assigned chief
2. The Base Supervisor at the base at which the work was performed
3. The OSS Coordinator.
4. The OSS Coordinator will use the Report of Overtime to update the First Line Overtime list and unavailability list.

At the end of the pay period, the Supervisor's chief will compare the Report of Overtime forms with hours reported on the Supervisor's time slip. If there is a discrepancy between the time reported the time slip and overtime documented with Report of Overtime forms, the chief will discuss with the Supervisor, modifying the time slip or completing a revised Report of Overtime, as appropriate.

Additional or revised Report of Overtime forms will be routed via the Supervisor's chief to the Base Supervisor at the appropriate base and the OSS Coordinator.

All Report of Overtime forms should be completed within 24 hours from completion of the overtime.

Overtime during a Supervisor's absence from her or his regular shift

1. Overtime will not be offered to a Supervisor on her or his regular workday when the supervisor is absent for her or his entire regular shift.
2. A supervisor with a partial-day absence may bid on, and receive, an overtime assignment. However, the supervisor will be paid at the straight-time rate of pay for the first eight hours of time worked.

Subject: First-line OT Assignments (Pg. 3 of 12)

Issue Date: 05/04/84

Revision Date: 7/29/11

3. When a supervisor is on vacation, the supervisor may work overtime on the RDOs that immediately precede and follow a block of vacation. Supervisors will not be able to bid on overtime on RDOs which are during a block of vacation.
4. A supervisor, who is detailed to the Union, or within the first-line supervisor job class, will remain on the overtime list. Work will be assigned around the supervisor's assigned detail work hours. Work hours of the detail will be included in the bi-weekly posting.
5. A supervisor who is temporarily assigned to any classification other than a first-line position will be removed from the overtime list for the duration of the out-of-class assignment. The supervisor may volunteer for overtime assignment after assignment to the inter-classification list has been completed.

Shift Overlap

Shift overlap is allowed in the Service Supervisor and Transit Control Center classifications. The shift overlap allows a supervisor to bid on a shift that overlaps with either the beginning or end of her or his regular assigned shift or previously assigned overtime shift.

The maximum overlap for all sections is one hour, except for Tunnel shifts, for which the maximum overlap is 1:15.

Rest Time

No Supervisor can be scheduled more than 16 hours work in any 24-hour period. It is the Supervisors obligation to inform Metro when an assignment will cause the Supervisor to exceed the rest time provision. Any assignment error as a result of a Supervisor accepting an assignment that exceeds the rest time provision will not be cause for a penalty assignment.

When a shift starts late

When a shift is filled at overtime, and the supervisor is not able to start the shift on time due to the travel time from a previous shift, that portion of the shift will be offered to the supervisor being relieved. The Supervisor being relieved will be notified when the overtime assignment is made and cannot be forced to work beyond her or his scheduled quit time.

Adding A Supervisor To The Classification Overtime List After The Start Of Shake-Up.**Supervisors who are off work in a paid status (including: sick, FMLA leave, job-injury, vacation, A/C, PH).**

Supervisors off work in a paid status will remain on the overtime list and will not have their overtime hours adjusted. Their position on the overtime list, once they are again eligible for overtime, will be determined by their total overtime hours for the shake-up.

Supervisors entering the classification overtime list for the first time.

Supervisors entering the classification overtime list for the first time will be placed on the overtime list based on their total overtime hours for the shake-up.

However, if the supervisor entering the classification overtime list has fewer total overtime hours than the supervisor in the median position of the classification overtime list, as defined below, then that supervisor will be placed in the median position as described below:

1. The supervisor will be placed in the median position – the position such that there is an equal number of supervisors above and below – excluding everyone on the classification overtime list who has zero hours of credited overtime.
 - a) With an odd number of supervisors included in the calculation, the supervisor being added will be credited with the same number of hours as the supervisor in the median position, and the two supervisors will be placed in seniority order

Subject: First-line OT Assignments (Pg. 4 of 12)

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- b) With an even number of supervisors included in the calculation, the supervisor being added will be placed in the median position, and credited with overtime hours equal to the average of the supervisors directly above and below in the list.
2. If more than one supervisor is being added to the list at the same time, they will be given the same number of hours and placed on the list in seniority order.

Supervisors who voluntarily remove themselves from overtime eligibility:

A supervisor who is voluntarily ineligible for overtime for 20 or more consecutive work days will have overtime hours adjusted if s/he returns to the overtime list. This will include: Details, out-of-class assignments, unpaid non-FLMA leaves, and anyone removing their name from the overtime list.

1. The overtime hour adjustment process will start by adding the total overtime hours for every supervisor on the list, using the published list in effect at the time supervisor was removed from overtime eligibility.
2. Next, sum the total number of hours for every supervisor on the list, using the list that will be in effect when the supervisor is added back into the overtime list. (Note: for steps 1 and 2, the hours for the supervisor being adjusted must be included in both totals).
3. Find the difference between the total overtime hours from steps 2 and 1, and divide by the total number of supervisors on the current overtime list (excluding all supervisors with zero hours and excluding the supervisor being adjusted). This will yield the average increase in hours during the time period that the supervisor was ineligible for overtime.
4. Add the average increase in overtime hours (step 3) to the supervisor's total overtime hours. This will be the supervisor's adjusted overtime credit and will determine her or his position in the overtime list.

Penalty Shifts

When an overtime assignment is made out of proper rotation, the first Supervisor on the overtime list who should have been offered the overtime assignment will be offered an opportunity to work a make-up overtime assignment. Only the first eligible supervisor on the list will be offered this opportunity.

A penalty shift will not be created when the assignment error was caused by incorrectly documented overtime hours.

If a penalty shift is not scheduled before the end of the Supervisor shake-up, the penalty shift will be scheduled for the following shake-up. The hours worked in such penalty shift will not be included in calculating the Supervisor's position on the classification or inter-classification overtime lists.

Bi-Weekly Bid Process Overtime

If, due to Metro error, the classification bi-weekly assignment process or the inter-classification bi-weekly bid process results in a supervisor receiving less overtime than he or she should have received for the pay period, the supervisor shall be eligible for a penalty assignment. Within 14 days of notifying Metro of the error, a penalty assignment with the same or mutually agreed upon hours and work location will be created and assigned to the affected supervisor. This shift will be for the same number of hours as the original assignment.

Post-Bid Overtime

If, due to Metro error in assignment of post-bid overtime a supervisor was not offered an assignment to which he or she was entitled, that supervisor will be eligible for a penalty shift as described above.

Subject: First-line OT Assignments (Pg. 5 of 12)

Issue Date: 05/04/84

Revision Date: 7/29/11

Filling Shifts during the Bi-weekly Overtime Bid**First pass**

1. After the relief supervisor assignments have been made, all available overtime will be posted. Except in the Transit Instructor classification, and unless impacted by a holiday schedule, available overtime will be posted on Tuesday. The overtime list will be e-mailed to all supervisors currently on the overtime list. Supervisors will be responsible for posting the list at each work site.
2. Supervisors will complete their bids and return them by 8 a.m. on Thursday. Bids can be completed on hard copy, or via e-mail. It is the supervisor's responsibility to ensure that the person making the assignments receives the bid form by the deadline.
3. Results of the first pass of bid overtime will be e-mailed by 6 PM on Thursday to all supervisors currently on the overtime list. Supervisors will be responsible for posting the list at each work site.
4. Assignment Process
 - a) The overtime list will be sorted after each assignment; first by total overtime hours (worked, assigned and future), then by seniority.
 - b) The supervisor with the least amount of total overtime will be first on the overtime list. In the event that two or more supervisors have the same amount of overtime, those supervisors will be sorted by seniority.
 - c) The first person on the overtime list will receive the first piece of work on her or his bid list that is available and for which s/he is has no work or absence conflict. If none of her or his options are available, that supervisor will not receive any further overtime during the first pass of the bi-weekly process. The next person on the overtime list will then be considered.
 - d) After an assignment is made, the supervisor will be credited with the appropriate amount of overtime and the overtime list will be re-sorted. After the re-sort, the supervisor who is then the first person on the overtime list will be considered for an overtime assignment as outlined in paragraph 4.b above.

Second Pass

If, after the completion of the first pass of bid overtime, there are shifts remaining un-assigned, or if additional shifts for the bi-weekly period have become vacant since work was posted for the first pass, a second pass of bid overtime will be conducted.

There are three elements of the second pass. In assignment order, they are:

- a) Supervisors within the classification on the overtime list
- b) Supervisors within the classification who are not on the overtime list
- c) Supervisors on the inter-classification overtime list.

Work available for bid will include:

- a) Work remaining un-assigned after the first bid
- b) Shifts that have become available since work was posted for the first pass. (For example, if on Tuesday a supervisor is granted emergency leave for the following week, those shifts, which were not available to the relief supervisors, and were not available during the first pass, will be available for bid during the second pass.)

Subject: First-line OT Assignments (Pg. 6 of 12)

Issue Date: 05/04/84

Revision Date: 7/29/11

Shifts may be split during the second pass.

Available shifts may be split after all full shift bids are processed, except for Special Events shifts, which may be split only at Metro's discretion. Unless approved by Metro, all portions of a split shift must be at least three hours of pay time. A supervisor wishing to split a shift may indicate such in her or his bid, and such request will be honored according to list order. Once a shift is split, the remaining portion of that shift will then be offered to the classification overtime list. A supervisor initiating a split on her or his RDO must bid on at least four hours or forfeit the four-hour RDO guarantee for that assignment.

Assignment Process

- a) By 6 PM Thursday, available shifts will be posted and e-mailed to all section supervisors and to the inter-classification overtime supervisors.
- b) Section supervisors and inter-section supervisors wanting to bid on any assignment will submit their bids by 8 AM Friday. Bids can be completed on hard copy, or via e-mail. It is the supervisor's responsibility to ensure the person making the assignments receives the bid form by the deadline.
- c) Assignments will be made beginning Friday morning after 8AM in the following order:
 - 1) Overtime will first be assigned to supervisors within the classification who are on the classification overtime list
 - 2) As during the first pass, the classification overtime list will be sorted in inverse order by total overtime hours, and then by seniority. The overtime list will be sorted after each assignment is made.
 - 3) If, after the classification overtime list has been exhausted, there remain un-assigned shifts, overtime will then be assigned to supervisors within that classification who are not on the classification overtime list, but who submitted a request to work. Assignments will be made in rotation, based on 1) total overtime (worked, assigned and future) and 2) seniority. Position will be recalculated after each assignment is made.
 - 4) If there still remain un-assigned shifts, overtime will then be assigned to supervisors on the inter-classification overtime list.
- d) Assignment to the inter-classification list will be made in list order, provided the supervisor is qualified and available for the shift. After the first supervisor on the list has been assigned one shift (or passed over because nothing fits her or his bid), the next supervisor in list order will then be eligible to receive an overtime shift. After all supervisors on the inter-classification list have had an opportunity for a shift, the first supervisor will then be eligible for a second overtime assignment.

Assignments will require individual confirmation with the supervisor:

- to ensure that s/he is still available for assignment and
 - to reach a mutual agreement that the supervisor is qualified to complete the duties of the specific shift being filled.
- 5) If work remains unassigned from the bid process, then it may be assigned to any available and qualified first-line supervisor.
- e) Work that becomes available after the Second Pass work has been posted will be filled via the post-bid assignment process.

Subject: First-line OT Assignments (Pg. 7 of 12)

Issue Date: 05/04/84

Revision Date: 7/29/11

Filling Shifts After the Bi-weekly Overtime Bid is Complete
Assignment Sequence

Post bid overtime will be offered to Supervisors in the following order:

1. When the shift becomes available within 12 hours of the start of the shift, the shift will first be offered to the supervisor(s) on the adjoining shift(s) provided that it does not interfere with any other assignment other than a shift previously assigned at overtime.
 - a) To the supervisor working the prior adjoining shift. The supervisor does not have to be on the overtime list to be eligible.
 - b) To the supervisor working the adjoining relief shift. The supervisor does not have to be on the overtime list to be eligible.
 - c) If neither the supervisor working the prior shift or the supervisor working the relief shift want to work the overtime shift in its entirety, the two supervisors may agree to split the shift. There will be no limit on the length of the two split portions as long as the entire shift is worked by the two supervisors

Any previously assigned overtime shift becoming vacant because of this will be assigned via the post-bid process

2. If the assignment remains unfilled, or becomes open more than 12 hours before the start of the assignment, it will be offered to the classification post-bid overtime list.
 - a) Shifts may be split after an attempt to contact all available supervisors on the classification overtime list has been made. Unless approved by Metro, all portions of a split shift must be at least three hours of pay time.

When contacted to work the shift, the supervisor may, at that time, indicate that s/he will be available to work part of the shift if no one else chooses to work the entire shift.

- b) If the entire shift is not filled, then it will be split to those indicating a desire to work part of the shift, in current list order.
 - c) If, after splitting the shift to those indicating a desire to work part of the shift, there remains a part of the shift vacant, that portion of the shift will be offered to eligible supervisors on the classification list in current list order.
3. If the assignment remains unfilled, it may be offered next to any supervisor in the classification who is not on the classification post-bid overtime list. Shifts may be split at any point in this process. Unless approved by Metro, all portions of a split shift must be at least three hours of pay time.
4. If the assignment remains unfilled, it will be offered finally to the inter-classification overtime list. Shifts may be split at any point in this process; a request to split a shift will be honored in overtime list order. Unless approved by Metro, all portions of a split shift must be at least three hours of pay time.
5. If the assignment remains unfilled within 1 hour of the start time, and Metro determines that the shift cannot be cancelled (i.e. Base Dispatcher), the provisions of the Labor Agreement, Article 22, Section 6N apply. Planner/Utility and Service Supervisor shifts, and Transit Instructors Base assignments are examples of assignments that may be available to temporarily cover a critical shift. When considering the use of a Supervisor working in a different classification than the shift needing to be filled, the Chief filling the shift should contact a Chief or the on-call Chief from the affected work unit to coordinate the assignment of the First-line Supervisor. For example, when considering the use of a Service Supervisor to fill a shift at a Base, the Base Chief should call or page the Service

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Issue Date: 05/04/84

Revision Date: 7/29/11

Quality on-call Chief, who will then assign a Service Quality Supervisor to fill the shift until a relief can be arranged. The hours worked by a Supervisor who is forced under this provision cannot be changed more than 30 minutes except by mutual agreement. The Chief should continue to attempt to fill the balance of the work.

Use of MyStateUSA Notification System

Post bid overtime will be offered to Supervisors using the MyStateUSA notification system, as described below:

- Metro will create a profile in MyStateUSA for each Supervisor wishing to work post-bid overtime assignments.
- Each Supervisor wishing to work overtime will be sent an email invitation from MyStateUSA with a secure link to their profile for registering their contact information. They can register to two mobile devices to receive MMS text messages, one non-work phone number to receive voice messages and any number of email addresses to receive emails (King County email address must be registered). Supervisors will have the option to choose any combination of the aforementioned ways to be notified.
- Separate notification groups will be created for classification overtime and inter-classification overtime in each section.
- When filling an overtime assignment using the notification system, the chief will send the notification of available overtime shifts to the appropriate classification notification group. This notification will include the available shift/hours, date of shift, phone number for recipients to call and time the message is being sent. Supervisors will have 30 minutes from the time the notification is sent to respond. At the end of the 30 minute period, the overtime will be assigned to the responding supervisor who is highest on the current OT list.
- If the assignment remains unfilled it may be offered to any supervisor in the classification who is not on the classification overtime list. Shifts may be split after all full shift bids are processed. Unless approved by Metro, all portions of a split shift must be at least three hours of pay time. The notification system will not be used for this phase of the overtime assignment process.
- If the assignment remains unfilled, it will be offered finally to the inter-classification overtime list using the notification system. Shifts may be split at any point in this process; a request to split a shift will be honored in overtime list order. Unless approved by Metro, all portions of a split shift must be at least three hours of time.
- Once the shift is filled, a follow-up notification will be sent to the recipients of the initial notification with the name of the 1st-Line Supervisor filling the shift.
- When, filling an assignment with less than 12 hours notice, and the Supervisor(s) on the adjoining shift is not on the overtime list, Metro will attempt to contact the Supervisor at her or his home or work phone number.
- Metro assumes no responsibility for malfunction of Supervisor's personal devices or malfunction of the MyStateUSA notification system.
- The notification process as described above is the only method Metro is obligated to use in attempting to contact a Supervisor. Although Metro may, at its discretion, contact a Supervisor directly to offer an overtime assignment, no Supervisor will be passed without having an opportunity to respond to a notification.

CHIEF INFORMATION

“How to”

Fill a First-line Supervisor Shift at Overtime

Note: This is meant to be a quick reference to assist in the filling of First-line Supervisor overtime shifts. It is based on Operations Policy # 26, but is not all-inclusive of the policy and is not meant to take the place of a thorough understanding of the overtime assignment policy.

If a shift becomes available within 12 hours of the start of the shift, follow the procedures in step I.

If a shift becomes available more than 12 hours before the start of the shift, follow the procedures in step II.

STEP I (12 hours or less)

Offer the shift in the following order,

- A. In its entirety (see item C below), to the Supervisor working the prior adjoining shift, if available¹, even if the Supervisor has a “No OT” or “No Calls” designation on the overtime list. Contact will be made by MyStateUSA or direct contact with Supervisors who are designated “No OT” or “No calls”.
- B. In its entirety (see item C below), to the Supervisor working the adjoining relief shift, if available¹, even if the Supervisor has a “No OT” or “No Calls” designation on the overtime list. Contact will be made by MyStateUSA or direct contact with Supervisors who are designated “No OT” or “No Calls”.
- C. In a mutually agreeable manner, split between the two Supervisors identified in items A and B above. Both Supervisors must agree to a split that will result in the entire shift being filled.
- D. Follow procedures in Step II.

Chief Information “How to” Fill First-line OT

Step II (> 12 hours)

Offer the shift in the following order,

¹ An adjoining shift Supervisor having previously assigned overtime that conflicts with the overtime being offered will have the option to accept the adjoining shift overtime. Their previously assigned overtime shift will then be filled according to the appropriate procedures.

- A. In its entirety (see item B below), to available Supervisors on the classification, post-bid overtime list (those Supervisors who do not have a “No OT” or “No Calls” designation). This is offered by means of MyStateUSA (see notification instructions on third page). Thirty minutes after the page is sent, the overtime may be assigned to the responding supervisor who is highest on the list.
- B. In list order to those Supervisors who indicated a desire to work part of the shift in item A above. Follow up contact at this point may be made directly with the Supervisor, either in person or by phone.
- C. At the assignee’s option, all or part of a shift to any available classification Supervisor who has requested “No OT” or “No Calls”. Contacts will be made directly with the Supervisor, either in person or by phone.
- D. All or part of a shift in list order to available Supervisors on the inter-classification overtime list. Contacts will be made using MyStateUSA.

How to Use the MyState USA System to Send a Group Text Message

When you have access to the Internet:

- Open your Internet browser and go to the following address:
<http://www.mystateusa.com/edit>
- enter username:
- enter password:
- If you **cannot remember** the username or password, contact the TCC and ask for the username and/or password found in the **FORMS/Documents** section of the Control Center website (under MyState USA).
- click quick alert tab on left side of system console
- click quick alert in drop down menu (will take you to the Dispatch to Members screen)

On Dispatch to Members screen

- Replace the Caller ID number with your call back number
- Enter your name
- Enter your email address
- Replace "Alert" in the Email Subject with "Overtime"
- Leave "Create a Poll" box blank
- Click in the message section
- You must enter text in this field. The message should contain these elements:
 - Overtime
 - Available shift
 - Base where shift is open
 - Hours of shift
 - Date of shift
 - Phone number for recipients to call
 - Time page is being sent

(Use period and space after each part of the message)
Example: "Overtime. Shift 13. Ryerson. 3:45 AM – 7:45 AM. Mar. 3.
Call 206-123-4567. Sent at 1:27 AM"
- Leave "Attachment section blank"
- Scroll down to the "Send the Alert As" section
 - Leave "Send Email, Send Text Message & Pager 2nd Cell" boxes checked
 - Leave "Add Confirmation Link to Email" box unchecked
- In "Advanced Options" field
 - Click "Mobile Phone & Home Phone" boxes
 - Leave "Business Phone" box unchecked
- Scroll down to the "Send the Alert To" section
- In the "Available Groups" window
 - Select the appropriate notification group, i.e. KC – DOT – Bus – OT – Bases
 - **(Double check the entire notification to ensure that all fields contain the proper information)**
- Scroll down and click "Submit"
- You will then see a screen that reads "MESSAGE SENT"
 - Recipients will be listed along with all email addresses and devices that the message was sent to

After receiving First-Line Supervisor responses to Overtime Notification and after 30 minutes, send another notification repeating steps outlined above with the exception of the Email Subject and Message sections.

- In Email Subject Field enter "Overtime Claimed"
- In the Message Section enter "Shift 13 at Ryerson claimed by (name of First Line Supervisor)".

When you do not have access to the Internet:

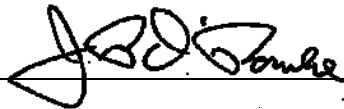
This method is intended for after-hours use by any On-Call Chief who does not have access to the Internet:

Contact a Transit Control Center Coordinator at (206) 684-1705. All consoles have access to the MyState USA web site.

Have the Coordinator enter information as noted above beginning with the ***Dispatch to Members screen*** instructions ending with selecting "Submit".

Subject: **Drug/Alcohol Testing** (Pg. 1 of 11)

Approval by Manager:



Issue Date: 4/12/95

Revision Date: 12/8/08

Random Testing Procedures

Transit Operators

Program Manager:

- Contact the operator's chief identified for testing.
- Provide testing period information and discuss operator's availability to test.
- FAX notification to chief with map/directions to collection facility.
- Notify chief, alternate chief or base supervisor of positive test report.
- FAX test report, sample letter and sample retention of employment agreement.
- Available 24 hours/7 days at 206-684-1750/Pager 206-969-8133 or backup 206-684-1749/pager 206-969-9472

Chief/Acting Chief:

- Receive confidential FAX from PM.
- Notify dispatcher/planner to reserve additional report person(s), specify time period, for the same day/following day (purpose is confidential).
- On day of test, put "See chief before leaving base" indicate on sign-in sheet; inform dispatcher/planner of need to fill partial assignment. If necessary to relieve operator on the road, direct Communications Center to notify operator of pending relief; instruct operator to return to base for instructions.
- Inform operator of need to test; note time of notification on form.
- Review notification letter with operator.
- Discuss consequences for shy bladder, refusal to test and a positive test result.
- **Note:** Once notified, test must be completed. Test can be rescheduled with PA if operator has not been notified.
- **Note:** If operator is informed of test, and goes sick at the window, transport operator to collection facility for test before releasing to go home.
- Provide notification with map/directions and location of the base car to be used, and advise employee to return to work immediately after collection/test completed.
- Direct operator to proceed immediately to collection facility and verify her or his possession of photo I.D.
- Provide base car; provide parking fee of \$5 if Dynacare/Drug Proof is used.
- **Note:** Direct operator to return receipt for parking garage w/notification form.
- Upon employee's return, complete the 'Notification to Test' form including the time notified, the time the employee returned to work and whether the employee was tested before, during or after shift
- FAX copy of completed notification to PM at 684-1721; shred form.
- Arrange with another chief to cover after hours/weekend tests if unavailable

Note: If the time between notifying the employee to test and the employee's arrival at the collection site is over 30 minutes, note the reason for the delay on the bottom of the form prior to faxing to PM. If necessary, remind the employee that in the future s/he must proceed directly to the collection site upon notification to test.

Subject: Drug/Alcohol Testing (Pg. 2 of 11)

Issue Date: 4/12/95

Revision Date: 12/8/08

Dispatcher/planner:

- Fill partial work assignment.
- Enter all employees identified for testing on BOSS using code DG.
- Detail operator to base and charge to project #430040.

Note: Enter operator on call sheet as detailed to base.

- Notify chief if operator does not return to work within 2 hour limit.

Operator:

- Proceed immediately with no deviation for any reason to collection facility in base car for required test(s); photo I.D. required.

Use employee number when checking in with collection site personnel.

Note: If you are unable to provide a urine specimen of sufficient quantity within 3 hours of your first attempt to provide a specimen (as determined by the time you first exited the rest room at the testing facility), the testing facility will contact the PM, who will arrange for a medical evaluation by the MRO to determine the reason for your inability to provide a specimen.

- Ask collection facility staff to note arrival time on notification form.
- Complete test(s), notification form stamped with time-in/time-out, signed by collection facility staff.
- Return to base immediately; place completed notification form, with time returned noted, in secured box.
- Sign in base car, notify window of availability to return to work.

Note: Return receipt from parking garage when fee is issued.

- To receive a copy of the test results, complete and sign a consent form obtained from your chief.

If an operator tests positive:

- Chief to transport operator.
- Arrange for return of base car.
- Notify dispatcher/planner of vacant work.
- Offer shop steward representative at time of disciplinary meeting.
- Offer to transport home; document refusal.

Consequences:

Positive random alcohol test of .02-.039:

- 1st=initial test is greater than confirmation: removed from duty w/o pay for two days
offered conditional retention
- 2nd=initial test is greater than confirmation: suspended for one week w/o pay;
offered conditional retention
- 3rd=initial test is greater than confirmation: discharge
- Initial test is less than confirmation: suspended for one week w/o pay;
offered conditional retention

Positive drug screen and/or positive alcohol test of .02 and above except random as noted above:

- 1st = suspended for one week w/o pay; offered conditional retention

Subject: Drug/Alcohol Testing (Pg. 3 of 11)

Issue Date: 4/12/95

Revision Date: 12/8/08

- 2nd = discharge

Note: The period of time from (employee's) suspension, (date) to (date), will be considered an unpaid disciplinary suspension. The employee will be required to exhaust all sick leave and vacation prior to being placed on unpaid leave of absence status. Employee may choose to exhaust AC account prior to the unpaid leave of absence status.

In accordance with King County policy, the following violations are subject to termination without offer of conditional retention:

- Refusal to test, to sign consent form, to provide a urine and/or breath sample or to be transported for test after going sick.
- Refusal to proceed to the collection site or return to work; no clinic delay or justifiable medical reason.

In accordance with the labor agreement, the following violations are willful failure to follow other procedures or directives and subject to minor infractions discipline criteria:

- Failure to return within time limit, sign-in base car or notify window of return to work.
- Failure to return notification form w/required information.

If the employee is offered a conditional reinstatement, the agreement must be co-signed by the employee and Union. While shop stewards and executive board officers may represent Union members in conditional reinstatement discussions, the Union prefers that only full-time union officers (President, Vice-President, Recording Secretary, or Financial Secretary) sign conditional reinstatement agreements. Please ensure that the Union office has been notified when an employee has tested positive, and when a conditional reinstatement agreement has been or will be offered to the employee.

First-line Supervisors

Program Manager:

- Contact the chief or section supervisor of first-line identified for testing.
- Provide testing period information and discuss first-liners availability to test.
- FAX notification to chief with map/directions to collection facility.
- Notify chief or section supervisor of positive test report.
- FAX test report, sample letter and sample retention of employment agreement.
- Available 24/7: 684-1750/pager 969-8133, backup 684-1749/pager 969-9472.

Chief/Acting Chief:

- Receive confidential FAX from PM.
- Notify first-liner to see chief or section supervisor (purpose is confidential)
- Inform first-liner of need to test; note time of notification on form.
- Review notification letter with supervisor.
- Discuss consequences for shy bladder, refusal to test and a positive test result.

Note: Once notified, test must be completed. Test can be rescheduled with PM if 1st-liner has not been notified.

Note: If first-liner is informed of test, and goes sick, transport him/her to collection facility for test before releasing to go home.

- Provide notification with map/directions

Subject: Drug/Alcohol Testing (Pg. 4 of 11)

Issue Date: 4/12/95

Revision Date: 12/8/08

- Direct first-liner to proceed immediately to collection facility and verify her or his possession of photo I.D.
- Provide NRV, not a service van; provide parking fee of \$5 if Dynacare/Drug Proof is used.

Note: Direct first-liner to return receipt for parking garage, keys to NRV and notification form, with return time noted, to chief or section supervisor. If after hours, these items must be left in the secure mail drop at the Central/Atlantic office.

FAX copy of completed notification to PM at 206-684-1721; shred form.

If unavailable, arrange with on-call chief to cover after hours/weekend tests.

First-line Supervisor:

- Proceed immediately to collection facility for required test(s); photo I.D. required. Use employee number when checking in with collection site personnel.
- **Note:** If you are unable to provide a urine specimen of sufficient quantity within 3 hours of your first attempt to provide a specimen (as determined by the time you first exited the rest room at the testing facility), the testing facility will contact the PM, who will arrange for a medical evaluation by the MRO to determine the reason for your inability to provide a specimen.
- When you arrive, ask collection facility staff to note arrival time on notification form.
- Complete test(s), notification stamped with time-in/time-out, signed by collection facility staff.
- Return to work immediately; place completed notification form in secured box.
- **Note:** Return parking garage receipt when parking fee is issued. Place receipt, change and notification form in envelope; deposit in secure box after hours/weekends.
- Report to report location and resume regular work assignment.
- To receive a copy of the test results, complete and sign a consent form available from your chief.

Work Assignment:

- Contact OSS Coordinator or designee to assist w/back-fill when a window person is selected for testing.
- Time loss/overtime entered on BOSS under code DG and charged to project #430040.

If a First-line Supervisor Tests Positive:

- Chief or section supervisor to transport first-line supervisor.
- Arrange for retrieval of NRV.
- Arrange to cover shift/district.
- Offer shop steward representation at time of disciplinary meeting.
- Offer to transport home; document refusal.

Consequences:

Positive random alcohol test of .02-.039:

- 1st=initial test is greater than confirmation: removed from duty w/o pay for two days.
- 2nd=initial test is greater than confirmation: suspended for one week w/o pay; offered conditional retention.
- 3rd=initial test is greater than confirmation: discharge.

Subject: Drug/Alcohol Testing (Pg. 5 of 11)

Issue Date: 4/12/95

Revision Date: 12/8/08

- Initial test is less than confirmation: suspended for one week w/o pay; offered conditional retention.

Positive drug screen and/or positive alcohol test of .02 and above except random as noted above:

- 1st = suspended for one week w/o pay; offered conditional retention.
- 2nd = discharge.

Note: The period of time from (employee's) suspension, (date) to (date), will be considered an unpaid disciplinary suspension. In the event the SAP determines that a treatment program is appropriate, (employee) will be required to exhaust all sick leave and vacation prior to being placed on unpaid leave of absence status. Employee may choose to exhaust AC account prior to the unpaid leave of absence status.

In accordance with King County policy, the following violations are subject to termination without offer of conditional retention:

- Refusal to test, to sign consent form, to provide a urine and/or breath sample or to be transported for test after going sick.
- Refusal to proceed to the collection site or return to work immediately; no clinic delay or justifiable medical reason.

In accordance with the labor agreement, the following violations are willful failure to follow other procedures or directives and subject to minor infractions discipline criteria:

- Failure to return within time limit or completed notification form.
- Failure to report back to work location before resuming duties.

Reasonable Suspicion Procedures

A unit supervisor, chief or first-line supervisor determination that reasonable suspicion exists shall be based on specific observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Alcohol testing is authorized only if the observations are made during, just preceding or just after the period of the work shift the covered employee is performing safety sensitive functions.

If an alcohol test is required, and is not administered within two (2) hours following the determination, the Program Manager shall be notified immediately. If an alcohol test is not administered within eight (8) hours following the determination to test, cease attempts and immediately notify the Program Manager.

First-line Supervisor

1. During the preliminary observation, complete a Reasonable Suspicion Evaluation Form (see form at end of policy) and direct employee to a secured location. Advise employee of observations and document the employee's response. Allow employee to notify the Union for representation.
2. Contact and coordinate with the employee's chief, another on-site chief or the on-call chief.
3. When available, have second trained chief or first-line supervisor observe, complete and sign the Reasonable Suspicion Evaluation Form.
4. Transport employee to collection facility. Remain with employee until collection and/or testing is completed.

Subject: Drug/Alcohol Testing (Pg. 6 of 11)

Issue Date: 4/12/95

Revision Date: 12/8/08

Chief or Unit Supervisor

1. During the preliminary observation, complete a Reasonable Suspicion Evaluation Form (see form at end of policy) and direct employee to a secured location. Advise employee of observations and document the employee's response. Allow employee to notify the Union for representation.
2. When available, have second trained chief/unit supervisor observe and sign the Reasonable Suspicion Evaluation Form.
3. Contact one of the following to discuss observation and documentation prior to final determination of requirement to test:

Drug and Alcohol Program Manager	Lori Jones	969-8133 (pager)
Program Manager II	Robyn Burdick	969-9472 (back-up)
4. Determine if reasonable suspicion drug and/or alcohol test is required. If yes, page Drug & Alcohol Program Manager to coordinate drug and/or alcohol testing. If the employee refuses, advise them this is a direct violation of the Policy and DOT regulations and the employee will be disciplined in accordance with the Policy.
5. Arrange for and/or transport employee to collection facility. Remain with employee until collection and/or testing is completed.
6. Relieve the employee from duty with pay pending the outcome of the test results. To receive a copy of the test results, the employee must complete and sign a consent form. Chief/unit supervisor should arrange for transportation to employee's residence. If employee refuses transportation, document refusal.
7. Fax Reasonable Suspicion Evaluation Form to Drug & Alcohol Program Manager, 206-684-1721. PM will mail confidentially to the Union when requested and accompanied by employee's signed release.
8. PM receives test results and notifies chief/unit supervisor. If positive, follow procedures for positive drug and/or alcohol test. If alcohol test is negative, schedule a meeting to thank the employee for cooperating, help the employee understand why these actions were necessary, and return employee to work. If drug test is negative, PM will advise subsequent action involving EAP or Disability Services.

Post-Accident Procedures

1. Accident occurs. Employee contacts Communications Center.
2. Was there a fatality? **If yes, post accident test is required.**
3. If non-fatal accident involves a bus, automobile, van or non-revenue commercial motor vehicle
 - a) Vehicle(s) incurred disability damage and towed? ☐ Yes ☐ No
 - b) Person(s) transported for medical treatment? ☐ Yes ☐ No
4. If non-fatal accident involves a railcar, trolley, streetcar or vessel,
 - a) Vehicle removed from revenue service? ☐ Yes ☐ No
 - b) Person(s) transported for medical treatment? ☐ Yes ☐ No

If yes for 3a) or b), or 4a) or b), a post accident test is required unless you determine, using the best information available at the time of the decision, that the covered employee's performance can be completely discounted as a contributing factor to the accident.

Subject: Drug/Alcohol Testing (Pg. 7 of 11)

Issue Date: 4/12/95

Revision Date: 12/8/08

Note: If a first-line supervisor is involved in an accident, a safety officer, section chief or unit supervisor will be contacted to determine if a test is required and transport if necessary.

If a service supervisor or safety officer is dispatched to the scene, then one of them must complete a Post Accident report.

5. Supervisor/Safety Officer Checklist if a fatality has occurred, a designated vehicle was towed or removed from service, and a person was transported for medical treatment.
6. If the service supervisor or safety officer determines that an employee's performance can be completely discounted as a contributing factor to the accident, then document on the Post Accident District Supervisor/Safety Officer Checklist. Mail completed form to mailstop SVQ-TR-0120; chief shall copy and forward original checklist to Program Manager (PM), mailstop KSC-TR-0113.
7. If the service supervisor or safety officer determines that a post accident test is required, then contact the Communications Center and provide the checklist information; Communications Center will contact appropriate chief. Ask coordinator to page Program Manager at 206-969-8133 who will coordinate drug and alcohol testing. Chief to determine based on information available at the time if her or his presence is required.

Note: To prevent receiving test results on a post accident test that staff determines is not required, page the PM immediately at 206-969-8133; the laboratory will be contacted and the specimen discarded.

8. Coordinator will complete Post Accident Communications Center Checklist. Contact PM with information from checklist. Mail completed original to mailstop KSC-TR-0113.
9. If post accident test is required, then transport the employee to collection site identified by coordinator and return for pickup (supervisor must verify employee has picture I.D., if not, supervisor must accompany employee to collection site for identification; name, employee I.D.). PM may be in contact with the district supervisor/safety officer transporting employee. Instruct employee to contact Communications Center for transportation when tests are completed. Employee is relieved of duty with pay and returned to work site until a) drug test results are verified negative, or b) chief and safety officer review accident information and determine that employee's return to duty is appropriate prior to drug test results.
10. PM will provide positive alcohol test results immediately to chief/unit supervisor and drug test results as soon as possible. Positive alcohol and drug test results will be provided to the chief/unit supervisor via secured fax. If alcohol test is positive, employee will be advised by PM to remain at collection site. Chief will proceed to collection site to transport employee to work site. If positive, follow procedures for positive drug and alcohol test. If negative, results will be reported to chief/unit supervisor verbally by telephone.

□ SOUND TRANSIT

ACCIDENT INFORMATION

Date (mm/dd/yy)	Time (24-Hour Clock)	Route/Run or Train Number	Coach/Vehicle/LRV number
Location			
Operator Name (First, Last, MI)		Operator ID	Base or Rail Card Number
District/Rail Supervisor at Scene (First, Last, MI)			Supervisor ID
Safety Officer at Scene (First, Last, MI)			

POST ACCIDENT CHECK LIST

- | | | |
|--|------------------------------|-----------------------------|
| 1. Fatality: <i>(If yes, post-accident test is <u>required</u>)</i> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. Non-fatal accident involving a bus, automobile, van or non-revenue service commercial motor vehicle: | | |
| a. Vehicle(s) incurred disabling damage and towed? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Person(s) transported for medical treatment?..... | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. Non-fatal accident involving a rail car, trolley car, trolley bus, or vessel: | | |
| a. Removed from revenue service? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Person(s) transported for medical treatment?..... | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

- If yes for 2a, 2b, 3a or 3b, a post accident test is required unless you determine, using the best information available at the time of the decision, that the covered employee's performance can be completely discounted as a contributing factor to the accident.
- The term 'completely discounted' is related to assessing whether the employee's action or non-action in any way contributed to the accident. It is not about preventability, liability, or accident fault.
- If a test is required, ask the Control Center to page the Drug and Alcohol Program Mgr. at 206-969-8133 to coordinate testing.

No contributing factors present – the employee's performance can be completely discounted as a contributing factor to the accident – no test required.

SUPPORTING THE DECISION NOT TO TEST

(The decision not to test must be documented in detail, including the decision-making process used to reach such decision)

Signature: _____ Date: _____
Signature Required (mm/dd/yy)

Print Name: _____

(First, Last, MI)	If signer is different from supervisor at scene	Signer ID Number
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DISTRIBUTION

Supervisor:	Submit this form with copy of accident report to your Chief
Chief:	Review this form and fax to Drug & Alcohol Program

Consent for the Release of Confidential Information

I, _____, authorize the King County Drug and Alcohol Program Manager to disclose a copy of my drug and/or alcohol test results (indicate date below) to me at the following address:

Address

City, State, Zip

DOT requires that a separate release must be signed each time information is to be disclosed.

Please check one or more below:

☐ Drug Test Result dated: _____

☐ Alcohol Test Result dated: _____

I understand that my records are protected under the federal regulations governing Access to Facilities and Records, 49 CFR Parts 655 or 382.405(h), and cannot be disclosed without my written consent unless provided for in the regulations.

Employee's Signature

Employee's Name (Printed)

Employee ID or Social Security Number

Date

REASONABLE SUSPICION EVALUATION FORM

Date/Time: _____		Employee Name: _____	
Empl ID#: _____		Work Location: _____	
Safety Sensitive Employee:		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Triggering Event / Observation: _____ _____			
Speech: <input type="checkbox"/> Slurred <input type="checkbox"/> Rapid <input type="checkbox"/> Slow <input type="checkbox"/> Soft <input type="checkbox"/> Loud <input type="checkbox"/> Stuttering <input type="checkbox"/> Incoherent <input type="checkbox"/> Argumentative		<input type="checkbox"/> Cottonmouth <input type="checkbox"/> Hard to get words out <input type="checkbox"/> Forced delivery <input type="checkbox"/> Lost train of thought <input type="checkbox"/> Inability to make simple statements <input type="checkbox"/> Other _____	
		Body Odor: <input type="checkbox"/> Odor of alcohol – Breath or clothing <input type="checkbox"/> Odor of marijuana - Breath or clothing <input type="checkbox"/> Heavy cologne or perfume <input type="checkbox"/> Attempt to mask odor – Mints, gum, cigarettes, etc. <input type="checkbox"/> Other _____	
Appearance: <input type="checkbox"/> Eyes - Bloodshot <input type="checkbox"/> Pupils - Dilated <input type="checkbox"/> Pupils - Constricted <input type="checkbox"/> Eyes - Bright white <input type="checkbox"/> Eyes - Half mast <input type="checkbox"/> Nose - Red <input type="checkbox"/> Nose - Runny <input type="checkbox"/> Lips - Burned <input type="checkbox"/> Face - Flushed <input type="checkbox"/> Face - Pale <input type="checkbox"/> Face - Clammy <input type="checkbox"/> Disheveled <input type="checkbox"/> Sunglasses <input type="checkbox"/> Track marks <input type="checkbox"/> Excessive sniffing <input type="checkbox"/> Perspiring <input type="checkbox"/> Other _____		Behavior: <input type="checkbox"/> Aggressive <input type="checkbox"/> Change in normal behavior (explain) _____ <input type="checkbox"/> Confused <input type="checkbox"/> Crying <input type="checkbox"/> Denial <input type="checkbox"/> Disoriented <input type="checkbox"/> Drooling <input type="checkbox"/> Fidgeting <input type="checkbox"/> Gait unsteady <input type="checkbox"/> Inability to sit still <input type="checkbox"/> Inability to focus on conversation <input type="checkbox"/> Inability to follow instructions <input type="checkbox"/> Indecisive <input type="checkbox"/> Judgment impaired	
		<input type="checkbox"/> Laughing/giggling <input type="checkbox"/> Loss of balance <input type="checkbox"/> Motor skills impaired <input type="checkbox"/> Nervousness <input type="checkbox"/> No eye contact <input type="checkbox"/> Nodding off <input type="checkbox"/> Over-reacting <input type="checkbox"/> Pacing <input type="checkbox"/> Restlessness <input type="checkbox"/> Shaking <input type="checkbox"/> Staggering <input type="checkbox"/> Stumbling <input type="checkbox"/> Tremors _____ <input type="checkbox"/> Other _____	
Additional Comments: _____ _____ _____ _____			
Employee's Comments: _____ _____ _____			
Observation performed by:			
Chief / Supervisor#1: _____ <div style="text-align: center;">(Print Name)</div>		_____ <div style="text-align: center;">(Signature)</div>	
Chief / Supervisor#2: _____ <div style="text-align: center;">(Print Name)</div>		_____ <div style="text-align: center;">(Signature)</div>	

Test Required:	Federal DOT Test Required by:	Tests ordered:
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> FTA (Transit) 49 CFR Part 655 <input type="checkbox"/> FMCSA (CDL Holder) 49 CFR part 382 Non-DOT Test Required by: <input type="checkbox"/> King County (Non-Safety Sensitive)	<input type="checkbox"/> Breath Alcohol Test <input type="checkbox"/> Drug & Breath Alcohol Tests
Refuse to test:	Direct Order Given:	Refused Transportation Home:
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

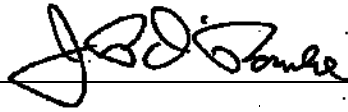
Procedures:

1. If reasonable suspicion is suspected, then page the Drug and Alcohol Program Manager at (206) 969-8133 to discuss the triggering event.
2. Do preliminary observation of employee based on triggering event. Note speech, body odor, appearance & behavior. When available, have second trained chief/supervisor observe employee. *(Confidentiality with all aspects of the drug and alcohol program and testing should be held to the highest standard. The identity of the person reporting a concern should be kept in confidence.)*
3. If warranted, direct employee to a secure location and complete reasonable suspicion form.
NOTE: a) Transit Operations first-line supervisors & VM Leads contact and coordinate with employee's chief, another on-site chief or on-call chief.
b) Roads supervisors call immediate supervisor or HR Rep.
3. Contact Lori or Robyn to discuss observation and documentation prior to final determination of requirement to test at:

Drug and Alcohol Program Manager (DAPM)	Lori Jones	(206) 969-8133 (pager)
Program Manager II	Robyn Burdick	(206) 969-9472 (back-up)
5. If reasonable suspicion drug and/or alcohol test is required, provide employee name, ID# and transporting supervisor information to DAPM. Obtain collection site location for transporting.
6. Advise employee of observations and requirement for testing. Ask employee to explain the cause of behavior or symptoms and document response. If employee admits ingestion of a controlled substance or alcohol recently document when and quantity.
7. If the employee refuses test then give a direct order. Advise employee this is a direct violation of King County Policy and for Safety Sensitive employees also a violation of Federal DOT regulations. Document the response.
8. Allow employee to notify union for representation. Do not delay transportation to collection site. Maximum wait time is 30 minutes.
9. Transport employee to collection facility. Remain at collection site with employee until collection and/or testing is completed. If alcohol test is performed, speak with DAPM prior to leaving collection site.
10. After collection/testing, employee should be removed from duty and placed on administrative leave with pay pending the outcome of the test results. Arrange for transportation to employee's residence. Note: If employee refuses transportation, document refusal.
11. Fax Reasonable Suspicion Evaluation Form to DAPM at 684-1721. If the employee is represented, DAPM will mail confidentially to union.
12. DAPM receives test results and notifies chief/supervisor. If positive, then follow procedures for positive drug and/or alcohol test. If negative, have a discussion with EAP to determine if any additional evaluation is necessary. Return employee to work **only** after clearance from EAP. Schedule a meeting in a private setting and thank the employee for cooperating.

Subject: **Overtime Sundries** (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/1/8

Revision Date: 8/16/00

Dispatchers will assure that both types of overtime sundry are available for operator use each day. The white sundry should be date stamped. The colored sundry is for use in recording overtime on previous days and needs a date on each entry.

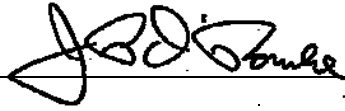
Operators are responsible for completing the form accurately. Entries should be checked for completeness and accuracy by a dispatcher or chief before it is sent to payroll.

Any operator who appears to be submitting erroneous information will be required to see a chief who shall determine appropriate action based on the circumstances of the incident and the operator's previous record.

This policy shall also apply to blue cards submitted by Vashon Island operators.

Subject: Detailing Operators (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/1/83

Revision Date: 5/12/11

A. Long-Term Out of Classification

This policy pertains to Transit Operators who are temporarily assigned to non-driving assignments. An Operator is placed on a "detailed" assignment when s/he retains his/her Transit Operator status (job classification) and pay. An Operator is placed on "special duty" assignment when s/he is temporarily upgraded or transferred to a different job classification, with pay based on that temporary job classification. County special duty rules must be followed for special duty assignments. Transit Human Resources can advise on whether a detail or special duty assignment is more appropriate in a given situation.

Detailing and special duty assignments give Metro an opportunity to utilize a work force with a variety of skills and provide operators an opportunity to enhance their non-driving skills and gain exposure to other parts of the agency. Metro is an equal opportunity employer; therefore, detail and special duty opportunities should be made available to all qualified operators. When considering operators for detail or special duty assignment, the following procedures apply:

1. Metro's first priority is service. Operators should only be detailed or placed on special duty when there is sufficient workforce. Driving assignments take priority over all other assignments.
2. To be eligible for an assignment, the Operator must have completed her or his probationary period and must have an acceptable work record. As a guideline, s/he should meet the probationary standards.
3. The manager or designee will approve all long-term assignments (in excess of two weeks) and assignments outside of the Operations Section.

The duration of a detail or special duty assignment shall not exceed either: 1) one year or 2) for a capital project, a pre-determined date mutually agreed by the Union and Metro. An employee who exceeds this time limit may lose his or her ATU 587 seniority.

If an employee is out of his/her Transit Operator position 90 consecutive days or longer, s/he must work in his/her regular classification for at least 90 days before being assigned to another position.

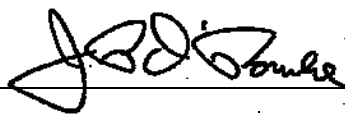
B. Metro Court

Employees will be paid for actual time spent as a witness in a County-related judicial hearing, including any preparation time with County or County-appointed legal staff.

However, if an employee is party to a suit against the County, the employee will be excused to attend necessary proceedings, but will not be paid by the County for such time. The employee may be paid AC at his/her request.

Subject: Investigations (Pg. 1 of 10)

Approval by Manager:



Issue Date: 1/11/92

Revision Date: 5/12/11

This policy addresses how to conduct an investigation when there are complaints of discrimination, harassment and/or work place violence, or allegations of serious misconduct.

A. Upon Receipt of Complaint:

1. Notify the Unit Superintendent.
2. Superintendent: Notify the Assistant Manager, Manager and/or Transit HR (THR) as appropriate.
3. Superintendent: Identify who will conduct the investigation. THR and/or a Disability Specialist may serve as consultants.
4. Superintendent: Ensure required information is recorded in the Operations Complaint Tracking database and update database. Update as the investigation progresses.
[G:/complaint tracking/complaint.exe]

B. Applicable laws & policies:

1. Title VI of the Civil Rights Act of 1964
2. Urban Mass Transit Act
3. Title VII of the Civil Rights Act of 1964
4. Age Discrimination in Employment Act (ADEA)
5. Americans with Disabilities Act (ADA)
6. Equal Pay Act
7. Rehabilitation Act of 1973
8. Vietnam-era Veterans' Readjustment Assistance Act
9. Washington Law Against Discrimination (WLAD)
10. King County Nondiscrimination and Anti-harassment policy - PER 22-3-3 (AEP)
11. King County Workplace Violence Prevention policy - PER 18-7 (AEO)
12. King County Domestic Violence in the Workplace policy - PER 18-5-2 (AEP)

C. General Provisions

1. If, during the course of an investigation, it becomes evident that an employee may have committed a major infraction, contact Transit Labor Relations.
2. If the infraction is such that the employee may be subject to discharge, relieve the employee of duty with pay, pending additional investigation. Notify THR when placing an employee on paid administrative leave.
3. If the presence of an employee at the workplace presents a safety concern for customers or other employees, take immediate actions to ensure the workplace safety of all customers and employees.

D. Plan the investigation

1. Get as much information as possible from the complainant during the first meeting. This will help to determine the scope and direction of the investigation.
2. It is usually helpful, although not mandatory, to have the complainant, witnesses and the employee who is the object of the complaint provide a written statement.

Subject: Investigations (Pg. 2 of 10)

Issue Date: 1/11/92

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3. Determine who needs to be involved in the investigation and to what extent.
4. Determine who to interview; the list of interviewees may change as the investigation progresses. (Refer to procedure #43 – Witness Statements) Look for witnesses with specific/direct knowledge or observation of the allegation(s).
5. Draft initial interview questions; review with Superintendent and/or THR.
6. Determine the interview location.
7. Allow sufficient time to conduct each interview.
8. Identify and secure all relevant original documentation.
9. Review the personal and performance records of the subject of the investigation to determine if there is any documentation of similar behavior in the past.
10. Review the record of the complainant for general background information that may give evidence regarding his/her credibility.

E. Conducting the investigation interview

1. Keep the investigation as confidential as possible. Do not promise the witnesses total confidentiality.
2. Talk directly to each witness (interview with a partner – one to take notes, one to pose questions).
3. Be sure the interviewee answers the question you asked.
4. Take careful notes of the interview questions and answers.
5. It is often useful to have some kind of standard "opening statement" that you use when conducting an interview. See attached "Interview form" (use of this form is not required). Suggested items include:
 - a. Thank the person for his/her time and cooperation.
 - b. Briefly describe the event(s) being investigated.
 - c. Inform the person whether s/he is being investigated for potential misconduct or whether s/he a potential witness.
 - d. Explain that s/he is required to provide accurate and truthful answers.
 - e. Inform him or her that information will be kept as confidential as possible, on a need to know basis.
 - f. Explain County policy against retaliation; ask the person to report any perceived retaliation or harassment to you immediately.
 - g. Affirm that no conclusions will be made until all facts have been gathered and reviewed.
 - h. Inform him/her that s/he is to maintain confidentiality and refrain from discussing the matter with others. Attempting to influence an investigation by discussing with others can be a basis for discipline.
 - i. Ask him/her to notify you if other pertinent information comes to mind.
6. Develop interview questions for each interviewee
 - a. Questions should be neutral, not leading. The purpose of the interview is to solicit facts and not to reinforce a pre-conceived opinion or judgment.

Subject: Investigations (Pg. 3 of 10)

Issue Date: 1/11/92

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- b. Do not share your written questions with the interviewee. The purpose of the interview is to find out what the interviewee knows, without any bias caused by the questions you are going to ask later in the interview.
 - c. The first question will usually be an open-ended request for the employee to tell you what happened or what they saw regarding the incident being investigated. (Ex. "Tell me what happened on December 1st".)
 - d. The second tier of questions should be who, what, where and when – confined to specific information related to the allegation.
 - e. The third tier of questions should be to check facts that you have from other sources. (Ex. "Did the customer strike the driver?, Did you use this obscenity?, Did you say this?", etc.)
 - f. Lastly, ask the interviewee if there is anything else you should know.
 - g. While it is useful to have pre-planned interview questions, do not allow that to inhibit your interview. At any time during the investigation you may want to ask follow-up or clarifying questions to make sure you understand fully what the employee knows. You may also want to ask entirely new questions based on the information provided during the interview.
 - h. Following are some sample questions: Exactly what happened? When? Where? Who witnessed this event? What did this person say or do? Have you discussed this incident with anyone else? Is there any physical evidence (pictures, notes, etc.)? Do you have any other information that may be relevant?
7. Documenting the interview
- a. The primary reason for documenting interviews is to provide complete, accurate, and unambiguous notes, which you can use later to effectively recall relevant information obtained from the interviewee.
 - i. Decisions and conclusions must be based on documented evidence. You cannot base a decision on something you "remember" from an interview, or some vague notion or feeling that is not grounded in objective and documented evidence.
 - ii. Notes should not contain extraneous or irrelevant comments or observations.
 - iii. Remember, notes may be subpoenaed and reviewed by a judge, jury and/or opposing attorney.
 - b. There are several acceptable ways to document the interview.
 - i. Have a second person present to take notes. Review those notes together to affirm they are complete and accurate.
 - ii. Take your own written or typed notes during the interview.
 - iii. Transcribe your notes after the interview. If this method is used, and if your original notes would be potentially confusing at a later date, you may destroy your original notes.
 - iv. To further validate your interview notes, you may ask the interviewee to review your notes and document any errors or corrections, or validate that your notes accurately and completely reflect the contents of the interview.

F. When an employee refuses to cooperate with an investigation

If an employee refuses to answer specific questions during an investigative interview, you have a number of options depending on the circumstances presented:

Subject: Investigations (Pg. 4 of 10)

Issue Date: 1/11/92

Revision Date: 5/12/11

1. If the interviewee is not suspected of having committed an infraction, and you do not think the interviewee's answers are critical to your investigation, you may decide to skip particular questions or terminate the interview. If you choose this option you should inform the interviewee that the investigation will continue without his/her participation and that a conclusion will be reached based on the information obtained during the investigation. Document which questions the interviewee was unwilling to answer, including any reason the interviewee may give for the refusal.
2. If an employee is suspected of having committed an infraction or you believe that the employee's participation is critical to the outcome of the investigation, you should direct the employee to answer the questions and inform the employee that failure to provide honest and complete answers to the investigative questions may be considered insubordination and may result in discipline up to and including discharge.

G. Investigating workplace conduct that might also constitute criminal behavior

1. If you are investigating an employee for misconduct that might also constitute criminal behavior and his/her answers to your investigative questions might incriminate him/her in any future criminal proceedings, then you can require the employee to answer your questions, or discipline the employee for declining to answer your investigative questions, only if you use the following procedure:
 - a. Advise the employee in writing that the answers will not and cannot be used against him/her in a criminal proceeding, (see attached "Garrity Admonishment")
 - b. Direct or order the employee to answer the question, and
 - c. Make the question specifically and narrowly related to the employee's duties.
2. If, during an investigation as described in this paragraph, an employee declines to answer your questions and you have not already consulted with THR about the proper procedure to follow, you should suspend the investigative interview until you have consulted with THR.

H. When an employee's workplace conduct results in his/her arrest:

1. When an employee is involved in an incident which results in the employee being arrested for a crime while on duty, the closest available Service Supervisor is required to respond to the scene. It is the responsibility of the Service Supervisor to:
 - a. Obtain any and all witness information including names, addresses, and phone numbers.
 - b. Submit a Service Supervisor Response Report (before ending the day's shift) describing the incident and listing all witness names and other important information including the police case number and the name of the reporting officer.
 - c. Submit a copy of this report to the employee's Chief for further investigation.
2. If a police report is written by the Transit Police or other County contract police, the employee's Chief has responsibility to request, in writing from the Sheriff's Regional Records Unit, a copy of any records pertaining to the incident.

I. Union Representation

Subject: Investigations (Pg. 5 of 10)

Issue Date: 1/11/92

Revision Date: 5/12/11

1. For employees being investigated for misconduct:
 - a. If the employee requests union representation for or during an investigative interview, stop the interview until a union representative can be provided. This is known as the employee's "Weingarten Rights". The employee may provide a union representative of his/her choice. If the employee's choice is not immediately available, the investigator can either reschedule the remainder of the investigative interview, or continue with an available shop steward.
 - b. During the interview, the employee is to answer the questions, not the union representative. The union representative can give the employee help in understanding the questions, and may caucus with the employee. However, the union representative cannot interrupt the flow of the interview, take a disruptive number of caucuses, or answer on behalf of the employee.
 - c. Following are some of the ways in which the union representative may provide assistance to the employee
 - i. Be informed of the subject matter of the interview.
 - ii. Conduct a private discussion with the employee before the interview.
 - iii. Advise and assist the employee in answering questions; however, the representative cannot answer for the employee – the employee is required to answer questions directed to him/her.
 - iv. Request clarification of a question.
 - v. Object to intimidating or confusing questioning.
 - vi. Advise the employee to remain calm during the interviews.
 - vii. Provide the interviewer with additional information at the end of the interview.
 - d. Following are examples of what the union representative is not allow to do:
 - i. Control the interview.
 - ii. Advise the employee to not answer a question, or to provide incomplete or incorrect answers (see paragraph F above).
 - iii. Disrupt or unreasonably delay the interview.
 - iv. Demand to see or review interview questions
 - e. If the union representative is disruptive or does not cooperate, you may
 - i. Terminate the interview.
 - ii. Consult with THR.
 - iii. Finish the interview with another union representative.
 - iv. Discuss the matter with a union officer.
2. For employees not suspected of wrong doing:
 - a. If an employee requests union representation, the investigator can determine whether to provide one or not. Assure the employee that they are not suspected of misconduct. Weingarten Rights only apply to employees who are being investigated for misconduct. It is usually acceptable to provide union representation whenever the employee makes that request; however it is sometimes best for the confidentiality of the investigation to limit the number of people who know about the investigation.
 - b. If you are going to compel an employee to answer questions, or if the employee's answers could validate his/her own misconduct, the employee must be provided any

Subject: Investigations (Pg. 6 of 10)

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requested union representation, even if that employee is not the subject of the investigation or complaint.

J. Legal Representation

During an internal investigation, the interviewee does not have the right to have an attorney or other legal representative present, or to have such person review the investigative questions prior to the investigative meeting between the investigator and the interviewee.

K. Concluding the Investigation:

1. Review all testimony and documentation; analyze findings and identify the facts.
2. Reconcile credibility issues. When witnesses give contradictory statements regarding critical events, you must then attempt to give weight to their statements based on relative credibility. In doing so, consider the following: identify biases, note consistencies or lack thereof, look for corroboration, review past behavior, consider the amount of detail a witness provides, review documentation, consider if other portions of testimony have been corroborated, consider if there is a reason for the witness to lie or be evasive. As the investigator, you are expected to make credibility determinations when you have evidence to do so.
3. Re-interview if necessary.
4. Develop conclusions – are conclusions supported?
5. Prepare draft findings to include recommended or intended actions to be taken – are the conclusion and proposed action consistent? If discipline is recommended, prepare a draft Loudermill letter.
6. Submit draft report to your Superintendent and THR for review.
7. Upon completing investigation of a complaint filed by an employee, provide such employee with written notification of the results of your investigation. The notice should generally include:
 - a. Summary of the specific complaint, along with the date the complaint was filed.
 - b. Statement that the investigation of the complaint has been completed. This notice may also include a brief description of the investigation process (Ex. the witnesses interviewed, documents reviewed, delays encountered, etc.)
 - c. Summary of the findings and what you concluded based on the findings.
 - d. If the complaint is validated, assurance to the employee that the incident or conduct has been appropriately addressed, including measures to prevent any further violations. Specific disciplinary actions taken should not be cited.
 - e. Reminder of the County policy against retaliation.
 - f. A Request that the employee to immediately report any further policy violations, including retaliation.
8. Notify the subject of the complaint of the outcome of the investigation, and take corrective/disciplinary actions, as appropriate.
 - a. If the individual is to be disciplined, the findings of your investigation may be incorporated in the notice of discipline.
 - b. State the complaint that led to the investigation, briefly explain the investigation process, include specific allegations and your findings of fact for each allegation.

Subject: Investigations (Pg. 7 of 10)

Issue Date: 1/11/92

Revision Date: 5/12/11

- c. If the subject of the complaint has been exonerated, or if the allegations are unsubstantiated, notify the employee of such in writing. It is generally sufficient to include a statement of the complaint/allegation, summary of findings, and conclusion.
 - d. If the results of the investigation are inconclusive, the notice may, if appropriate, include a reminder of the relevant policy and an admonition to refrain from the behaviors upon which the complaint was based.
 - e. Include a reminder of the County policy against retaliation.
- 9. Place a copy of the notice given to the complainant and the subject of the complaint in their respective personnel files.
 - 10. The complete investigation file (including investigation notes, witness statements, and other relevant documentation) should be maintained separate from the employees' personnel files.
 - 11. Update the complaint tracking database. If the investigation was based on a customer complaint, update the Metro Customer Service System



GARRITY ADMONISHMENT

I wish to advise you that you are being questioned as part of an official investigation of King County Metro Transit. You will be asked questions, which are specifically directed and narrowly related to the performance of your official duties.

You are entitled to all the rights and privileges guaranteed by the law of the State of Washington and its constitution and the Constitution of the United States. This includes the right not to be compelled to incriminate yourself.

I further wish to advise you that if you refuse to answer questions relating to the performance of your official duties or fitness for duty, you will be subject to disciplinary action which could result in your termination from King County. If you do answer, neither your statement nor any information or evidence which is gained by reason of such statements can be used against you in any subsequent criminal proceedings. However, these statements may be used against you in relation to subsequent departmental processes.

At this time you should understand that I am ordering you to truthfully answer the questions put to you.

Name of Interviewer

Date

Employee signature

Date



Interview Form

Interviewer

Interviewee

Date and time of Interview

Location of interview

Subject of Interview

Opening Statements

Explain to the person:

- The nature of the matter being investigated
- The reason this person is being interviewed: Inform them if they are being investigated for possible misconduct, or are they a potential witness to an event
- They are expected to provide accurate and truthful answers
- The information will be kept as confidential as possible, on a need to know basis
- The County policy against retaliation; inform the person to report any perceived retaliation or harassment to you immediately
- No conclusions will be made until all facts have been gathered and reviewed
- They are expected to maintain confidentiality and refrain from discussing the matter with others. Attempts to influence the investigation by discussing with another can be a basis for discipline
- If, after the interview, other pertinent information comes to mind, they should notify you as quickly as possible

Questions

Notes on the interview



Investigation Cover Sheet

Complainant's name _____ ID # _____

Date received _____

Complaint description:

Investigated by: _____

Witnesses

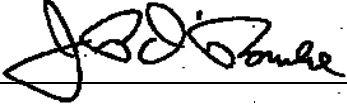
Name	Date of interview	Written Statement Y/N
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Other Documentation

Date	Description
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Check List

<input type="checkbox"/>	Inform Superintendent of complaint
<input type="checkbox"/>	Interview complainant, subject, and all relevant witnesses
<input type="checkbox"/>	Interviews properly documented
<input type="checkbox"/>	Camera coach? Radio files? Pictures? Other evidence collected?
<input type="checkbox"/>	Collect/review all written documentation
<input type="checkbox"/>	Determine findings of fact with Superintendent and Transit HR
<input type="checkbox"/>	Determine policy violations
<input type="checkbox"/>	Determine appropriate corrective/disciplinary actions
<input type="checkbox"/>	Review findings with Superintendent and Transit HR
<input type="checkbox"/>	Document findings of fact to complainant
<input type="checkbox"/>	Document findings/corrective actions to the subject(s); copies to file, THR
<input type="checkbox"/>	Maintain separate investigation file with all relevant notes and documents

Subject: Qualification Pay (Pg. 1 of 3)	
Approval by Manager:	
Issue Date: 9/22/86	Revision Date: 12/11/09

Contract Reference: Article 15, Section 12; Article 16, Section 10.

1. The following criteria will apply for operators qualifying on routes

- A. Route qualification can only be done in a County vehicle. Operators are not permitted nor authorized to qualify in a private vehicle.
- B. After riding a route on a coach or in a King County non-revenue vehicle, an operator must complete the qualification by taking the qualification card or the Assigned to Qualify form to the training section and successfully review the route with an instructor. This process must be completed within five calendar days after riding the route. Payroll may not be able to pay the operator accurately unless this deadline is met.
- C. Operators qualifying on trolley routes must qualify by riding the route on a trolley coach so they learn the overhead as well as the route.
- D. The base staff is responsible for determining eligibility for qualification pay. Training is responsible for determining the appropriate qualification pay amount.
- E. If qualifying on an in-service coach, eligible operators will be paid the posted time established by Training, or actual time, whichever is less.
- F. If qualifying on a coach with an instructor, pay for eligible operators will be based on the actual time spent qualifying. The instructor must certify the qualification time. The operator need only ride the portion of the route on which he or she is not qualified. For instance, if the operator is already qualified on a route that enters Seattle via SR 520, the operator will not have to ride that part of any additional routes he or she is qualifying on.
- G. If qualifying in a King County non-revenue vehicle with an instructing operator, pay for eligible operators will be based on the actual time spent qualifying. The instructing operator must certify the qualification time.
- H. On routes with more than one leg, the common main route need only be covered once. Qualification pay for eligible operators will be based on the starting and ending time listed on the Assigned to Qualify form by the instructing operator.
- I. Any operator required by Metro to change his or her assignment will be paid to qualify at the applicable rate.
- J. An operator will be paid for qualifying on a route only if he or she is qualified on the equipment and facility necessary to operate that route.
- K. Operators must be qualified on their picked route(s) and equipment prior to operating the route in service.
- L. Full-time Regular Operators will be paid at the applicable rate of pay for qualifications on their picked assignments and on any routes at their picked bases.
- M. Extra-board Operators must be qualified on six major routes at their picked base by the effective date of shake-up and on all major routes at the picked base within 30 days after the effective date of the shake-up.
- N. System Board Operators must be qualified on three major routes, determined by Metro, at each picked base by the effective date of shake-up, and on all other major routes at each picked base, within 60 days after the effective date of the shake-up.
- O. A major route is defined as a route or route group that has 40 or more weekday hours of scheduled platform time at a specific base. Any route with less than 40 weekday hours of scheduled platform time is a minor route.

Subject: Qualification Pay (Pg. 2 of 3)

Issue Date: 9/22/86

Revision Date: 12/11/09

- P. Extra-board and System Board Operators may also qualify with pay on any minor routes scheduled out of their picked base(s). Metro may assign Extra-board and System Board Operators to qualify on minor routes.
- Q. After being given seven days notice, Extra board and System Extra board operators not qualified on routes as required may, at Metro's discretion, lose their daily guarantee and receive no assignment until they comply with the qualification procedure requirement. To be qualified on a route shall mean all portions of the route; including the parent route, secondary routes, base routes and weekend and night routings, if applicable.
- R. Operators picking report assignments at shakeup must be qualified on 75% of all routes from the selected base by the first day of the shake-up. Thirty (30) days after the effective date of the shake-up, Report Operators must be qualified on all routes and foreign routes at their picked base. Metro shall determine which report positions at the applicable base shall be required to qualify on Center Park and will post this information in the pick room. An operator who picks such a position and fails to qualify on this service will remain on his or her picked report for the shake-up, but will be required to qualify on such service before again picking such a report. An example of how these reports would be designated in the pick room:

Ryerson DaysQ 5:45 AMRequired to qualify on Center ParkQ 6:05Ryerson NightsQ 11:11AMQ 14:05 PM

- S. A Report Operator will only be required to qualify on routes regularly assigned to his or her picked operating base.
- T. Part-Time Operators who require route, equipment, coach or tunnel qualifications or other training as a result of a part-time operator pick, move-up, or an assigned vacation or annual leave relief assignment will be paid at the applicable rate of pay. Part-Time Operators must qualify on the entire route to receive pay and before operating an assignment that includes a trip on that route.
- U. Should an operator change his or her overtime or ATL pick-option availability, the effective date of the pick-option change will determine whether the operator is authorized to qualify and will determine the pay status of the qualifications.

2. Equipment refresher

- A. Any operator who has not operated a specific coach type (trolley, hybrid, articulated, or any specific fleet series motor coach) or operated in the tunnel for one year or longer may request a refresher. When an operator requests a refresher at least two days prior to being assigned to operate the equipment, he or she will not be required to drive such equipment or in such facility or until the refresher has been completed.
- B. At each operator pick, an operator seeking coach qualification other than Center Park may sign a list indicating his or her desire to qualify on equipment operating from his or her base. Metro will provide training on new equipment introduced to a base within a reasonable length of time.

3. Interbase Transfer Board Operators

Extra board operators who volunteer to accept interbase transfers will be paid to qualify on any major route assigned to the base(s) for which the operator has selected.

Subject: Qualification Pay (Pg. 3 of 3)

Issue Date: 9/22/86

Revision Date: 12/11/09

4. Operator training assignments

At each pick, operators may express a preference as to whether or not they wish to have students. Metro will attempt to accommodate operators' preferences when assigning students; however, all operators may be given a training assignment. Trainees shall drive during all training assignments unless public safety is jeopardized or the student shows obvious inability to complete the assignment.

5. Procedures for processing qualification cards or forms with Training

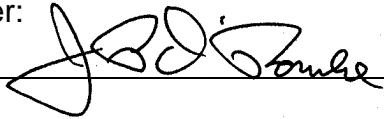
- A. It is critical that qualification cards and Assigned to Qualify forms are checked as soon as possible after they are received so eligible operators are paid correctly.
- B. Each card or form must contain the following information for every route, or the card or form is invalid and is to be returned to the operator:
 - A start and a quit time
 - The instructing operator's name and I.D. number
 - Date of qualification
 - Route Number(s)

6. A Part-time operator will be paid at the applicable rate of pay to qualify in order to work the additional tripper list (ATL) subject to the following

- A. The Operator must qualify on the entire route.
- B. The Operator will be paid to qualify only on routes that can be assigned within his or her ATL availability.
- C. The Operator must be available to work the route on the ATL at least three days a week.
- D. The Operator must be qualified on the equipment and facility assigned.

Subject: Critical Incident Stress Management (CISM) Team
(Pg 1 of 2)

Approval by Manager:



Issue Date: 3/23/04

Revision Date: 4/19/05

An employee involved in a traumatic or critical incident is often relieved of duty after the incident. At the scene, the next day, or as soon as appropriate, the employee's chief or supervisor should contact the employee and provide a referral for debriefing. The employee can be referred to King County's Employee Assistance Program (EAP), or King County Metro's Critical Incident Stress Management Team (CISM).

EAP

If the employee chooses to use EAP, the chief or supervisor is to supply the employee with the appropriate phone number. It is then the employee's responsibility to call EAP. The chief or supervisor should call EAP, to inform them that a referral has been made.

CISM

If the employee chooses to utilize the services of the CISM team, the chief or supervisor is to follow these steps:

1. Call the CISM hotline at (206) 263-3761. Answer the questions on the automated voice mail system. Your answers will be recorded, and used to determine the best time and location for the meeting. A CISM member may call you back to confirm the information, and, if necessary, get more information to expedite the process. The one-on-one meeting will take place 24-72 hours after the critical incident and must take place on King County Metro property.
2. One-on-one meetings are expected to be one to two hours in duration. When an operator has to be relieved on the road, travel time must also be considered. On occasion, a one-on-one meeting may occur at a time that is outside his/her normal work hours. If that is necessary, and the operator is not on industrial injury or sick leave status, the team member and/or the employee will be paid for actual time spent at the one-on-one meeting and travel time at the appropriate rate.
3. You may be asked to schedule a private meeting place (an office or room with a door) for the employee to meet with the team member. The one-on-one meeting is not a prerequisite for returning to work, however, if the employee decides to return to work before the one-on-one meeting, encourage him or her to follow through with the one-on-one meeting.

Subject: Critical Incident Stress Management (CISM) Team (Pg 2 of 2)

Issue Date: 3/23/04	Revision Date: 4/19/05
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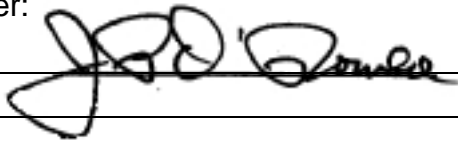
When necessary, CISM members are also trained to co-facilitate group debriefings along with a mental health professional. Group debriefings will be arranged with the help and support of CISM members and staff from King County's EAP.

- The CISM project number is 430091. The employee's and team member's time are charged to their respective home base or work site cost centers. If the employee being needs to be relieved, s/he will not lose pay as a result of the one-on-one meeting. If the employee is on industrial injury or sick leave status, no additional pay will result.

Critical Incident Stress Management one-on-one meetings and group debriefings are confidential interactions between the employee(s) and the team member (s). Chiefs and supervisors who are involved in setting up the meeting will need to know if the one-on-one meeting/group debriefing took place, but not the content of the meeting.

Subject: Positive Performance Counseling (Pg. 1 of 10)

Approval by Manager:



Issue Date: 6/6/83

Revision Date: 11/16/12

A. General Guidelines:

Discipline and performance counseling should be administered as quickly after the infraction as possible. Any delay beyond 30 days should be documented by memo and included with the employee's contact sheet.

The labor agreement requires employees to sign the discipline memo to acknowledge receipt. If the employee refuses to sign the discipline memo, make a note of that on the discipline memo and date and sign the note.

ATU 587 employees who are in an acting chief position will not issue discipline (oral and written reminders, decision making leaves, suspensions or discharges). They may both conduct and be involved in all preparatory work such as investigations and pre-discipline hearings. They may also participate in the discipline meeting. However, they will not issue the discipline and will not sign the "issued by" portion of the Performance Report (PR) form when discipline is issued. Local 587 employees who are in an acting chief position can, however, issue minor infractions that result in counseling sessions.

B. Non-Disciplinary Actions:**1. Non-Disciplinary Counseling for Minor Infractions:**

- a. A counseling session is not a disciplinary action, and is intended to inform the employee of specific policies and procedures, behavior expectations, and to provide the employee with an opportunity to improve performance and maintain a satisfactory employment record.
- b. If an employee commits an infraction and has not been issued any prior infraction in that category during the previous twelve months, then, except as noted below, the chief may hold a non-disciplinary counseling session rather than issuing an oral reminder.
- c. Disciplinary action instead of a counseling session will generally be issued in the following situations:
 - (1) When the employee knowingly violates a policy and conducts him/herself in a manner that undermines the safety of our service or Metro's ability to provide a safe and secure work place.
 - (2) When an investigation into a customer complaint results in a conclusion that the employee is at fault.
 - (3) Failure to make an acceptable number of stop announcements.

2. How to hold a Counseling Session:

The Counseling Session is a non-disciplinary discussion between a chief and an employee about a performance problem, intended to inform the employee of a rule violation in an informative and relaxed manner.

- a. Discuss with the employee his/her version of the incident.
- b. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction). Counsel employee on preferred procedure and issue the PR.
- c. Record on employee's contact sheet:
 - (1) The date of occurrence.
 - (2) The date of the interview.
 - (3) The specific rule violation.

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- d. Briefly document any corrective actions (such as training or ride checks) either on the PR or on a separate memo.

Attach a copy of the PR to the contact sheet and send the original PR to the manager's office at MS: KSC-TR-0446.

3. Non-Disciplinary Letters of Notice:

When there is actual or suspected behavior that could be considered a major or serious infraction and Metro determines a suspension or termination is not the most appropriate action, an informational letter of notice may be issued to the employee. The letter will generally contain a description of the behavior, a clear statement that it is unacceptable, and that such conduct in the future will result in discipline, up to and including discharge.

4. Remedial Training:

Employees may be assigned to attend mandatory training to address a specific performance deficiency. The employee will be directed to actively participate in the training, and may be required to report to his/her supervisor, either in writing or orally, on what was learned during the training and how the employee will modify his/her behavior subsequent to the training.

Failure to report or reporting late for assigned training will be considered a miss. Refusal to attend or appropriately participate in training may be subject to discipline for insubordination.

If, upon completion of the remedial training, the employee is not able to demonstrate the ability to adequately perform required job skills, Metro may take additional action as appropriate, which may include assigning the employee to additional training, or placing the employee on administrative leave and separating him/her for the inability to perform job-essential functions.

C. Progressive Discipline for Minor Infractions:

The steps of progressive discipline for minor infractions are outlined in Article 4, Section 4 of the ATU bargaining agreement.

An employee contact sheet will be maintained for each represented employee and used by the chief to record counseling sessions, disciplinary actions and commendations. The contact sheet is also used as a convenient reference system for tracking those employees who require additional counseling. If an employee commits an infraction, notations are made on his/her contact sheet. After each employee contact due to a Performance Report (PR), or an otherwise documented performance infraction, the contact sheet entry must be completed.

For minor infractions that are over one year old, circle the action in red and shred the PR. All discipline memos will remain in the employee's personal file.

1. Steps of Progressive Discipline for Minor Infractions:

When an employee is issued a minor infraction, the appropriate level of discipline is determined by the number of disciplinary actions issued within a twelve-month period and within a category of minor infractions (as defined in Policy 23). The level of discipline is based on the date of the infraction(s).

- a. If the employee has been counseled during the prior twelve months for an infraction in the same category, but not disciplined, the employee will receive an oral reminder.
- b. If the employee has one disciplinary action in the prior twelve months, a written reminder is issued.

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- c. If the employee has two disciplinary actions in the prior twelve months, a suspension or other appropriate discipline depending on the severity and nature of the infraction is issued.
- d. If the employee has three disciplinary actions in the prior twelve months, the employee may be placed on decision-making leave. The first decision-making leave for an employee will be paid; any subsequent decision-making leave(s) during the employee's career will be unpaid.
- e. If the employee has four or more disciplinary actions in the prior twelve months, the infraction will result in termination.

D. How to issue an Oral Reminder:

The Oral Reminder is a documented conversation between a chief and an employee about a discipline problem.

The purpose of the Oral Reminder is to correct a performance or discipline problem by bringing it to the employee's attention in an informational but serious manner.

1. Investigate the infraction as necessary and prepare for the meeting.
2. Conduct the session:
 - a. Discuss with the employee his/her version of the incident.
 - b. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction).
 - c. Counsel the employee on the nature of the infraction and expected behavior.
 - d. Issue the PR and attempt to correct the performance problem in a relaxed, non-confrontational and informative manner.
 - e. Inform the employee that this is an "Oral Reminder", the first step of the discipline system. Inform the employee that you will document the Oral Reminder in a memorandum.

The Oral Reminder may be prepared before the meeting and given to the employee at the end of the session, provided that the employee did not provide any additional information that would change the content of the Oral Reminder.

3. The Oral Reminder must include:
 - a. The date of the conversation.
 - b. That the memo is an Oral Reminder, the first step in progressive discipline.
 - c. The specific rule(s) violation or performance problem that occurred.
 - d. A reference to your previous conversations and actions about the performance problem.
 - e. A statement of the specific change in the employee's performance or behavior you expect.
 - f. Relevant comments or statements the employee made during the conversation.
 - g. Potential consequences of future infractions.
4. Have the employee sign the memo to acknowledge receipt of the Oral Reminder.
5. Distribution:
 - a. Discipline letter: Original to the employee, copies to the employee's file and the manager's office (attached to the original PR).
 - b. PR: Original to the manager's office, copy to the employee's contact sheet.
6. Record on the employee's contact sheet.

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E. How to issue a Written Reminder:

A Written Reminder is a formal conversation between a chief and an employee about a discipline or performance problem providing him/her with a written record of the conversation and of the need to improve.

1. Investigate the infraction as necessary.
2. Prepare for the session by reviewing prior infractions, counseling sessions and discipline.
3. Conduct the session:
 - a. Review the prior infractions, counseling sessions and discipline with the employee.
 - b. Discuss with the employee his/her version of the incident.
 - c. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction).
 - d. Counsel the employee on the nature of the infraction and expected behavior.
 - e. Issue a PR.
 - f. Attempt to correct a performance problem in a non-confrontational and informative manner.
 - g. Inform the employee this is a "Written Reminder", the second step of the discipline system. Inform the employee that you will document the Written Reminder in a memorandum.
 - h. The Written Reminder may be prepared before the meeting and given to the employee at the end of the session, provided that the employee did not provide any additional information that would change the content of the Written Reminder.
4. The Written Reminder must include:
 - a. The date of the conversation.
 - b. The memo is a Written Reminder, the second step in progressive discipline.
 - c. The specific rule(s) violation or performance problem that occurred.
 - d. A reference to your previous conversations and actions about the performance problem.
 - e. A statement of the specific change in the employee's performance or behavior you expect.
 - f. Relevant comments or statements the employee made during the conversation.
 - g. Potential consequences of future infractions.
5. Have the employee sign the memo to acknowledge receipt of the Written Reminder.
6. Distribution:
 - a. Discipline letter: Original to the employee, copies to the employee's file, and the manager's office (attached to the original PR).
 - b. PR: Send the original to the manager's office, and attach a copy to the employee's contact sheet.
 - c. Record on the employee's Contact Sheet.

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F. How to issue a Suspension:

A Suspension involves serious discussion between the employee and chief about misconduct involving multiple minor infractions or for a serious or major infraction. Following the pre-disciplinary meeting, the chief may suspend the employee from work without pay for one or more of his/her workdays.

1. Prepare for the session.
 - a. Investigate the infraction.
 - b. Review notes on prior disciplinary actions.
2. Issue a pre-disciplinary meeting (Loudermill¹) notice :
 - a. The notice is to be in writing, and may be issued in person or if the employee is not available, by US mail.
 - b. The notice will include:
 - (1) A summary of the infraction, prior discipline and the results of your investigation.
 - (2) Proposed discipline.
 - (3) The date and time of a meeting at which the employee can provide additional information.
 - (4) A reminder that the employee may bring a union representative to the meeting.
3. Conduct the pre-disciplinary session:
 - a. Review the information in the pre-discipline notice.
 - b. Allow employee and/or union representative to provide additional information
 - c. If relevant additional information is provided that could effect the disciplinary action, inform the employee that you will review the additional information before making a final decision. If, after a review of the additional information, you determine that Suspension is appropriate, schedule a meeting with the employee and continue with the next step below.
 - d. If the employee/union representative does not provide additional information sufficient to require additional review, you may proceed with the meeting without interruption.
4. Inform the employee of your decision:
 - a. If a Suspension is issued, tell the employee s/he is suspended without pay and inform him/her of the dates.
 - b. Inform the employee that you will write a memorandum summarizing the meeting documenting the decision.
5. Issue a memorandum to the employee summarizing the meeting and decision. The memo should include:
 - a. The dates of Suspension.
 - b. A summary explanation of the incident which resulted in the discipline, including:
 - (1) A summary of the infraction, and the results of your investigation.

¹ *Loudermill* refers to a Supreme Court decision which found that public sector employees have a property interest in their employment which may not be taken away without due process. The ***Loudermill Rule*** requires that a public employee facing a suspension or discharge must receive notice of the charges against him and receive a chance to present his side of the story before the proposed suspension or discharge decision is made.

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- (2) The nature and dates of all previous disciplinary actions related to this incident.
 - c. Reference the pre-disciplinary hearing process:
 - (1) Date of pre-disciplinary letter and hearing.
 - (2) Information the employee/union representative provided at the pre-disciplinary hearing
 - d. Performance expectation.
 - e. Potential consequences of future infractions.
 - f. Mitigating and extenuating circumstances which were considered in establishing the duration of Suspension.
6. Have the employee sign the memo to acknowledge receipt of the Suspension notice.
 7. Issue the PR.
 8. Distribution:
 - a. Discipline letter: Original to the employee, copies to the employee's file, Transit HR, ATU 587, and the manager's office (attached to the original PR).
 - b. PR: Original to the manager's office, copy to the employee's contact sheet.
 9. Record on the employee's Contact Sheet.
 10. Notify Local 587 on form #1259 and keep a copy of the notice in the base file.

G. Issuing a Decision-Making Leave:

The Decision-Making Leave is part of progressive discipline and results in the employee being placed on a one-day Decision-Making Leave. This is to enable the employee to decide whether s/he wants and is able to continue working for the organization, which means following all the rules and doing a good job.

The purpose of the Decision-Making Leave is to correct a performance problem. It is a serious step since the employee will be discharged if s/he does not improve his/her performance.

An employee can receive only one paid Decision-Making Leave in his/her career. The second and any subsequent Decision-Making Leave is without pay regardless of the type of the minor infraction.

If the Decision-Making Leave is to be unpaid, proceed as above for an unpaid suspension. For Paid Decision-Making Leave:²

1. Prepare for the session:
 - a. Investigate the infraction.
 - b. Review notes on prior disciplinary actions.
2. Conduct the session:
 - a. Review the prior infractions, counseling sessions and discipline with the employee.
 - b. Discuss with the employee his/her version of the incident.
 - c. Determine if the infraction is valid. (An invalid PR may be voided after discussion with the work unit which recorded the infraction).
3. Inform the employee of your decision:
 - a. Discuss the Decision-Making Leave process.
 - b. The employee is given one working day to decide whether to follow King County Metro's policies and procedures or to resign.
 - c. Indicate to the employee that you hope his/her decision is positive.

² Note that a PAID decision making leave does not require a pre-discipline "Loudermill" notice or hearing

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- d. The employee is to return at a time agreed upon with a written decision (if positive) indicating what s/he will do to turn his/her performance around.
4. If the employee returns from the Decision-Making Leave having made the decision to work and follow all the rules, write a memorandum summarizing the Decision-Making Leave incident.
 - a. The memorandum should include:
 - (1) The date of Decision-Making Leave, and pay status for the leave.
 - (2) A summary explanation of the incident which resulted in the discipline, including:
 - (a) A summary of the infraction, and the results of your investigation.
 - (b) The nature and dates of all previous disciplinary actions related to this incident.
 - (3) Performance expectation.
 - (4) A statement indicating that any further discipline problems will result in the employee's discharge.
 - (5) Attach a copy of the memorandum from the employee regarding his/her decision to continue work and follow all the rules.
 - b. If the employee decides to quit or does not return from the leave, write a memorandum summarizing the Decision-Making Leave as part of the discharge procedure.
5. Distribution:
 - a. Discipline letter: Original to the employee, copies to the employee's file, Transit HR, ATU 587, and the manager's office (attached to the original PR).
 - b. PR: Original to the manager's office, copy to the employee's contact sheet.
6. Record on the employee's Contact Sheet.

H. How to Issue a Discharge:

A Discharge is issued as the final step in progressive discipline or as a result of a major infraction.

1. Prepare for the session:
 - a. Investigate the infraction.
 - b. Review notes on prior disciplinary actions.
 - c. Review with Transit Human Resources; obtain concurrence on the basis and level of discipline.
2. Issue a pre-disciplinary hearing notice. (See: How to issue a Suspension).
3. Conduct the session:
 - a. Review the information in the pre-disciplinary notice.
 - b. Allow employee and/or union representative to provide additional information.
 - c. Conclude the session and inform the employee the following:
 - (1) S/he will be placed in paid administrative leave pending final determination.
 - (2) S/he will be notified in writing of the final determination.
 - d. If the employee requests to resign in lieu of discharge:
 - (1) If a written and signed resignation is submitted prior to the employee receiving the discipline letter informing him/her of Metro's decision to discharge him/her, the resignation will be accepted.
 - (2) If the request to resign is made after the discipline/termination letter has been issued, review the request with Transit HR prior to approval.

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- (3) If approved, notify the employee in writing, with copy to the personnel file, that the employee will not be eligible for rehire.
 - (4) Use PCN codes TER/RES.
 - (5) Complete a PR with action code "6 – resigned in lieu of termination" and note of the PR if the resignation request was made prior to, or after, the discipline letter was issued. Attach the pre-disciplinary letter, or other documentation explaining the nature of misconduct being investigated or the reasons termination was being considered.
4. Review information provided by the employee/union representative and make final determination regarding Discharge.
5. If Discharge remains appropriate, notify the employee of such in writing and include:
 - a. Inform the employee that s/he will be placed in a 30 day suspension with termination to follow.
 - b. The dates of Suspension and Discharge.
 - c. A summary explanation of the incident which resulted in the employee's Discharge, including:
 - (1) A summary of the infraction, and the results of your investigation.
 - (2) The nature and dates of all previous disciplinary actions related to this incident.
 - d. Reference the pre-disciplinary hearing process:
 - (1) Date of pre-disciplinary letter and hearing.
 - (2) Information the employee/union representative provided at the pre-disciplinary hearing.
 - e. Give the employee any information s/he needs about benefits, insurance and similar matters.
 - f. Confirm the employee's current address and telephone number.
 - g. Inform the employee of the checkout procedures (what equipment must be turned in, for example).
6. Have the employee sign the memo to acknowledge receipt of the Discharge notice.
7. If an employee is discharged for misappropriation of funds, this should be noted on the Personnel Change Notification (PCN). (This is to alert Payroll so they will not pay the employee his/her unpaid vacation.)
8. Notify Local 587 on form #1259; keep a copy of the notice in the personnel/base file.
9. Inform the receiving base if the Discharge occurs between a pick and the shake-up effective date.
10. Distribution:
 - a. Discipline letter: Original to the employee, copies to the employee's file, Transit HR, ATU 587, and the manager's office (attached to the original PR).
 - b. PR: Original to the manager's office, copy to the employee's contact sheet.
11. Record on the employee's Contact Sheet.

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I. Major and Serious Infractions:

Article 4 Section 3 defines major and serious infractions. Serious and major infractions fall outside the “progressive discipline” process and may result in Discharge (for major infractions only) or Suspension (for major or serious infractions) regardless of the employee’s prior discipline record.

1. Thoroughly investigate the alleged incident.
2. If the initial assessment indicates that the infraction will most likely result in Discharge, relieve the employee of duty with pay while the investigation is pending. If, during the course of the investigation, it becomes apparent that Discharge is not advisable, the employee can be returned to regular duties.
3. Review with Transit Human Resources. In certain cases, Transit HR must review the case with King County HRD and/or PAO prior to issuing the pre-disciplinary hearing notice.
4. In consultation with Transit HR, determine whether the infraction is a Major or Serious and the appropriate discipline. Disagreements regarding the appropriate level of discipline will be resolved prior to issuing the pre-disciplinary notice. Considerations may include:
 - a. Seriousness of the infraction.
 - b. Employee’s length of service, prior performance and disciplinary record.
 - c. Actions taken in similar situations.
 - d. Level of notice that the employee had regarding the violation.
 - e. Quality of evidence available.
 - f. Other mitigating and/or extenuating circumstances.
5. Issue pre-disciplinary hearing notice:
 - a. The notice is to be in writing, and can be issued in person or if the employee is not available, by US mail.
 - b. The notice will include:
 - (1) A summary of the infraction and the results of your investigation.
 - (2) Statement that the behavior is either a major or serious infraction.
 - (3) Proposed discipline.
 - (4) The date and time of a meeting at which the employee can provide additional information.
 - (5) A reminder that the employee may bring a union representative to the meeting.
6. Conduct the session:
 - a. Review the information in the pre-disciplinary hearing notice.
 - b. Allow employee and/or union representative to provide additional information.
 - c. Conclude the session and inform the employee that:
 - (1) If Discharge is contemplated, s/he will be placed on (or continued on) paid administrative leave pending final determination.
 - (2) S/he will be notified in writing of the final determination.
7. Review information provided by the employee/union representative with Transit HR and make final determination regarding the appropriate discipline.
8. Notify the employee of the final determination in writing. Include:
 - a. Inform the employee of the specific discipline being issued (suspension/termination) and the nature of the infraction (serious/major).

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- b. If the employee is being discharged, inform the employee that s/he will be placed in a 30 day suspension with termination to follow.
 - c. The dates of Suspension and Discharge.
 - d. A summary explanation of the incident, including:
 - (1) A summary of the infraction, and the results of your investigation.
 - (2) The nature and dates of all previous disciplinary actions related to this incident.
 - e. Document the pre-disciplinary hearing process:
 - (1) Date of the pre-disciplinary notice and hearing.
 - (2) Summary information the employee/union representative provided at the hearing.
9. If the employee is to be discharged, proceed as noted above under discharge for minor infractions:
10. Distribution:
- a. Discipline letter: Original to the employee, copies to the employee's file, Transit HR, ATU 587 and the manager's office (attached to the original PR).
 - b. PR: Original to the manager's office, copy to the employee's contact sheet.
11. Record on the employee's Contact Sheet.

Subject: Personal Electronic Devices (Pg. 1 of 1)

Approval by Manager:

Issue Date: 9/15/93

Revision Date: 8/26/11

A. Personal Electronic Devices

A "Personal Electronic Device" (PED) is any device not issued by King County Metro which has an on/off switch such as a cell phone, Bluetooth earpiece, pager, mp3 player, or video game.

B. Revenue Vehicles

A revenue vehicle is any vehicle used by King County Metro (KCM) employees for purposes of transporting the public for fare, regardless of whether the vehicle is, at that time, in revenue service.

Employees shall not use a PED while operating a revenue vehicle. This includes: listening to, speaking into, texting or otherwise manipulating controls on a PED.

Employees are not to wear any PED earpiece while operating a revenue vehicle, including having a Bluetooth device, ear-buds or headphones in or over the ear, even if the device is turned off and the employee is not listening to the PED.

Employees shall turn off and stow out of sight all PED's and PED ear-pieces while operating a revenue vehicle.

PED's may be used in the driver's compartment only when the revenue vehicle is safely parked and secured at a layover or terminal.

Emergency Exception: In the event of a natural disaster (snow, earthquake, flood, etc.) or homeland security emergency, an operator may stop at a safe location and use her or his cell phone or monitor radio broadcasts.

C. Non-Revenue Vehicles (NRV)

A non-revenue vehicle (NRV) is any car, van or truck used by King County Metro (KCM) employees for purposes other than transporting the public for fare, including the use of a personal vehicle while on County business.

Employees shall not use a PED for non-County business while operating a non-revenue vehicle.

Employees may have limited use of an agency authorized cell phone or two-way radio, for County business only, while operating an NRV, and then only in a hands-free mode. Conversations are to be kept to an absolute minimum. Any lengthy conversation will require the driver to bring the vehicle to a stop at a safe location.

Use is still limited by state laws (RCW 46.61.667 and RCW 46.61.668)

No texting shall occur while driving.

D. Personal Emergency Messages

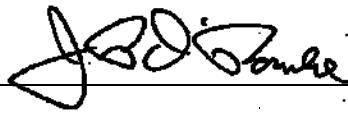
Transit Operators should instruct their family and friends to call their base or the Transit Control Center (when the base is closed) in the event of a personal emergency. The Base Dispatcher will contact the Transit Control Center (TCC) or Link Control Center (LCC). Depending on the nature of the information, the TCC or LCC will determine to either call the operator or dispatch a Service Supervisor to relay the information to the operator. If necessary, the TCC or LCC will arrange to relieve the Operator.

E. Penalties

In most cases, the first violation of this policy will be considered serious misconduct and will result in a disciplinary suspension of five days. However, a violation that contributes to an accident or a repeat violation of this policy may cause a suspension of greater than five days or discharge.

Subject: Medical Records (Pg. 1 of 1)

Approval by Manager:



Issue Date: 9/15/93

Revision Date: 08/28/01

Operations Medical Records Policy

The Americans with Disabilities Act (ADA) of 1990 protects individuals from discrimination on the basis of disability in the services, programs, or activities of local government.

To ensure compliance, all employee medical documentation forms (to include, but not limited to: sick slips, return to work forms, industrial injury forms) are to be viewed and handled as confidential documents. These documents are to be handled only by the employee's immediate supervisor or support staff required to file or monitor the documents for contract compliance.

Medical Documentation – Review

- First-line supervisors will not review employee sick slips or medical records.
- Each base or section will ensure that sick slips turned in by transit employees are viewed only by seniors, chiefs, the base or section supervisor, the clerk and/or the administrative specialist.

Medical Documentation – Filing

- Separate files for each employee have been created that will hold only medical information.
- Medical files cannot be stored in the same file cabinet drawer as the employee's base or work section files.
- Locked, multi-drawer file cabinets can be used to store both the base or work section files and the medical files if:
- Separate, clearly marked drawers are dedicated to only one type of file (medical or non-medical).
- Seniors, chiefs, the base or section supervisor, the clerk and/or the administrative specialist are the only ones who have access to the file cabinet.
- All other situations require separate, locked file cabinets; with one (or more) dedicated only to base/section files and one (or more) dedicated only to medical files.

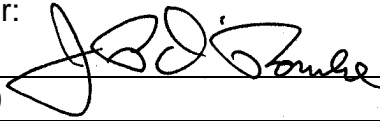
Medical Documentation – Sensitive Information

- Medical records containing information about diagnosis, medical history or medication will be sent to the Supervisor of Benefits and Records in the Human Resources Department.
- The original document, as it was turned in, will be sent to the Supervisor of Benefits and Records. A copy will be made for the employee file.
- Sensitive information will be blocked out before it is filed in the employee's medical file.

ADA requirements do not change or limit the division's ability to use medical records to look for patterns of sick leave abuse or to monitor other contract compliance issues. *The Federal Government and KC Metro view employee's medical records, as being much more sensitive and confidential than they have been in the past.*

Subject: No Pick File (Pg. 1 of 4)

Approval by Manager:



Issue Date: 12/15/89

Revision Date: 9/30/05

No-Pick File Guidelines:

When it is known in advance of an operator pick that an operator will be unavailable for work for the entire upcoming shake-up, that operator should be placed on no-pick file status. To get the operator into the no-pick file, have the operator sign a no-pick form and place it in the operator's base file. Also, notify the Shake-up Coordinator before picking begins, that you have an operator who will not be picking.

It is the responsibility of the chief who puts an operator on no-pick status to finish any outstanding business (e.g., PAF, CAO, medical verification, etc.) with the operator.

Operators should not be placed on no-pick status if there is a reasonable chance of return to work before the end of the shake-up. In the case where an operator unexpectedly returns, he/she may be placed on a vacant assignment or on the extra board with days off and base equivalent to what his/her seniority would have allowed him/her to pick at the previous shake-up. If no agreement can be reached regarding filling a vacant assignment, a full-time operator will be placed on the extra board.

Attachments:

- Chief Letter
- Physician Letter
- Operator No Pick Letter



King County
Department of Transportation
Transit Operations

<date>

<Employee name and address>

Dear <Employee name/ID #>

As a base chief, my responsibilities include managing employees who have not been available to work. A review of your file shows that you have been off work since <<date>> due to an ongoing illness or injury. As stated in the labor agreement, the ability to work regularly is a requirement of continued employment.

Prior to participating in the upcoming pick, operators who have been unable to work for an extended period are expected to provide medical documentation indicating that they are expected to be able to return to work during the next shakeup. I currently do not have a projected return to work date for you, and ask that you provide updated medical documentation which assesses your ability to return to work and a date by which your return to work can be expected.

Included in this packet is a memo to your doctor explaining what information is being requested. Your doctor must describe his/her current assessment of your ability to return to work on the form. The deadline for returning this document to me is <<Date>>.

- If your doctor reports that you will not be able to return to work during the next shake-up, please complete the attached "No Pick Form."
- If your doctor reports that you are not expected to return to work in the near future, or that s/he is not able to reasonably predict when you will be able to return to work we will need this updated medical documentation in order to determine the status of your current medical leave.
- If your doctor reports that you are permanently unable to return to your position or if the total time you will be away from your position will be an extended period, a determination about your work status will be made. King County has a program to assist employees who cannot perform their regular work in obtaining a new position in the organization. You can request accommodation services by contacting Transit Disability Services at 206-684-1204.

Please call me at 206-684-XXXX if you have any questions about the contents of this letter. If I am not in my office, please leave a message on my voice mail and a number at which you can be reached. I look forward to hearing from you soon.

Sincerely,

<<chief's name>>
Base Chief

Sample Only - Click to Access Website



King County
Department of Transportation
Transit Operations
Mail Stop NBA-TR-0100, North Base
2160 North 163rd Street
Shoreline, WA 98133

<<date>>

Dear Doctor:

King County Metro as a Transit Operator employs <name>. This job requires the employee to have regular attendance at work and to safely operate a variety of transit coaches in normal traffic conditions and in emergency or hazardous situations and/or conditions.

In order to plan for personnel needs in the upcoming service change period <shake-up months>, King County Metro would like to have a projection of when this employee can be expected to return to work.

Please use the statements below to provide as accurate a prognosis as possible.

- ☐ Employee will be medically released to fully perform the essential job functions of this position on: <date>
- ☐ Employee is expected to be medically released to fully perform the essential job functions of this position prior to <end of shake-up date>.
Expected date of return is on or about: _____
- ☐ Employee is not likely to be medically released to fully perform the essential job functions of this position prior to <end of shake-up date>.
Expected date of return is on or about: _____
- ☐ Unable to predict, at this time, when the employee will be medically released to fully perform the essential job functions of this position.
- ☐ Employee will be medically released to perform the **essential job functions** of this position on <date> with the following restriction(s):

These restrictions are ☐ permanent ☐ temporary.

If temporary, please indicate when the restrictions may be lifted: _____

- ☐ The employee is permanently unable to perform the **essential job functions** of this position as a result of his/her medical condition

Physician's Name: _____
(please print)

Phone #: (____) _____

Physician's signature: _____

Date: _____

Attachment: Transit Operator Job Analysis



METRO

Memo

TO: Shake-Up Coordinator

SHAKEUP

ON EFFECTIVE

TO

ID#

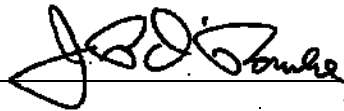
Reason for being off

Date

Date _____

Military Leave (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/01/83

Revision Date: 4/1/11

Military Leave

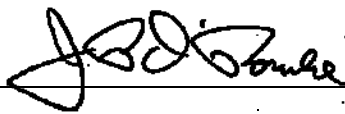
1. In accordance with the U.S. Code, Title 38, Chapter 43 (PL 93-508), RCW 38.40.060, and King County Executive Policy (PER-18-4), any permanent employee will be provided with a leave of absence for the purpose of performing active duty (AD), active duty for training (ADT), annual training (AT), or inactive duty for training (IDT) with the Armed Forces of the United States or the National Guard under the following stipulations:
 - The employee must request the leave of absence as far in advance as possible, and must furnish a copy of the applicable active duty orders to receive the reimbursement shown below.
 - An employee will be paid for a maximum of 21 working days each year (beginning October 1st and ending the following September 30th) in order for the employee to report for required military duty, training or drills. Full-time operators will be reimbursed for a maximum of 8 hours per day while part-time operators will only be reimbursed for the actual time of their picked assignment. An employee will only be paid for those days he or she would normally have been scheduled to work.
 - A benefit eligible employee who, as of September 11, 2001, was a member of the reserves of any branch of the United States armed forces or National Guard, and who is ordered to AD by the United States government thus requiring a leave of absence from his or her County position, will be granted a paid leave of absence from their County position at their regular rate of pay less the amount of any military pay to which they are entitled.

A benefit eligible employee who enlists in the United States Armed Forces or National Guard subsequent to September 11, 2001 who is ordered to AD by the United States government thus requiring a leave of absence from his or her County position will not be eligible for a paid leave of absence, but will be granted leave without pay. King County will continue to provide medical, dental and life insurance benefits to benefit eligible employees and their families should the employee be called upon or volunteer for AD or ADT in any branch of the United States Armed Forces, the National Guard, or the United States Public Health Service.

2. The cumulative length of time that an employee may be absent from work for military duty and retain reemployment rights is five-years. However there are exceptions to the five-year limit; including initial enlistment periods that last more than five years, periodic National Guard and Reserve training duty, and involuntary active duty extensions and recalls during national emergencies.
3. The period of time an employee has to make an application for reemployment or report back to work after military service is based on the amount of time spent on military duty. For service of less than 31 days, the employee must return at the beginning of the next regularly scheduled work period on the first full day after release from service, taking into account safe travel time home plus an eight-hour rest period. For service of more than 30 days but less than 181 days, the service member must submit an application for reemployment within 14 days of release from service. For service of more than 180 days, an application for reemployment must be submitted within 90 days of release from service.
4. To request time off for WDT (weekend drill time), employees will place their names in the Day Off Book/ Layoff Book not sooner than one calendar month prior to the WDT. All such requests are guaranteed. Required proof of such training (letter or order from unit) may be requested by either the base chief or base planner.

Subject: Labor Relations-Request for Sources (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/01/83

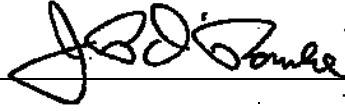
Revision Date: 01/25/01

While an employee is disciplined or otherwise adversely affected based on a Metro policy, practice or rule, he or she may request that the supervisor involved identify the source of such policy, practice or rule. When identifying a source such as the Labor Agreement, the supervisor will be as specific as possible, by identifying the Article, Section and Paragraph. If the source of the policy, practice or rule is in written form but not readily accessible to the employee, he or she may request and receive a copy of it.

No employee will be disciplined for violation of a Metro policy unless that employee has been made aware of the policy or had the opportunity to be aware of the policy reasonably in advance of any disciplinary action.

Subject: **Vacation Errors** (Pg. 1 of 1)

Approval by Manager:



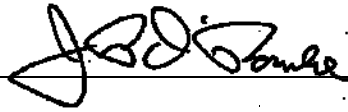
Issue Date: 10/01/83

Revision Date: 01/25/01

If an operator knowingly takes vacation time that he or she is not entitled to, the operator will have to reimburse Metro by making the necessary arrangements with Payroll. Employees are responsible for knowing how much vacation time they have accrued. If an employee is not sure of the amount of vacation time available, he or she should talk to a chief.

Subject: **Termination for Failure to Maintain Union Membership** (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/01/83

Revision Date: 1/25/01

Failure of any Metro employee to satisfy the requirements of Union membership with Local 587 is covered by Article I, Section 2 of the labor agreement. In such cases the Union must make a written request for discharge to Metro. This correspondence should be directed to the Human Resources office and must include a copy of the correspondence addressed to the employee regarding the delinquency and a copy of the registered mail receipt showing that the employee received it. The employee, pursuant to the contract, must be advised of the amount owing, the method of calculation, and the fact that non-payment within seven days will result in discharge by Metro.

Upon receipt of the Union's request and the necessary documentation, Human Resources will direct the appropriate supervisor to process the necessary paperwork for discharge and notify the employee in writing explaining the reasons for the discharge.

Subject: Non-Revenue Vehicles (Pg. 1 of 1)

Approval by Manager:

Issue Date: 10/01/83

Revision Date: 01/25/01

Effective January 1, 1998, the responsibility for the maintenance, repair and replacement of the NRV fleet was transferred to the King County Department of Transportation Fleet Administration Division.

The following procedures have been established in response to this change:

To Request a Pool Car

In the NRV logbook, write in your name/phone number on the date/time needed.

To Confirm Car is Available

Check for plastic car tag; if not available , car is still out or being repaired.

To Return a Pool Car

If necessary refill car and return to sign-out location. Return car tag to NRV logbook. Please return on schedule, as someone else may be waiting to use the vehicle.

Gasoline Procedures

Refill gas tank at any operating base. The pumps are self-serve and you must complete the disbursement information on the clipboard at the fuel island.

Mileage

Total mileage should be reported to Corliss Victor-Marshall, using Excel template by the 25th of every month.

Troubleshooting

- If you discover any problem(s) while driving the NRV, promptly fill out a BO slip for Fleet Administration.
- If you breakdown, call the NRV shop at (206) 684-2735 from 7:00 am until 3:30 p.m.; during all remaining hours call the Coordinator at (206) 684-1705.
- A "King County Vehicle Driver's Operating Manual" is located in each vehicle. This outlines towing and 01/25/01 other basic procedures relating to vehicle operation.
- Fleet Administration will continue to send mileage requests.
- Contact the shop at (206) 684-2735 for regular service calls.

Supervisors and chiefs in Operations are allowed to take a non-revenue vehicle home under the following conditions:

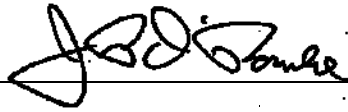
- When a chief is serving on-call status during a weekend.
- Under emergency conditions, e.g., snow.

Although the conditions specify when a supervisor or chief may take a car home, everyone is encouraged to use his/her own vehicle or preferably the bus in commuting to and from the work site. Any exceptions must first be approved by the manager of Operations.

When using a non-revenue vehicle overnight, the user must complete a "Vehicle Request for Overnight Use" form and route it to the manager's office for approval and monthly reporting to Payroll.

Subject: Witness Statements (Pg. 1 of 4)

Approval by Manager:



Issue Date: 9/05/83

Revision Date: 11/16/09

A. Setting up the interview

1. When you initially contact witnesses to set up an interview, explain that you are investigating an incident involving a Metro driver. Let witnesses know how you obtained their name, address and/or telephone number. Explain that, as a public agency providing transportation service, Metro wants to investigate any complaint regarding our services. Ask if they would be willing to assist us in this investigation and give us a written statement.
2. If possible, arrange to see the witness in private. Have only one witness in the room at a time while you are taking the statement.
3. If in-person statements are not possible, telephone interviews may be conducted. A statement should then be prepared and forwarded to the witness for signature. A self-addressed, stamped envelope should be provided.
4. Ask the witness if he or she would provide you with the names and addresses and/or telephone numbers of other witnesses to the incident. The more witnesses and statements we are able to obtain the better information we will have in order to complete a thorough investigation and determine appropriate and defensible action(s).
5. At the end of your interview, thank them for their assistance. Ask if they would be willing to appear in person or by telephone if necessary in support of their written statement. Assure those witnesses who wish their reports to remain confidential that we will use their written statement only in our investigation and we will not release their name, address or phone number unless required to do so by a public records request.

B. Completing the statement

1. When conducting an interview for the purpose of taking a statement, it is probably best to take rough notes first and then develop your notes into a written statement on the appropriate form (attached, see page 2).
2. Statements should always be written in the first person and should incorporate the actual words or quote used by the person from whom you are taking the statement.
3. Remember to cover the basic questions of information gathering interviews – who, why, what, where, when and how. Examples of these questions might be:
 - What was the name/badge number of the driver?
 - Bus number
 - Have they had prior interaction with the operator before this incident?
 - What was the run/route number?
 - Where did the incident occur?
 - When did the incident occur?
 - When and where did the witness get on the bus?
 - How many people were on the bus?

Subject: Witness Statements (Pg. 2 of 4)	
Issue Date: 9/05/83	Revision Date: 11/16/09

- Where was the witness seated in the bus? How could they observe the driver: Did the witness just hear the incident or both see and hear?
- What happened? Be as specific as possible about the incident.
- How long did the incident take (i.e., minutes, hours, etc.)?
- What was the witness' personal reaction to the incident (i.e., fearful, offended)?

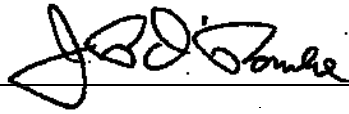
Have the witness sign the statement as noted on the witness statement form. Record the witness' address and telephone number on a separate sheet of paper.

Sample Only - Click to Access Website

Signature Date **Witnessed by Date**

Subject: First-line Supervisor Files (Pg. 1 of 1)

Approval by Manager:



Issue Date: 9/12/83

Revision Date: 4/16/13

Upon promotion from Supervisor-in-Training (SIT) to First-line Supervisor, a permanent electronic file in Laserfiche will be created for each first-line supervisor. The creation of the e-file will be done by the administrative specialist in the transit training department. The administrative specialist of the first-line supervisor's picked section will be responsible for maintaining the file. All written and documented material will be discussed with the first-line supervisor by his/her chief before it is placed in the file and copies of all information will be provided to the first-line supervisor as requested.

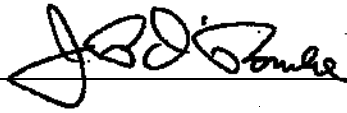
The chief will conduct an annual performance evaluation for every first-line supervisor, or when the first-line supervisor picks out of the section.

Items to be contained in first-line supervisor's file:

- Documentation of work performance including; commendations, complaints, special projects, awards and accomplishments, disciplinary actions and examples of level of quality of work, i.e., accuracy and follow-through
- Performance evaluations
- Training and development coursework or plan, documentation of individual goals and objectives
- Attendance record
- Any additional material that highlights strong or exceptional expertise and could be helpful in the development of a performance evaluation.

Subject: Operator Base Files (Pg. 1 of 2)

Approval by Manager:



Issue Date: 9/12/83

Revision Date: 5/13/13

The purpose of the procedure

- Ensure that all important information is retained in an appropriate file.
- Identify the information that should be retained.
- Identify in which file the information should be retained.

A. Types of files

There are three different files for each operator – a personnel file, held in Transit HR (THR) records section, the base file in Laserfiche and the medical file in Laserfiche.

B. Creation of File

The creation of the operator base and medical files, in Laserfiche, will be the responsibility of the Training administrative specialist, who will alert the receiving base administrative specialist when the file is created.

C. Disciplinary Record Performance Reports (PRs)

PRs are sent to the Manager's office for recording. A copy of the PR is placed with the operator's contact sheet outside any base files. All information supporting disciplinary actions should be placed in the operator's personnel file in THR. After an operator has left Metro employment, THR records section retains the file for six years.

D. Attendance and Misses

Attendance and miss records are maintained in HASTUS by the administrative specialist. Attendance cards and miss records for 2012 and prior can be found in the operator's base file (located in Laserfiche as of 2013).

E. Accident Records

The preventable accident analysis form (from Safety) and the preventable accident follow-up, including the accident matrix (from base chiefs) will be placed in the base file. Any questions regarding past accidents may be addressed to the Transit Safety Office.

F. Commendations

Commendations completed using form #1204 (PR/Commendations Form) are placed with the operator's contact sheet. Outstanding and/or unusual commendations may be placed in the operator's base file, at the chief's discretion.

G. Notification of Miss

The original notification of miss form will be scanned into the operator's base file, in the Misses folder located within Laserfiche.

H. Ride Checks

Ride checks will be retained in the operator's base file in the Training folder in Laserfiche.

I. Leave of Absence, PCNs

Copies of all leave requests and/or Personnel Change Notification forms (PCNs) will be retained in the operator's base file in Laserfiche.

J. Probationary Reports

Subject: Operator Base Files (Pg. 2 of 2)

Issue Date: 9/12/83

Revision Date: 5/13/13

A master probation record, of total points accrued while on probation, will be kept in the base file in Laserfiche.

K. Miscellaneous

From time to time, there will be special situations that arise that should be documented. When an incident occurs and the chief/superintendent determines that the incident is of importance, this item should be documented and scanned into the Operator's base file in Laserfiche for future reference.

L. Medical Files

When the administrative specialist receives a Sick Leave Medical Verification form, the entry on the operator's absence in Hastus should be checked to ensure that the verification covers the date(s) the operator was ill. If the verification form meets contractual requirements, the form is placed in the operator's confidential medical file in the Sick Leave Verifications folder. In addition, copies of all industrial claim paperwork, sick child leave forms, and FMLA/KCMLA paperwork should be placed in the medical file in the appropriate folders.

Subject: Part-time Additional Trippers (Pg. 1 of 1)

Approval by Manager:

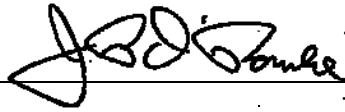
Issue Date: 9/12/83

Revision Date: 12/28/11

1. Part-time Operators shall indicate a preference to work on the Additional Tripper List (ATL) at each pick or by 10:00 a.m. Friday to be effective the following Monday. Dual tripper Operators are not eligible to work additional trippers.
2. The form must be complete and accurate and must be signed by the Operator. The Base Planner must receive completed forms prior to the established cut off date and time. Operators must be qualified on entire routes and the equipment/facility (if required) to receive additional trippers.
3. All part-time trippers will be assigned first to the ATL. The first pass will be assigned in seniority order starting with the most senior Operator on the ATL. An assignment with more pay time will be assigned before an assignment with less pay. The Base Planner may adjust the order of minimum-pay trippers to maximize the number of trippers assigned to the ATL.
4. Assignments will be made within the spread time limitations, indicated by the Operator on her or his pick slip or pick options. In addition, route (equipment/facility) qualification indicated for each Operator, and Operator availability limitations are considered.
5. Part-time Operators may only receive one additional tripper per day.
6. If an Operator is not qualified on the next tripper in rotation, s/he will be assigned the first tripper on the list on which s/he is qualified and which meets spread time requirements.
7. If an Operator is unavailable, or passed over due to qualification or spread time requirements, the first reason will be indicated on the ATL.
8. Part-time Operators may be assigned halves of combos, specials and shake-up reliefs in the second pass after all Full-time Operator overtime processes have been run.
9. The second pass will start with the most senior Operator on the ATL who did not receive an assignment on the first pass. Only those Operators who did not receive an assignment on the first pass will be considered.
10. If an Operator is on the ATL but does not wish to work on a particular day, the Operator will place his/her name in the part-time day off book and indicate s/he does not wish an ATL assignment for that day.
11. Operators driving annual leave or vacation assignments will not be considered for work on the ATL for that day. If an Operator has any unavailability, other than partial detail or partial union business, s/he will not be considered for an ATL assignment.
12. An Operator wishing to change his/her pick options, or to be added to or removed from the ATL, may do so at any time during the sign-up by submitting a signed pick option change form. The pick option change must be submitted by 10:00 a.m. Friday to be effective the following Monday. Part-time Operators electing to be added to the ATL will be inserted by seniority.
13. In the event of a part-time move-up, any Operator changing to another tripper will be retained on the ATL unless a written request for removal has been received. An Operator who moves onto a dual tripper combination will be removed from the ATL. Operators, who move from p.m. to a.m. or vice versa, may switch to the appropriate ATL.
14. When a change of assignment is made to meet an Operator's needs, information will be shared with the union prior to the change taking effect.

Subject: Trainee Accidents (Pg. 1 of 1)

Approval by Manager:



Issue Date: 6/1/95

Revision Date: 2/8/01

This policy is to clarify what actions should be taken when a new-hire trainee or part to full time operator is involved in a preventable accident.

Definition:

A trainee is a person whose pay status is the current trainee rate, not a person receiving regular operator pay who is involved in a training program or training exercise.

New Hire Trainee:

Any new-hire trainee involved in an accident will have the accident reviewed by the Safety Section for determination of preventable or non-preventable and a severity determination in the case of a preventable. This determination will be reported to the Supervisor of Training. A minor accident will not affect the trainee's status unless other conditions related to the trainee's skill are a consideration. A major or severe accident or two minor accidents will result in discharge with no right to appeal through the accident re-read process.

Minor and major accidents are determined by the Safety Section, accident points are as follows:

Minor:	1 - 7 points
Major:	8 - 14 points
Severe:	15 points and above

Part to Full Time Operator Trainee:

Any part to full time operator trainee involved in an accident will have the accident reviewed by the Safety Section for determination of preventable or non-preventable and a severity determination in the case of a preventable. This determination will be reported to the Supervisor of Training. A minor accident will not affect the trainee's status in the program. A major or severe accident or two minor accidents will result in removal of the trainee from the full time operator training with no right to appeal through the accident re-read process. The operator may return to her or his part-time status.

Minor and major accidents are determined by the Safety Section, accident points are as follows:

Minor:	1 - 7 points
Major:	8 - 14 points
Severe:	15 points and above

Permanent Accident Records: Preventable accidents that occur before a new-hire's qualification will not be recorded as part of that person's permanent accident record, and will not affect points accrual or safe driving award eligibility.

Subject: Sexual Harassment (Pg. 1 of 2)

Approval by Manager:

Issue Date: 1/17/84

Revision Date: 2/8/01

Definition:

Sexual harassment is a form of illegal discrimination under title VII of the Civil Rights Act of 1964 and the Washington State Law Against Discrimination, Revised Code of Washington, Chapter 49.60.

It is Operation's policy to treat all employees with dignity and respect. Employees are expected to conduct themselves in ways that will not embarrass, intimidate, degrade, or harass their coworkers or members of the public. Employees who commit or participate in any action toward another employee or the public, which violates this policy, will be subject to disciplinary action, up to and including discharge.

There are two kinds of sexual harassment:

Quid Pro Quo:

Where employment decisions or expectations (e.g., hiring decisions, promotions, salary increases, shift or work assignments, performance expectations) are based on any employee's willingness to grant or deny sexual favors.

Examples of quid pro quo:

- Demanding sexual favors in exchange for a promotion or a raise.
- Disciplining or firing a subordinate whom ends a romantic relationship.
- Changing performance expectations after a subordinate refuses repeated requests for a date.

Hostile Environment:

Where verbal or non-verbal behavior in the workplace: (1) focuses on the sexuality of another person or occurs because of the person's gender; (2) is unwanted or unwelcome; and/or (3) is severe or pervasive enough to affect the person's work environment.

Examples of behaviors that can create a hostile environment if they are unwanted and uninvited:

- Off-color jokes or teasing
- Suggestive pictures, posters, calendars or cartoons
- Leering, stares or gestures
- Excessive attention in the form of letters, telephone calls or gifts
- Touching – brushes, pats, hugs, shoulder rubs or pinches

Subject: Sexual Harassment (Pg. 2 of 2)

Issue Date:

Revision Date: 2/8/01

Action Guidelines for Chiefs/Supervisors**Inappropriate Behaviors****1. When you observe first-hand a behavior which is inappropriate and which may or may not be considered sexual harassment:**

- Call the offender aside and inform him/her of your observations and point out that the behavior you observed could be considered sexual harassment.
- Explain that behaviors of a sexual nature, which are unwelcome, or offensive are against Metro policy and, in addition, may be illegal.
- Point out that the behavior is inappropriate to the workplace.

2. When you observe first-hand a behavior which you believe is clearly sexual harassment or repeated inappropriate behavior, in addition to the above:

- Document the incident. Documentation should be forwarded to the supervisor, EEO and Labor Relations. Inform the Operations Manager of the issue.
- Conduct investigation and follow-up with a written report. Discuss findings with the Operations manager.
- Discipline if appropriate.

3. When an incident of sexual harassment is reported to you:

- Document the incident. Documentation should be forwarded to the supervisor, EEO and Labor Relations. Inform the Operations Manager of the issue.
- Conduct investigation and follow-up with a written report. Discuss findings with the Operations manager.
- Discipline if appropriate.

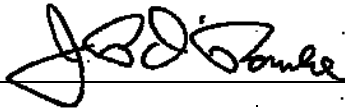
4. When an incident is reported to you and the victim indicates that he/she prefers to handle the situation:

- If you are convinced it has been resolved, the incident can be considered closed.
- If it has not, inform the victim that the incident must be reported. Follow the procedures as previously outlined for reporting an incident.

Note: When documenting an incident, report the exact comments or action that were considered harassing. Do not generalize. Though you may have some difficulty putting down particularly offensive comments or actions, it is essential to document the harassment in as detailed a fashion as possible to avoid being accused of being personally judgmental or of exaggerating an incident.

Subject: Funeral Attendance - Coworker (Pg. 1 of 1)

Approval by Manager:



Issue Date: 1/16/84

Revision Date: 2/8/01

Metro Transit may provide transportation for employees wishing to attend a deceased coworker's funeral.

Upon the death of a person who was employed by the Operations division, the supervisor of the deceased employee will post the time and location of the funeral in an appropriate area.

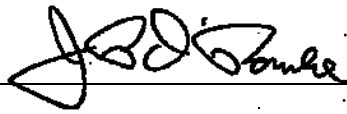
Transit operators who have an assignment during the funeral service may request time off through the layoff/calendar book. Every possible effort will be made to grant these requests.

Transportation may be provided through the use of Metro cars, vans or buses, depending on the size of the group. Where Metro has scheduled bus service, employees will be encouraged to use this service.

The number of employees who may attend will be at the discretion of the section supervisor. Service must not be negatively impacted.

Subject: Coach Spacing (Pg. 1 of 1)

Approval by Manager:



Issue Date: 3/19/84

Revision Date: 2/8/01

Purpose:

The establishment of guidelines for assuring adequate following distances between a transit coach and the next forward vehicle is of prominent importance in avoiding rear-end accidents. The following distance must consider reaction time and brake application with sufficient distance being provided for the stopping of the vehicle before impact with the forward vehicle.

The purpose of this spacing policy is to minimize both the risk of rear-end accidents and rider discomfort due to panic brake application. This can best be achieved by providing for intervals of time and distance between vehicles that assure the operator has the opportunity to avoid such circumstances.

Policy:

The guideline for spacing or following distance behind the forward vehicle shall be one second of time for each 10 feet of vehicle length. For Metro coaches, the following interval is four seconds for standard coaches and six second for articulated coaches. This guideline is designed for use under ideal driving conditions.

When conditions exist which impair stopping ability, additional seconds should be applied based upon operator judgment of the severity of the condition or conditions that apply, i.e.:

- Light – at dusk or dawn; driving into the sun; at night; or on a foggy day.
- Road – when the road is slick on curves, hills, tunnels, and residential areas:
- Vehicle – when driving an unfamiliar vehicle and/or when transporting a standing load.
- Weather – when it's raining or snowing – especially after a dry spell.
- Traffic – when bike riders or pedestrian traffic are present, if vehicles ahead or behind are following too close.
- Operator – when not feeling as mentally alert or physically responsive as normal.
- Operators violating this policy will be given notice of the failure to maintain adequate following distance.

Rule:

Operators will maintain a minimum of three seconds following distance when operating a standard coach. Operators will maintain a minimum four-second following distance when operating an articulated coach.

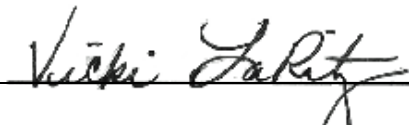
Operators who violate this rule of minimum following distance are subject to personnel action consistent with standard Metro Transit practice and labor agreements in force.

Operators receiving two performance reports for spacing violations in an 18 month period will attend spacing training as provided by Operations Training section.

Compliance:

Employees operating at a following distance less than the policy time interval, but more than the rule time interval will be advised of their performance but it will not be recorded on their personnel record. Employees operating at a time interval less than the rule will be subject to personnel action. This action will be based upon the time measurement having been less than three seconds for standard coaches and four seconds for articulated coaches.

Rule violations will be documented on a performance report forwarded to the respective operator's base.

Subject: FORMS (Pg. 1 of 1)	
Approval by Acting Manager: 	
Issue Date: 5/01/84	Revision Date: 2/16/12

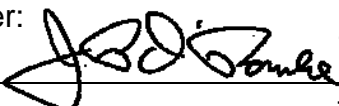
Transit Operator Forms are now accessible at

<http://dot.metrokc.gov/transit/operations/forms/operator.htm>

Dispatch / Planning / Management Form are now accessible at

<http://dot.metrokc.gov/transit/operations/secure/forms/index.htm>

If you have comments or question regarding online forms please contact Katherine Eckhardt, at
katherine.eckhardt@kingcounty.gov

Subject: Group D (Pg 1 of 5)	
Approval by Manager:	
Issue Date: 10/1/84	Revision Date: 5/12/11

Full-time Operators (FTOs) may move to Group D status if they meet specific, established criteria. This policy will be uniformly applied to all FTOs requesting to be placed on Group D status.

A. General for all Group D

1. An FTO may request transfer to Group D provided s/he has completed one continuous year as an FTO immediately prior to transfer to Group D status.
2. Group D status is granted for the purpose of attending school or for compassionate reasons and must have Metro's approval. Approval of Group D requests is solely at Metro's discretion.
3. A Group D Operator who desires to continue his/her Group D status for the following shake-up shall review that request with his/her Chief at least 14 days prior to the first day of the FTO pick.
4. Group D Operators will pick vacation at the FTO pick according to FTO seniority. Group D Operators will be paid eight hours/day or 40 hours/week while on vacation. The amount of vacation picked will be limited to the Operators' available vacation accrual.
5. Group D Operators will be eligible for the benefits and conditions of regular Part-time Operators (PTOs). When transferring to Group D status, an FTO will retain his/her existing benefits until the expiration of the benefit plan in effect at the time of transfer. Thereafter, eligibility will be determined in the same manner as for regular PTOs.
6. Group D service will be treated as part-time service for purpose of pay step progression.
7. Group D Operators will be paid at the overtime rate for any work that exceeds eight hours in a workday, not including qualifying time. All time worked in excess of 40 hours straight-time in a workweek will be paid at the overtime rate.
8. Group D Operators have two options:
 - a A Tripper Group D Operator will pick an AM or PM part-time tripper in the PTO pick.
 - b A Flex Group D Operator will pick weekday "peak periods" during which s/he will be assigned work. A Flex Group D Operator also has the option of picking a day Combo on Saturday.
9. The Group D Request Form must be approved at least 14 days prior to pick. The form is at the end of this policy.

B. Tripper Group D

1. An FTO requesting Tripper Group D must have his/her request approved at least fourteen (14) days prior to the first day of PTO pick.
2. A Tripper Group D Operator may restrict to base by submitting a Group D restriction form.
3. A Tripper Group D Operator may restrict to AM or PM trippers by submitting a Group D restriction form.
4. Tripper Group D Operators will pick work at the PTO pick by FTO seniority after all PTOs have picked work.
5. Mid shake-up requests for Tripper Group D or to return to full-time status may be granted and implemented at the start of a pay period. Operators requesting Tripper Group D will be assigned a tripper. Operators requesting to return to full-time status will

Subject: Group D (Pg 2 of 5)

Issue Date: 10/1/84

Revision Date: 5/12/11

be assigned to a position on the day extra board, at the base currently picked, which is mutually agreeable to Metro and the Union.

6. Upon transfer to Group D, a Tripper Group D Operator will have his/her AC balance cashed out. Tripper Group D Operators are not able to earn or use AC time.
7. A Tripper Group D Operator will receive the existing PTO tripper guarantee (currently, two hours and thirty minutes [2:30]) for all trippers worked in their entirety.
8. A Tripper Group D Operator will receive the same paid holidays as PTOs and will receive holiday pay for his/her picked assignment on all paid holidays plus regular pay for actual time worked.
9. A Tripper Group D Operator will work holidays if his/her picked assignment is scheduled to operate. On Sunday-scheduled holidays, a Tripper Group D Operator may work only his/her picked tripper.
10. A Tripper Group D Operator may not bid on or work PTO vacation reliefs.
11. Trippers of Tripper Group D Operators on vacation will be posted for part-time vacation relief pick.
12. A Tripper Group D Operator who so desires may be assigned any type of additional work off the call sheets of any base on his/her off days after the assignment planning process has been completed. Regular day off (RDO) overtime rules do not apply to off days.
13. Tripper Group D Operators off sick for personal or qualifying family illnesses or injuries will be paid from their available sick leave accruals for the length of their picked trippers. Time off for funeral leave and jury duty will also be paid for the length of the Tripper Group D Operator's picked tripper.
14. A Tripper Group D Operator may request time off from his/her picked assignment via the PTO day off book. Time off will be without pay unless the Operator requests use of vacation pay for the length of his/her picked tripper. Tripper Group D day off requests will be part of the PTO day off book guarantee.
15. A Tripper Group D Operator may request a personal holiday via the PTO personal holiday book and will be paid according to the length of his/her picked tripper.
16. Tripper Group D Operators may participate in PTO move-ups by FTO seniority after all PTOs have had an opportunity to move up.
17. Tripper Group D Operators will be governed by the miss policy for PTOs. A Tripper Group D Operator who calls the base up to 30 minutes after his/her report time or reports in person up to one hour late will receive an absence.

C. Flex Group D

1. A Flex Group D Operator will select weekday peak time periods (peak periods) and may also pick a Saturday day combo at his/her base.
2. An Operator requesting Flex Group D must have his/her request approved at least 14 days prior to the first day of FTO pick. The approved request will include base, peak periods the Operator will work, and whether the Operator will select Saturday work. Once approved, the specifics of the Flex Group D request will remain in effect for the duration of the shake-up and will not be changed except by Metro approval.
 - a Within the limits listed below, a Flex Group D Operator may select the base s/he will work.

Subject: Group D (Pg 3 of 5)

Issue Date: 10/1/84

Revision Date: 5/12/11

- b An FTO may go on or off Flex Group D only at shake-up.
- c A Flex Group D Operator cannot change his/her peak-time availability for the duration of the shake-up, except by Metro approval.
- 3. Flex Group D will select peak periods as follows.
 - a Peak periods are defined as 04:30 – 09:30 and 14:30 – 20:00, Monday through Friday. The peak period definition can be changed by Metro by providing the Union with written notice of such change at least 21 days prior to the first day of FTO pick.
 - b A Flex Group D Operator must be available for the entire peak period. S/he may not restrict his/her hours of availability to a lesser time frame.
- 4. A Flex Group D Operator who does not select a Saturday combo must select at least five peak periods. S/he may select mixed AM and PM peak periods on any or all weekdays and may select up to ten peak periods. For example, the Flex Group D Operator may pick the AM peak period Monday through Friday for his/her five peak periods. The Operator could also pick AM and PM peak periods on any two days plus an AM or PM peak period on a third day.
- 5. Flex Group D Operators will be assigned work after the extra board daily assignments and before the additional tripper list and FTO overtime assignments.
 - a In addition to driving assignments, a Flex Group D Operator may be assigned to qualify or to training assignments, be assigned report during the peak period, be detailed to the base, or be given other non-driving assignments consistent with Transit Operator duties. A Flex Group D Operator on a morning report will fall into normal report Operator rotation based on the start time of his/her partial report, but cannot work beyond the end time of the AM peak period. A Flex Group D Operator on an afternoon report will fall into the report Operator rotation based on a start time that is thirteen hours prior to the end time of the PM peak period (currently, 07:00 based on a 20:00, PM peak period end time) and cannot work beyond the end time of the PM peak period.
 - b There is no restriction on the type of work a Flex Group D Operator can drive (partial runs, extras, specials, etc.).
 - c If there is more than one Flex Group D Operator available for work at a base, Metro will endeavor to assign the longest paying assignment to the Operator with the highest FTO seniority.
 - d If the Operator has selected both AM and PM peak periods in a day, the assignments must be within a 16-hour spread.
- 6. Flex Group D Operators will be guaranteed two hours and 30 minutes pay for each picked peak period, provided they are available for assignment.
- 7. A Flex Group D Operator is eligible for the same paid holidays as PTOs and will receive holiday pay for the peak period guarantee of any picked peak periods on the day of the week the holiday occurs plus regular pay for actual time worked.
- 8. A Flex Group D Operator will not work on Sunday-scheduled holidays unless the day is the Operator's off day, and s/he requests off day work as described elsewhere in this section.
- 9. Paid time off
 - a Flex Group D Operators off sick for personal or qualifying family illnesses or injuries will be paid from their available sick leave accruals as follows: eight hours on

Subject: Group D (Pg 4 of 5)

Issue Date: 10/1/84

Revision Date: 5/12/11

- Saturday if they have a picked Saturday combo; two hours and 30 minutes for each picked, weekday peak period. Time off for funeral leave and jury duty will be paid according to this same formula.
- b Flex Group D Operators may request to be excused from a weekday peak period or a Saturday combo, if applicable, via the FTO day off book and will be paid from their available AC time as follows: eight hours on Saturday if they have a picked Saturday combo; two hours and 30 minutes for each picked, weekday peak period. Flex Group D day off book requests will be part of the FTO day off book guarantee.
 - c A Flex Group D Operator may request a personal holiday via the FTO personal holiday book and will be paid according to his/her guarantee for that day as described in items "a" and "b" above.
10. A Flex Group D Operator who so desires may be assigned any type of additional work off the call sheets at any base on his/her off days after the assignment planning process has been completed. Regular day off (RDO) overtime rules do not apply to off days.
 11. Flex Group D Operators do not work the additional tripper list or vacation reliefs, either part-time or full-time.
 12. Flex Group D Operators must satisfy the extra board qualification requirements (Article 15, Section 12.B). Failure to meet the qualification requirements could result in loss of peak period pay guarantee.
 13. In order to pick as a Flex Group D Operator at a particular base, the Operator must have had the seniority to select that base at the two previous FTO picks. The OSS Coordinator will review each Flex Group D request and ensure that this requirement is satisfied.
 14. Flex Group D Operators will be governed by the miss policy for FTOs: A Flex Group D Operator who reports to work from one minute up to one hour late will be placed on late report and will be eligible for the one-hour late report guarantee.

D. Flex Group D (Saturday Combo Option)

15. A Flex Group D Operator picking a Saturday combo must select a day combo on Saturday. Such selection will be in his/her FTO pick seniority. If necessary, the last day combo(s) at a base will be held for the Flex Group D Operator(s) who were approved for a Saturday combo.
16. A Flex Group D Operator with a Saturday combo must select at least two peak periods and may select up to ten peak periods.
17. A Flex Group D Operator with a Saturday combo must work his/her picked Saturday combo for the duration of the shake-up, except by Metro approval.
18. A Flex Group D Operator who selects a Saturday combo will receive the eight-hour guarantee for that assignment, provided the combo is worked in its entirety.
19. In order to work as a Flex Group D Operator with a picked Saturday combo at a particular base, the Operator must have had the seniority to select a day combo on Saturday at that base at the two previous FTO picks. The OSS Coordinator will review each Flex Group D request and ensure that this requirement is satisfied.
20. The number of Flex Group D Operators selecting a Saturday combo will be limited to two at each base.

Subject: **Group D** (Pg 5 of 5)

Issue Date: 10/1/84

Revision Date: 5/12/11

21. Administrative Actions for Operators Moving to or from Group D Status

- **DO NOT terminate.**
- Use this table for reference:

PCN Field	FT to Group D	Group D to FT	Comments
Effective Date	1 st day of Group D status	1 st day of FT status	
Action Code	DTA	DTA	
Reason Code	F2D	D2F	
Comments	Move to Group D	Move from Group D	
Full/Part Time	PT	FT	
Standard Hours	11.04 (if 27.5% FTE)	40.16	
Elig Config 1	Y	Y	
Elig Config 2	5PB	5FB	
Union Code	J2B	J2	

Other PCN fields may need to be completed if the information is changing as a result of this move to/from Group D such as Dept ID, Location, Mail stop, etc.

Group D/Flex Group D Request Form

Please Print

Operator Name: _____ Badge: _____ Start Date: ____/____/____ End Date: ____/____/____

Select One: Tripper Group D: ☐
Flex Group D: ☐

Select Base: Atlantic: ☐ Bellevue: ☐ Central: ☐ East: ☐
North: ☐ Ryerson: ☐ South: ☐

Reason For Request:

Sample Only - Click to

Access Website

I am Requesting to Attend School

Course Title: _____

School Name: _____

Course Dates: From ____/____/____ To ____/____/____

Chief note: If selecting Tripper Group D option, no further information is required on this form. Tripper will be selected in the pick room if form submitted the required 14 days prior to the commencement of pick, or a vacant tripper will be assigned by chief. If form submitted in time for pick, instruct Operator to fill out and submit a goldenrod Tripper Group D restriction form.

Flex Group D Options

I intend to pick a day Combo on Saturday:
(Cannot pick a Saturday Combo at Bellevue Base). Yes: ☐ No: ☐

I select the following Group D Peak Periods

Minimum 5 Peak Periods or minimum 2 Peak periods with a picked Saturday Day combo.

<u>Day</u>	<u>AM (04:30 – 09:30)</u>	<u>PM (14:30 – 20:00)</u>
Monday:	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday:	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday:	<input type="checkbox"/>	<input type="checkbox"/>
Thursday:	<input type="checkbox"/>	<input type="checkbox"/>
Friday:	<input type="checkbox"/>	<input type="checkbox"/>

Chief Notes:

- In order to pick as a Flex Group D at a particular base, the operator must have had the seniority to select that base at the two previous FTTO picks
 - Could operator have picked base last two picks? Yes: ☐ No: ☐
- In order to work as a Flex Group D with a picked Saturday combo at a particular base, the Operator must have had the seniority to select a Saturday day combo at that base at the last two previous FTTO picks.
 - Could operator have picked a day combo at the last two picks? Yes: ☐ No: ☐

I have read Transit Operations Policy # 52 (revised August 22, 2008), and understand the requirements for the Group D options I have requested.

Operator Signature: _____

Date: _____

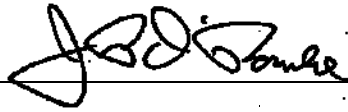
Chief Approval: _____

Date: _____

Article 15 Section 1.C: A Regular or Extra Board Operator who desires to work on a less than full-time basis while attending school or for compassionate reasons may, with Metro's approval, be transferred to Group D status, provided he/she has completed one (1) continuous year of service as a Regular or Extra Board Operator immediately preceding transfer to this group.

Subject: Vehicle Investigative Hold Policy (Pg. 1 of 2)

Approval by Manager:



Issue Date: 10/01/84

Revision Date: 02/08/01

Policy

To protect the information and circumstances surrounding an accident situation and to ensure that a timely, thorough investigation is made following accidents of a serious or sensitive nature, it may be necessary to impound or otherwise hold a fleet vehicle.

Circumstances that would require a hold for investigation:

- Fatal or possible fatal accident.
- Major or spectacular accident that may be sensitive in nature.
- Accidents where mechanical failure is suggested.
- At the request of an authorized investigating agency (local, county, state or federal).
- Coach fires of undetermined origin.

Procedure**1. Authority to Hold**

The Service Supervisor and/or Safety Officer assigned to investigate an accident as mentioned above may order that the involved Metro vehicle be held for further investigation. Unless directed by a law enforcement officer, or if it is situated in a hazardous position that would further endanger life or property, the vehicle should not be removed from its final resting-place. In the event that the vehicle must be moved prior to the arrival of investigative personnel, every effort will be made to mark its final resting position and any other pertinent items prior to such movement.

2. Preservation of Evidence

Preservation of exact conditions and physical evidence is extremely important toward the completion of the investigation. The accident scene should remain as close and precise as can be allowed and only be altered by a law enforcement officer, a safety officer, or the investigating service supervisor.

Care must be taken to prevent driving over, kicking, walking over, or otherwise moving or defacing any debris, vehicle contents or parts, tire marks, or other evidentiary matter lying in the roadway. No mechanical controls or components should be altered or changed. Do not move or change the position of the gear selector, light switches, mirrors, doors, windows, etc., unless necessary to extricate passengers or drivers.

3. Removing Vehicle from Accident Scene

Whether or not the vehicle should be towed or driven from the scene will be at the discretion of the on-scene investigator. If the vehicle is heavily damaged, it should be moved directly to Unit Repair. If no repair or no hold is required, the vehicle should be moved to its assigned base.

Tow truck operators will not prepare to or move the impounded vehicle until directed by investigative personnel. While hooking up, towing and storing the impounded vehicle, tow truck operators must use every precaution to ensure that the exact conditions are preserved. Should any change be absolutely necessary for safe towing practices, the investigator must be notified and advised.

Upon arrival to the impound area, the Maintenance supervisor or representative should ensure that the impounded vehicle shall not be entered or otherwise approached by any person unless in the company of a Metro Safety staff investigator. A "Do Not Enter" sign shall be prominently

Subject: Vehicle Investigative Hold Policy (Pg. 2 of 2)

Issue Date: 10/1/84

Revision Date: 2/8/01

displayed on the impounded vehicle. The impounded vehicle should be stored away from the elements or other contaminants.

4. Post Accident Test and Inspection

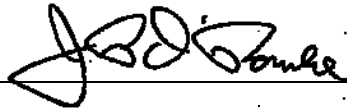
Any post-accident testing of the impounded vehicle, such as tapleys, steering, etc., will be done under the supervision of a representative of Safety and a representative from Vehicle Maintenance. This testing should be accomplished as quickly as possible.

5. Release of Vehicle

Upon completion of the investigation, the vehicle impounded shall be released for repair or returned to service only after authorization by the Director, Deputy Director, or the supervisor of Safety. In the event that a vehicle maintenance person, during repair of the previously impounded vehicle, finds something that can be of value to the investigation, he or she shall stop the repair and notify the supervisor or safety officer.

Subject: Jury Duty (Pg. 1 of 2)

Approval by Manager:



Issue Date: 7/11/84

Revision Date: 5/17/00

Contract Reference: Article 10 Section 4

The following guidelines will help chiefs determine what action should be taken when an employee is asked to report for jury duty (JD). Each incident should be reviewed to determine the appropriate action, and the guidelines will help clarify the employee's obligations and the system policy prior to the start of JD.

Prior to Jury Duty

Every employee, upon receiving notification to report to serve on JD, jury panel, or jury test, shall notify her or his chief immediately by giving the chief a copy of the summons or subpoena. In the event an employee is used for JD and submits proof, he or she shall receive regular pay not to exceed the employee's daily guarantee for each of the employee's regular work days served. **If an employee serves JD on her or his RDO, he or she may keep JD pay, but he or she will not be paid by Metro.**

The chief should review and discuss the employee's notice to report for JD with these agenda items:

- What date and time does the JD begin?
- What is the duration of the JD requirement?
- Will the first day of JD conflict with the previous day's assignment?
- Under normal circumstances, JD requirements are suspended on Saturday and Sunday.
- If an employee serves on JD during her or his RDO, the employee may request up to two days compassionate leave immediately before or after her or his JD to provide rest time between scheduled work days and JD. The approval of this compassionate leave is based on workforce availability and will only be compensated if the employee has AC time available.
- King County Metro will endeavor to allow a minimum of 8 hours off between shift end and the start of JD. If an employee must be taken off part of an assignment to get 8 hours off, the time off will be paid as JD.

During Jury Duty

Employees excused from JD less than four hours after the start of this duty shall promptly notify their immediate supervisor. Full-time transit operators may be assigned a PM tripper in this circumstance. Other employees may be requested to report to their work locations for all or part of their normal work assignments. Employees on standby and/or phone-in for JD assignments will call the base and/or report for Metro assignment when excused and/or not required to serve JD that day.

An employee who is required to work an assignment during JD shall be given 12 hours off between the end of the assignment and reporting back to JD.

Subject: Jury Duty (Pg. 2 of 2)

Issue Date: 7/11/84

Effective Date: 7/11/84

Revision Date: 5/17/00

After Jury Duty

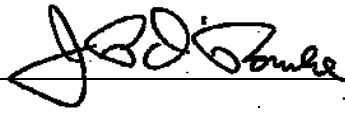
Before departing from jury duty on the last day of service, each employee must obtain a written statement of jury service from the jury supervisory staff. Employees will submit this statement verifying jury duty to their chiefs upon returning to regular duty at the base.

The \$10 per day compensation for JD must be forwarded to King County Metro; however, reimbursement for travel expenses and the \$10 stipend for jury duty on RDOs will be retained by the employee. **Employees who serve as King County jurists will not receive the \$10 stipend on their regular work days but will receive the stipend on their RDOs. An employee serving jury duty on her or his RDO must tell the jury supervisory staff or they will not receive the \$10.**

A part-time operator may be required by her or his other employer to submit the jury duty compensation to that employer. In such case, the operator is to supply Metro with documentation from the other employer that they received the Jury Duty compensation. Receipt of that documentation will substitute for receipt of the actual check by Metro.

Subject: Vacation Reliefs (Pg. 1 of 1)

Approval by Manager:



Issue Date: 2/8/85

Revision Date: 6/15/11

A. Vacation Picks

Any vacation picks available, which have the same starting date, may be listed in order of preference on the same form. Vacation picks that have different starting dates must be listed on separate forms.

The deadline for submitting a vacation relief pick form is 10 a.m. seven calendar days before the start date, except during the first week of a new shake-up when vacation reliefs may be requested by 10 a.m. the day before the starting date. Base personnel should post available vacation reliefs at least 14 days before starting dates. Once picked, vacation reliefs should be posted with the extra board so that Operators may be informed of the results of the pick process before the actual starting date of the vacation relief.

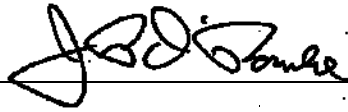
1. Except as noted above at the beginning of a shake-up, if a vacation week cannot be posted seven days before the start of the vacation, that vacation week will not be available for vacation relief pick. If the vacation is for multiple weeks, subsequent weeks of the vacation which can be posted seven calendar days in advance will be posted and available for pick.
2. Vacant runs or reports may be picked as vacation reliefs until they are filled by a move-up.
3. An Extra Board Operator may only pick vacation work on assignments that have the same days off as the Extra Board Operator.
4. Extra Board Operators picking vacation reliefs revert to their picked board position for assignment when a holiday falls on their regular scheduled workday and the regular operator, for whom they are working, has no assignment.
5. Extra Board Operators picking a vacation relief must work the vacation assignment as posted, excluding RDO overtime. Operators are required to work the runs and the overtime trippers of the Operator on vacation on all regular workdays.
6. When a vacation relief assignment ends, the Operator is eligible for the next vacation relief, or remainder of an unpicked vacation relief.
7. Report Operators and System Board Operators are not eligible to work vacation reliefs.

B. For sick leave, leaves of absence, industrial injury or vacant work, the following rules apply:

1. Available work will be posted, as it becomes available, without advance notice, along with other vacation reliefs.
2. All requests to work an assignment must be received by the appropriate base personnel prior to 10 a.m. on the seventh day following the initial posting so that it can be assigned on the eighth day.
3. Extra Board Operators picking these assignments must work the entire assignment until the regular Operator returns to work. If the Extra Board Operator who picked the assignment goes on vacation, the assignment will revert to the extra board during the length of his/her vacation and s/he will reclaim the assignment upon his/her return from vacation.
4. Operators picking these assignments are responsible for checking the extra board each day, since these are open-ended assignments and the regular Operator could return at any time.

Subject: Bereavement Leave (Pg. 1 of 1)

Approval by Manager:



Issue Date: 2/8/85

Revision Date: 2/28/00

Death of a close relative,

For death of a close relative time off with pay to a maximum of eight hours daily will be granted as follows:

- Two days of paid bereavement leave. One additional day of paid bereavement leave will be provided when total travel from the employee's home to the service and back exceeds 200 miles . In addition to the authorized bereavement leave, an employee may use up to three days of accumulated sick leave, AC or vacation for bereavement leave purposes, upon the approval of the employee's supervisor.
- A 4/40 employee on bereavement leave will be paid eight hours bereavement leave plus two hours sick leave for each workday of bereavement leave. A 4/40 Employee who has no sick leave may substitute AC time or vacation, if available. A 4/40 Employee who is granted additional time off will be paid ten (10) hours sick leave, AC time and/or vacation per workday.

Definitions

For the purpose of administering Bereavement Leave

A close relative shall mean:

1. The employee's spouse or domestic partner
2. The following members of either the employee's family or the family of the employee's spouse or domestic partner:
 - Child
 - Parent
 - Brother or sister
 - Grandparent
 - Grandchild
 - At Metro's discretion, other individuals where a close family relationship exists.

Domestic Partner shall mean a person living with an Employee if he or she and the Employee:

- share the same regular and permanent residence, and
- have a close personal relationship, and
- are jointly responsible for basic living expenses, and
- are not married to anyone, and
- are each 18 years of age or older, and
- are not related by blood closer than would bar marriage in the state of Washington, and
- are each other's sole domestic partner and are responsible for each other's common welfare.

Subject: Retirement Celebration and Memento (Pg. 1 of 2)

Approval by Manager:

Issue Date: 2/16/05

Revision Date: 3/1/05

Approved Expenses for a Retirement

The ATU 587 labor agreement provides for Metro to spend up to fifty (\$50) dollars for a retiring employee to have lunch with his/her immediate supervisor and/or a ceremony at his/her worksite. When used for a lunch, Metro will reimburse the worksite up to fifty (\$50) dollars for the employee and the employee's immediate family or personal guests.

Reimbursement for up to fifty (\$50) dollars spent for lunch and/or a party should be submitted on a business expense voucher or the unit's petty cash fund. The project number for all retirement-related expenses is 431142.

Bus Zone Sign Memento

Each retiring employee shall receive a Metro bus zone sign as a service memento. The request for the bus stop sign should be submitted a minimum of two weeks in advance. Please do not request a "rush" order, as it will not be accommodated.

The sign will be produced on a regular aluminum bus zone sign unless or until an alternative is identified. All signs may include the following information:

- Name (First and Last)
- ID # (optional)
- Start date (optional)
- Retirement date (optional)

Special requests for additional information on the sign cannot be accepted since the format is outlined in a computer program. Once produced, the sign is cleaned, packed and sent to the requester.

Send the completed request form via email, fax or interoffice mail to the Chief of Paint and Sign Group in the CSC paint shop, at mail stop CSM-TR-0200 or fax number 684 2289.

The County will not provide the material or labor for framing, nor will the County reimburse expenses for framing or other enhancement to the sign.

Request for Retiree Bus Zone Sign

Sign Information

Employee's First and Last Name

Employee's ID

Employee's Start Date

Employee's Retirement Date

Required Delivery Date

Sample Only - Click to Access Website

Requested by

Name

Date

Title

Mail Stop

Phone Number

Email, Fax or Interoffice Mail to:

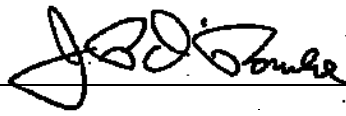
Chief of Paint & Sign Group

FAX # 684-2289

CSM-TR-0200

Subject: Phase-In/Gradual Return to Work (Pg. 1 of 2)

Approval by Manager:



Issue Date: 2/8/85

Revision Date: 8/9/13

Phase-in/gradual return to work program

An operator who has been off work due to industrial injury or illness may be recommended for the phase-in program. The maximum time an operator may be in phase-in is 60 calendar days for each workers' compensation claim, injury or illness.

1. The chief coordinates with the following people to discuss and arrange the phase-in:
 - The injured operator
 - The Workers' Compensation Claims Officer
 - Transit Disability Services
2. The operator provides a release from his/her medical provider that includes a phase-in schedule and/or any restrictions.
3. The phase-in schedule must include increasing hours of work and a return to full duty on or before the end of the phase-in.
4. Each phase-in shall be customized to meet the needs of the operator and align with the recommendation(s) of the employee's physician.
5. The chief establishes the date for return to work and identifies any restrictions or concerns of which the base Training office should be aware. In addition, s/he completes the following items:
 - Verify the date and time the operator should return to the base Training office for a return-to-work ride check and communicate this to the operator.
 - Make adjustments for any previously scheduled vacation time to assure both adequate return to work experience as well as on-the-job performance following the program.
 - Provide a full explanation to the operator about the process and sequence of events that will take place during the phase-in.
 - Advise the operator that any unreasonable discomfort or pain should be communicated to the operator's chief, worker's compensation officer, and his/her medical provider immediately. The chief will determine if further pursuit of the program is appropriate or if further adjustments will be necessary, based upon the recommendation(s) of the operator's medical provider.
6. The base will track operator attendance and performance during the phase-in.
7. The operator is carried on industrial injury status in HASTUS through the entire phase-in schedule. Dispatcher/planners use the IGR code.
8. The operator must complete the phase-in and provide a full release without restrictions within 60 calendar days from the start of the program.
9. Upon receiving the full release, the chief will complete the necessary return to work form and change the status from IGR in HASTUS. The operator is then prepared to begin his/her regular assignment.
10. An operator who does not successfully return to full-duty without restrictions within 60 calendar days will be removed from phase-in and placed on full Industrial leave. An operator who does not progress in the phase-in or no longer has a full release date on or before the end of the phase-in will be removed and placed on Industrial leave. The operator's claims officer will determine next steps to resolve the claim.

Subject: Phase-In/Gradual Return to Work (Pg. 2 of 2)

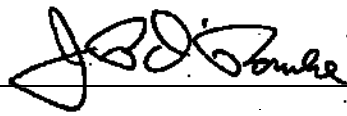
Issue Date: 2/8/85

Revision Date: 8/913

11. For all time loss during phase-in (sick leave, doctor appointments, physical therapy or other treatments) the employee must submit a completed Metro sick leave or Industrial Doctor Appointment Verification form.

Subject: **Stalking Policy** (Pg. 1 of 1)

Approval by Manager:



Issue Date: 6/1/95

Revision Date: 2/9/01

This policy is directed to all Metro employees whom may, at some time, experience ongoing harassment or stalking.

A person commits the crime of stalking if, without lawful authority and under circumstances not amounting to a felony attempt of another crime:

1. He or she intentionally and repeatedly harasses or repeatedly follows another person:

and

2. The person being harassed or followed is placed in fear that the stalker intends to injure the person, another person, or property of the person or of another person. The feeling of fear must be one that a reasonable person in the same situation would experience under all circumstances;

and

3. The stalker either:

- a) Intends to frighten, intimidate, or harass the person; or
- b) Knows or reasonable should know that the person is afraid, intimidated, or harassed even if the stalker did not intend to place the person in fear or intimidate or harass the person.

Procedures for Employee:

Any employee who finds themselves in a situation where he or she feels fear or intimidation should do the following:

1. Call the police immediately. Document all contact with the stalker. Call the police each time and make a report. Make sure that you receive the police incident number for each occurrence. Make sure that you tell them everything that was said and done.
2. When contact is made to, from or at work, report the incident immediately to your supervisor and to the police. Get a police incident number and complete a Security Incident Report. Make sure that you report everything that was said or done. Write down everything verbatim.
3. If possible, keep a journal of each contact. Be date and time specific. Write down anything that is said or done. Record all instances where you have any intuitive feelings of fear or intimidation even if the offender is not physically present. Include feelings of stress and how the offender is affecting your life in a negative way.

Procedure for Supervisory Staff:

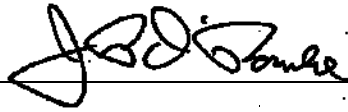
Upon being alerted to any circumstances which fits this situation:

1. Contact Transit Security immediately.
2. Ensure that the operator has submitted a Security Incident Report.
3. Ensure that the operator contacts Transit Security for an interview.

The key to handling stalking, harassing situations is to establish a pattern. The Prosecuting Attorney's Office cannot prosecute offenders unless there is a clear and concise record of documentation of the behavior in question.

Subject: **Unemployment Insurance** (Pg. 1 of 1)

Approval by Manager:



Issue Date: 5/9/85

Revision Date: 3/6/01

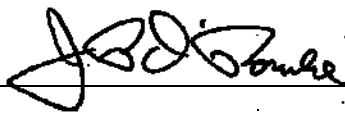
An employee who has left Metro for any reason can apply for unemployment insurance benefits through the Washington State Employment Security Department. Once the employee has made an application for benefits, the Employment Security Department contacts Metro in writing and/or by telephone to get information regarding the employee's rate of pay, hours of work, reason for discharge, etc.

If you should receive any contacts from the Employment Security Department, please refer them to the Human Resources staff in Transit immediately. The Human resources staff coordinates and responds to all requests for information on unemployment insurance claims for Metro to ensure timely, complete and accurate responses to such inquiries and, where appropriate, represents Metro at eligibility hearings and appeals.

The supervisor, chief, dispatcher/planner and other personnel to whom the employee reported may be called to testify during such hearings and appeals.

Subject: Employment References (Pg. 1 of 1)

Approval by Manager:



Issue Date: 5/9/85

Revision Date: 2/9/01

Other companies frequently contact Metro requesting former employee information, such as job titles, specific duties, length of employment, performance records, etc.

King County Metro will release "only limited" information regarding former employees.

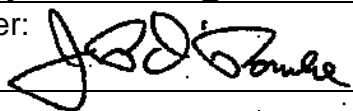
All requests for information or references must be in writing and include a signed release from the employee authorizing Metro to provide further information.

If you receive any written or telephone requests from employers, please refer them to OHRM. The Human Resources Division will coordinate requests for information regarding past employees so that the information released is accurate, complete and limited to agency policy.

Information released by any supervisor of the agency is binding.

Subject: George Turner Award (Pg. 1 of 2)

Approval by Manager:



Issue Date: 1/1/86

Revision Date: 2/1/06

Purpose:

The award is to give recognition, and show appreciation to the operators who best exemplify a positive attitude and awareness of the elderly and disabled communities.

The award for the winning operator will be:

- A lapel pin in 14K gold of the international symbol for accessibility provided by the Northwest Chapter of Paralyzed Veterans Association.
- Certificate of appreciation by the Northwest Chapter of Paralyzed Veterans Association.
- Quarterly presentation at the Base of the operator selected.
- Special recognition in the Operations Bulletin.
- Annual recognition luncheon of the past year's winners.

Committee to Select Award Recipients and Responsibilities:

- Supervisor of Base Operations:
- Committee Chair Leader.
- Coordinates Committee quarterly selection of Operator (s)
- Assists the Base Supervisor of selected Operator in Quarterly Award Ceremony

Chief of Operations:

- Committee member and Committee Vice-Chair
- Contacts the Base Supervisor of selected Operator
- Calculate the 1st, 2nd and 3rd place winners and send to the Turner Award Supervisor.

Supervisor of Customer Assistance:

- Committee member

Chief of Customer Relations:

- Committee member
- Forwards eligible commendations from the CAO to Committee Chair

Supervisor of Training:

- Committee member

Supervisor – Public Information:

- Provides press coverage for releases within the agency, such as In Transit and DOT newsletter and news media.

Accounting Assistant – General Accounting:

- Committee member.
- Assists on annual luncheon (accounting information).

Chapter Advocacy, Northwest Chapter of Paralyzed Veterans of America:

- Notified of Quarterly winner
- Attends Quarterly Award Ceremony
- Provides lapel pin and certificate to Quarterly winner

Subject: George Turner Award (Pg. 2 of 2)

Issue Date: 1/1/86

Revision Date: 2/1/06

- Facilitates Quarterly winner's name engraved on plaque

Responsibilities of the Base the operator is selected from:

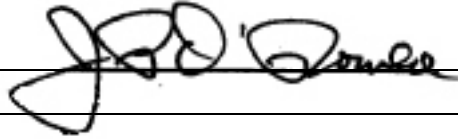
1. Base Supervisor will be notified of the operator selected by the committee chair or vice chair.
2. The base will receive a copy of the operator's commendation(s) from the committee chair.
3. The base will contact advocacy person of (PVA) coordinating the date and time of the award ceremony.
4. The base will plan the presentation date/time so as many management, operations staff, operators, and Union officers can attend. The presentation location needs to be accessible to persons with disabilities.
5. The base will order a cake and provide coffee, etc.
6. Assists the committee chair leader on special guest list for annual luncheon and handles special invitations.
7. If the operator is working, be sure that a relief is arranged so he/she will arrive at the base after all attendees have arrived (optional).
8. Coordinates with Graphics to have a photographer at the quarterly and annual presentation and interview of operators.
9. The Base Supervisor will prepare an Operations Bulletin item on the driver selected.

Annual Luncheon:

The operators who were selected during the year will be invited to attend an Operator of the Month Luncheon to be coordinated with the Base Supervisor and Administrative Specialist assigned to the Operator of the Month/Year Recognition Program.

Subject: **Workers' Compensation** (Pg. 1 of 10)

Approval by Manager:



Issue Date: 9/3/85

Revision Date: 11/16/12

A. Purpose:

The King County Strategic plan provides both that employees are the county's most valuable asset and the county is to exercise sound financial management of limited resources. To those ends, the purpose of this procedure is to:

1. Provide chiefs and superintendents with guidance on how to efficiently manage employees when they are injured on the job.
2. Return an employee as quickly as possible into their job of injury or into a Transitional Duty Assignment.
3. Minimize the amount of time an employee is off work due to an on the job injury.
4. Reduce Metro Transit's Workers' Compensation costs.

B. Definitions:

1. Emails
 - 1.1 TransitFMLA TransitFMLA@kingCounty.gov
 - 1.2 TransitLaborRelations TransitLaborRelations@KingCounty.gov
 - 1.3 TransitPCN TransitPCN@KingCounty.gov
 - 1.4 Workers' Compensation WorkersComp@KingCounty.gov
2. Online Work Related Illness/Injury Supervisor's Report:
http://des-icomp:8080/kc_firstprt.shtml
3. OJI Tracker: County-wide data base used to assign employees a claim number and share information between Operations, the claims officer, and Disability Services.
4. SIF -2: Self-Insured Accident Report Form used by employees to make a Workers' Compensation claim.
5. Transitional Duty Alternative Work Coordinator: (TDA Coordinator) The job placement specialist in the Safety and Claims. The TDA Coordinator is responsible for matching injured employees with light duty work.
6. **"Transitional Duty:"** Short-term work assignments for employees who have temporary medical restrictions precluding them from performing one or more essential job functions. Transitional duty assignments involve restricted duty and may include alternative duty.
 - 6.1 **"Restricted Duty:"** The short-term elimination of job functions the employee is unable to perform due to temporary medical restrictions.
 - 6.2 **"Alternative Duty:"** Consists of duties that are not part of the employee's regular body of work.
7. Protected leave: For qualified employees, the Family Medical Leave Act (FMLA) protects an employee's job for up to twelve weeks. For ATU employees King County Family Medical Leave (KCFML) runs concurrently for the twelve weeks and provides an additional six weeks after FMLA for a total of 18 weeks.

C. Employee Responsibilities:

See Attachment #1: "Employee Responsibilities" handout.

Subject: Workers' Compensation (Pg. 2 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

D. Chief expectations:

1. Provide injured employees with the assistance and information necessary for the employee to carry out their responsibilities while on job injury and to return to work as quickly as possible.
2. Investigate the incident which resulted in the injury and document any findings of that investigation.
3. Continue to maintain contact and supervise employees during their absence from work due to an on-the-job injury with weekly contact.
4. Report to King County Safety and Claims any concerns, indications or evidence of Workers' Compensation fraud.
5. Update PeopleSoft and the OJI Tracker so that Workers' Compensation claims can be effectively coordinated between Operations, King County Safety & Claims, and Transit Human Resources.

E. Chief responsibilities:

If an employee reports s/he may have sustained an injury either verbally or in writing such as an incident, accident, or security incident report, meet with the employee as soon as possible and provide the employee an SIF-2 packet. Interview the employee and complete the online Work Related Illness/Injury Supervisor's Report online. Accurately describe events leading up to and occurring during the injury/illness as they were reported to you. Scan a copy of the incident, SIR, or accident to Workers' Compensation as soon as possible and within 72 hours of the reported injury.

1. If the incident doesn't cause the employee to seek medical attention and/or file a Workers' Compensation claim:
 - 1.1 Interview the employee and complete the online Work Related Illness/Injury Supervisor's Report online. Accurately describe events leading up to and occurring during the injury/illness as they were reported to you.
 - 1.2 When appropriate, conduct an on-site investigation of the incident/accident scene with or without a safety officer, drawing diagrams or taking pictures as necessary. Coordinate with the safety officer to determine what, if any corrective actions such as repairs, and/or employee instruction should take place to avoid future incidents.
 - 1.3 Do not enter the employee in the OJI Claims Tracker.
2. If the employee seeks medical treatment and/or wishes to file a Workers' Compensation claim¹:
 - 2.1 Give the employee a Workers' Compensation packet.
 - 2.2 Have the employee fill out the SIF-2. If necessary, assist the employee in completing the SIF-2, ensuring that the employee signs both the medical release authorization and the acknowledgment of legal warning.

¹ The claim cannot be processed until both the SIF-2 Report and the Work Related Illness/Injury Supervisor's Report are completed. As a self-insurer, King County Metro is obligated to begin payment within 14 days of injury. Delays are penalized by the State. **Do not let an on-site investigation delay e-mailing of the SIF-2 Report and completing the Work Related Illness/Injury Supervisor's Report.**

Subject: Workers' Compensation (Pg. 3 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

- 2.3 Fill out the first three sections of the Employer section in bottom left corner:
 - Date of return.
 - Was employee engaged in the regular course of employment when injured?
 - Do you agree with the employee's description of the accident? If not, explain. (Respond with "No", and explain why, "Yes" if you have firsthand or other knowledge of the accident, or "No basis to answer" if you don't have any knowledge beyond what the employee stated).
- 2.4 Give the employee the pink copy for her/his records.
- 2.5 Instruct the employee to take the Workers' Compensation packet to their medical provider to complete and return to King County.
- 2.6 Emphasize the forms that need to be returned:
 - Providers Initial Report.
 - Activity Prescription form.
 - Transitional Duty Job Analysis.
- 2.7 Have the employee fill out the employee sections of the forms during your meeting.
- 2.8 Review the "Employee Responsibilities" (Attachment #1) document with the employee, have them sign it, and keep a copy.
- 2.9 With full-time employees represented by ATU Local 587 review the "Transit Compensation" Attachment 2, document which describes supplemental benefits with the employee, have them sign it, and keep a copy for the employee's file.
- 2.10 Interview the employee and complete the Work Related Illness/Injury Supervisor's Report online. Describe events leading up to and occurring during the injury/illness as they were reported to you.
- 2.11 When appropriate, conduct an on-site investigation of the incident/accident scene with or without a safety officer, drawing diagrams or taking pictures as necessary. Coordinate with the safety officer to determine what, if any corrective actions such as repairs, and/or employee instruction should take place to avoid a future similar workplace injury.
- 2.12 Immediately after completing the Work Related Illness/Injury Supervisor's Report, e-mail the following to Workers' Compensation e-mail inbox and copy your Transit safety officer:
 - SIF-2 Report (original).
 - Copy of Operator's Incident Report.
 - Copy of the signed "Transit Compensation" memo.
 - Copy of the signed Employee Responsibilities form.
 - Copy of any medical information provided by employee.
- 2.13 Enter the employee into the OJI Tracker system immediately under the SIF 2-Claim number assigned to the employee.
- 2.14 Determine if the employee qualifies for FMLA and/or KCFML (see TOP82). If s/he does, complete a King County Protected Family and Medical Leave Response form and:
 - Provide a copy to the employee.
 - Place a copy in the employee's base medical file.
 - Send a copy to the TransitFMLA email.

Subject: Workers' Compensation (Pg. 4 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

For an employee's on job injury, a Protected Family and Medical Leave Request form and Medical Certification form is not required.

- 2.15 If the employee has an indefinite return-to-work date or initial indications are that the employee will be off for more than 30-calendar days, have the Administrative Specialist submit a PeopleSoft leave PCN to the TransitPCN email.
- 2.16 Notify the Base Dispatcher/Planner if the employee will be on job injury. Notify the appropriate personnel (work unit chief or OSS coordinator) if a first-line supervisor requires time off in order to cover his/her shifts.
- 2.17 Keep all incident reports containing documented injuries/illnesses for two years.
- 2.18 A copy of the following documents will be placed in the employee's medical file:
 - SIF 2.
 - Employee incident report.
 - Any medical information provided by the employee.
3. When the employee is off work due to a Workers' Compensation claim:
 - 3.1 If a PeopleSoft PCN was not submitted at the time of an employee's injury, submit a PeopleSoft leave PCN to the TransitPCN email when the employee has been off work for 30-calendar days.
 - 3.2 Chiefs are to contact the employee at least once a week while s/he is off work:
 - For most employees arrange a standing phone appointment with the employee and direct the employee to contact the chief at the scheduled time unless there is a conflict with a medical appointment. The time of the contact should be during the employee's regular shift.
 - The chief will schedule a weekly in-person meeting with the employee at the base with an employee if the employee has been off for 30 days due to a current injury. The superintendent at the base may also decide an employee should have in person meetings due to their individual circumstances such as having missed substantial time in the last rolling year.
 - If an employee is not medically released to commute to the base, the weekly contact will be by phone until such time as the employee is medically released to commute to the base. Record the results of any contact with the employee on the online OJI tracker. (See Attachment #3 – OJI Employee weekly status check-in.)
 - 3.3 If the employee fails to make scheduled contact, attend a scheduled meeting at the base or a scheduled medical appointment, determine the cause. Consult with the employee's Workers' Compensation Claims Officer and/or Transit Disability Services to determine if there has been a change in the employee's medical condition or a medical appointment which conflicted with the meeting.
 - If the employee did not have a medical appointment which conflicted with the contact, meeting or appointment, AND did not give the chief 24 hour notice of the conflict, contact Transit Labor Relations to discuss the possible discontinuation of supplemental benefits for the employee. (ATU Contract Article 12.9.C.)
 - If an employee misses more than one contact, meeting or medical appointment, contact Transit Labor Relations to discuss whether discipline is appropriate.
4. If at any time a chief has concerns or evidence that an employee may have filed a fraudulent Workers' Compensation claim or there is doubt on continual need for leave,

Subject: Workers' Compensation (Pg. 5 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

they should either call Safety and Claims or Transit Labor Relations to discuss, or outline the concerns in an email to the Workers' Compensation and Transit Labor Relations.

5. When the employee has returned to less than full duty:
 - 5.1 If the employee is on gradual return or phase in at the base, meet with him/her weekly to monitor his/her progress to full-duty. All attendance/call in rules apply to employees on gradual return or phase in.
 - 5.2 If the employee is assigned to Transitional Duty at another location.
 - Schedule weekly phone conversation using Attachment #3.
 - Make contact with the employee's light duty supervisor. Discuss the procedures for completion and timely distribution of the TDA Timesheet. Inform her/him that you want to know about any attendance or work place issues which arise so you can take appropriate action. Provide your contact information for any questions that may arise.
 - If concerns or issues arise, talk with the TDA coordinator, claims officer, Transit Disability Services, or Transit Labor Relations, whichever is appropriate.
 - Process Light Duty Timesheets for the employee using Attachment #4.

F. Dispatcher/Planner responsibilities for injured transit operators:

1. If an employee reports s/he has an on the job injury or has questions about whether an injury is work related, direct the employee to his/her chief.
2. If an employee's immediate chief is unavailable, direct the employee to another chief at the base.
3. Direct the employee to contact his/her chief the day the injury/illness occurs or no later than the chief's next workday. Obtain an employee telephone contact number for the next three business days. If you can, inform the employee's chief in-person. Send an e-mail of the injury/illness and any other pertinent information or unusual circumstances to all chiefs at the work site and to the Workers' Compensation e-mail.
4. If no chief is available at the time or it's after hours or on weekends, issue a Workers' Compensation packet explaining the forms and the employee's responsibilities (see section E2 above). If you issue a packet, include that information and SIF-2 number in the e-mail to the chief and Workers' Compensation including a telephone contact number for the employee.
5. The chief will follow up with the employee.

Subject: Workers' Compensation (Pg. 6 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

G. Superintendent responsibilities

1. No less than on a bi-weekly basis review the status of injured workers with the chiefs to monitor:
 - Weekly contacts with employees off work.
 - The status of employees: off work, gradual return and light duty.
 - Any issues with TDA timesheets, PCN status.
 - OJI tracker to provide oversight and keep it up to date.
2. Coordinate the transfer of injured employees at the shake up:
 - Review status of employees transferring into the base.
 - Insure the transfer of information on employees not on regular work to the base they are transferring to.
 - Organize the shakeup meeting with Workers' Compensation and Disability Services.

H. Industrial medical appointments

1. An employee who has returned to full duty in her or his regular position, and who subsequently needs time off for treatment/doctor visits related to an open industrial injury claim, s/he is eligible for job injury (JI) treatment pay of a maximum of 1.5 hours per day/4.5 hours per week. This benefit is intended to cover time loss from the employee's daily guarantee, up to a maximum of 1.5 hours. An employee is not eligible for overtime until s/he has actually worked in excess of eight hours.
2. Medical appointments related to an open industrial injury claim for employees are scheduled through the day off book and must be verified on an Industrial Doctor Appointment Verification form (# 0027) signed by the licensed practitioner and the operator. The form must be submitted within five (5) calendar days after returning to work from the appointment. Failure to submit the form as required will result in an unexcused absence for each appointment day that is not verified.

Subject: Workers' Compensation (Pg. 7 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

Attachment #1: Workers' Compensation – Employee Responsibilities

As an employee, you have certain obligations when filing a claim for Workers' Compensation:

Fill out an Incident Report any time you are hurt on the job, immediately, whether or not you require medical treatment.

If the injury requires medical treatment and/or time off from work, contact a chief or dispatcher to file a Workers' Compensation Claim. Your chief or the dispatcher will provide you with a Workers' Compensation claim packet.

You must see a medical provider immediately, by no later than your third day off work. Your day of injury is counted as day one.

Have your medical provider complete the following documents during your **INITIAL** appointment: The Doctors Information Sheet, Providers Initial Report, Activity Prescription Form, Transitional Duty Analysis with Phase-In Release-To-Work information. Return these completed documents to your chief on the same day or the next business day following your INITIAL medical appointment.

After your initial medical appointment: call the King County Safety & Claims Office at (206) 205-8575 immediately to provide them with an update on your medical and return to work status.

If you are unable to work in any capacity, including Transitional Duty, you must continue to follow all standard call-in procedures to report your absence. When you call the dispatcher, you are required to leave a contact phone number. If your immediate chief or superintendent is not available, contact another chief or superintendent.

Stay in touch with your chief and King County Safety & Claims office (206) 205-8575.

Provide the necessary information to the King County Safety & Claims Office in order to process your claim.

Keep scheduled phone and in-person meetings with your chief.

Know what restrictions your doctor has placed on your physical activity, and do not exceed those restrictions. Physical restrictions apply 24 hours per day to all your activities, even away from work, until you are released by your doctor,

If your medical provider releases you to return to work in any capacity including with restrictions or in Transitional Duty, you must notify your chief and the King County Safety & Claims office on the same day you are released.

Return to work on the date the doctor releases you.

Failure to meet your responsibilities as outlined above may lead to discipline.

My signature below acknowledges that I understand these responsibilities.

Employee Signature

Print Name

Date

Sign and return form to your Chief or Superintendent

Subject: Workers' Compensation (Pg. 8 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

Attachment #2: Transit Compensation**Wage-loss benefits and supplemental:**

Full-time transit employees who are members of Amalgamated Transit Union Local 587 are entitled to certain supplemental benefits paid by Payroll for on-the-job injuries or illnesses. To be eligible for supplemental payment, you must maintain eligibility for workers' compensation benefits under state law and comply with Article 12, section 9 of the current labor agreement. In order to apply for these benefits, you must sign and send in the following form. If you have questions about supplemental payments, please contact Payroll.

Workers' compensation procedures and rules governing full-time employees represented by ATU Local 587:

Through agreement with ATU Local 587 (Article 12, Section 9), King County provides transit employees who are members of Local 587 with compensation benefits that are supplemental (added) to the state prescribed benefits. To be eligible for the supplemental payment, an employee must comply with Article 12, Section 9 by fulfilling the following responsibilities:

Notify the supervisor or workers' compensation section if unavailable for more than 24 hours during a regular work week, from Monday through Friday.

Notify the workers' compensation section of other employment or compensation received while being paid workers' compensation and supplemental benefits.

Respond or be available for medical treatment and/or vocational rehabilitation, consultation or services.

Accept transitional duty assignments that are offered by King County and which meet any medical restrictions identified by employee's physician.

When notified at least 48 hours in advance, attend all meetings and independent medical examinations (IMEs) scheduled by King County. If the appointments conflict with other medical treatment, you must notify the Workers' Compensation section or chief/section superintendent at least 24 hours in advance.

If an employee does not comply with the rules from Article 12 of the labor agreement, the employee's supplemental benefits may be terminated, provided the employee and the union are notified seven days in advance.

As required by the agreement between King County and Local 587, I have been given a statement of the rules necessary for me to receive and maintain supplemental workers' compensation benefits.

A signed copy of this memo must be returned with the completed SIF-2 form.

Employee's Signature _____ Date _____

Subject: Workers' Compensation (Pg. 9 of 10)

Issue Date: 9/3/85

Revision Date: 11/16/12

Attachment #3: OJI Employee Weekly Status Check-in

Date: _____

Time: _____

Employee Name: _____

Number called: _____

Chief Name: _____

Questions to ask employee:

How are you doing?

Have you seen your doctor recently?

- When: _____
- What did your doctor say about your return to work:
 - Did you ask your doctor about doing a Transitional Duty Assignment, light duty or phase in?
 - If yes, what did your doctor say?
 - If no, when can you ask your doctor?

If you haven't seen your doctor recently, why haven't you?

What date is your next doctor's appointment? _____

- Be sure to ask your doctor about TDA, Phase in, and return to work.
- When did you last talk to your Claims Officer? _____

Please call me if your status changes, (for example, your return to work date changes), otherwise, I'll talk to you next week.

Update OJI tracker.

Subject: Workers' Compensation (Pg. 10 of 10)


Issue Date: 9/3/85

Revision Date: 11/16/12

Attachment #4: Transition Duty – Alternative Work Timesheet

This document can be found on the Operations Website in both fillable PDF and Word formats.

This image is presented for identification purposes only:


Transitional Duty – Alternative Work Timesheet

Important Information
 For the injured employee to be paid on time, this time sheet must be completed, signed and submitted appropriately (see information on reverse side) by the Monday following the end of the pay period.
 Pay period end date _____ ☐ Assignment ended with this time sheet

Name _____ Employee Badge# _____ PeopleSoft ID # _____

Please Print

Permanent Position Information
 Job Title _____ Status: ☐ Full Time ☐ Part Time/Hrs. _____

DATES (month/day):	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	TOT	TOTAL
Alternative Work (TDA)															505	
**Gradual Return/Phase-In															520	
Sick Leave															300	
Vacation Leave															250	
Personal Holiday															265	
Holiday Pay															250	
A.C. (Comp Time)															425	
Leave Without Pay															450	
Other:																
IME Appointments															530	
Physically Unable To Work															515/51	
No Agency Work Available															515/51	
TOTALS																
Supervisor's Initials (Daily)																

**Gradual Return/Phase-In – For use ONLY by employees working BOTH TDA and Gradual Return/Phase-In.

Please write clearly

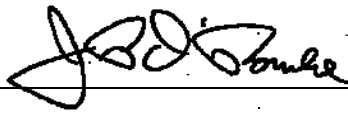
Employee Signature _____ M.S. _____ Phone# _____ Date _____

Approval Name (Printed): _____ M.S. _____ Phone# _____ Date _____

Scan document and distribute to Payroll, Workers Compensation (assigned Claims Officer) and the employee's Regular Supervisor/Basic Chief

Subject: Assignment of Overtime Extras (Pg. 1 of 1)

Approval by Manager:



Issue Date: 9/5/85

Revision Date: 8/29/01

Overtime extras will be assigned at straight time in combination with other pieces of regular service if a surplus of extra board operators exists. If the extras remain after the completion of that step, they should be assigned in the regular full-time overtime sequence. If the extras still remain unfilled, use the special lists that full-time operators have signed.

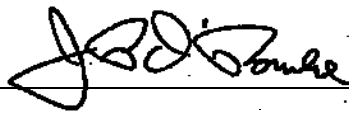
Extras will be assigned by maximum time to operators at the "home" base first, in seniority order. After the home base list has been exhausted, assignments will proceed through the operators' system-wide scrounge list in seniority order.

If there is a conflict between a regular overtime request and a special work request, the regular overtime supercedes the special request.

Overtime extras have estimated quit times for the purpose of assignment and are only guaranteed the minimum pay time for a piece of work or for the actual time worked, whichever is greater.

Subject: **Cash Gifts** (Pg. 1 of 1)

Approval by Manager:



Issue Date: 6/1/95

Revision Date: 8/20/01

If a cash gift is sent in with a commendation for a transit operator, the following procedure should be utilized.

1. The Customer Service Office must inform the base supervisor that a cash gift has been received, and a copy of the commendation must be sent to the supervisor.
2. A copy of the attached letter will also be sent to the base supervisor. The base supervisor will inform the transit operator of the commendation and the cash gift. The copy of the cash gift policy and rejection letter will be given to the operator.
3. It is very important that the base supervisor make sure that the transit operator feels good about receiving the commendation. The focus should not be that the operator has somehow done something wrong by having a cash gift sent to him/her. A commendation is a very positive occurrence.
4. The operator must be informed even if there is no reference to the cash gift in the commendation letter.

Standard Rejection Letter for Cash Gifts

Dear Valued Metro Customer,

Thank you very much for the letter of commendation for your transit operator. Driving a bus can be demanding and receiving a complimentary letter such as yours reminds us of all the beneficial things that a transit operator and indeed the whole transit system can do for the community in which we live.

However, we as a King County agency are unable to accept the cash gift you have sent in. This is because we are a public agency and we are bound by "no conflict of interest" provisions. These provisions prohibit a public employee from accepting outside compensation for her or his employment.

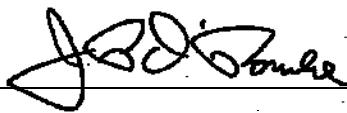
Therefore, we are returning your gift as required. However, your transit operator has been informed of your letter, and is appreciative. We will continue to strive to provide better service to you and your community, and we thank you once again for your support.

Sincerely,

Manager of Transit Operations

Subject: Chief Responsibilities Following an Employee's Death (Pg. 1 of 1)

Approval by Manager:



Issue Date: 12/16/85

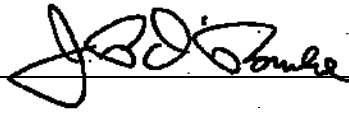
Revision Date: 12/11/09

When an Operations' employee dies, it is the chief's responsibility to immediately notify the Benefit and Retirement Operations section. The chief should immediately contact the deceased's nearest relative, offering to accompany him or her to Benefits and Retirement Operations and assist in completing the necessary paperwork. Benefits and Retirement Operations will inform the relative of the benefits he or she will be eligible to receive and the procedures that must be followed. The chief is responsible for maintaining contact with both Benefits and Retirement Operations and the family in order to help resolve any outstanding issues. The following steps should occur when processing a life claim.

1. Chief contacts Benefits Payroll & Retirement Operations section at 206-684-1556 to inform them of employee's death. Be prepared to provide the following information at that time:
 - Name of employee
 - Employee number (PeopleSoft number, not badge number)
 - Last known address for employee
 - Name and address of surviving contact person, if known
 - Cause of death, if known
 - Date of death, if known
 - Other details deemed appropriate, if known
2. Benefits will compose a letter to send to the family or contact person expressing condolences and give basic information about our role in processing the life claim. Benefits will also take that opportunity to invite the recipient to call at her or his earliest convenience (in other words, when ready and able) to discuss further details, ask questions, etc.
3. As a show of support, if the Chief is comfortable doing so, she or he should offer to accompany the individual(s) to Benefits after they have made an appointment to come here to discuss life claims issues.

Subject: **Separations** (Pg. 1 of 2)

Approval by Manager:



Issue Date: 8/15/06

Revision Date: 4/16/13

A. The following procedures will be used when transit operators resign, are discharged or are granted a leave of absence:

1. The operator completes a Leaving County Employment form.
2. The administrative specialist completes the Personnel Change Notice (PCN).
3. On the last day of employment, the operator turns in *The Book* and the *Route Book*, comfort station T-key, any base keys, parking permit, employee bus pass, sweater, windbreaker and parka. (Retirees are allowed to keep their uniform items.)
4. The administrative specialist retains *The Book* and *Route Book*, comfort station keys, and base keys.
5. The administrative specialist forwards the following items to OHRM records section:
 6. Parking pass
 7. Employee bus pass
8. The administrative specialist sends an email to OHRM records section to move the employee's electronic files from the active folder to the Resignation/Retirement/Termination folder.
9. Any items not turned in by the operator on the last day of employment will be noted and the cost will be deducted from the operator's final paycheck.
10. For discharges, the administrative specialist faxes the following documents to the Union:
 - Loudermill letter
 - contact sheet
 - attendance infraction sheet
 - customer complaint list
 - accident list
 - attendance cards (for four years prior to discharge).

B. The following procedures will be used when operators go on a leave of absence for 30 days or more:

1. The operator completes a Leave of Absence form.
2. The administrative specialist completes the Personnel Change Notice (PCN).
3. The operator turns in comfort station T-key, base key or keys, parking permit, and cleans out his/her locker. The parking permit is placed in the operator's base file.

A Return-to-Work form must be completed when the operator returns from extended leave of absence.

C. The following policy will be observed for operators requesting leave without pay except part-time annual leave and FMLA entitlement:

1. All requests for leave without pay must be filed in writing with the chief at least one month prior to the requested beginning date of the leave. In emergency situations, a shorter notice period will be allowed.
2. Leaves without pay must be approved by the chief and can only be granted after accrued vacation and accumulated time has been exhausted.

Subject: Separations (Pg. 2 of 2)

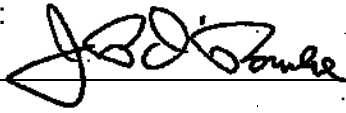
Issue Date: 8/15/06

Revision Date: 4/16/13

3. The following factors will be considered in determining whether or not to grant leave without pay:
 - Individual performance record
 - Staffing requirements of the base
 - The individual's length of service
 - The reason for the requested leave.
4. No leave of absence will be granted to an employee to accept employment with another employer except leaves for union business and government service in the public interest.
5. The decision to grant a leave of absence without pay shall be the decision of the chief and will not be subject to the grievance and/or arbitration procedure.

**Subject: Downtown Seattle Transit Tunnel and SODO Busway
Operations Procedure (Pg. 1 of 2)**

Approval by Manager:



Issue Date: 09/24/07

Revision Date: 6/7/11

In the interest of safety and service, the following procedures are for all personnel operating in the Downtown Seattle Transit Tunnel (DSTT).

Rules and procedures are contained in *The Book*, *The Route Book*, Transit Operations Bulletins, Base Bulletins, DSTT training materials and DSTT operation manuals.

A. General Operating Procedures

1. The only coaches scheduled to operate in the DSTT are hybrids operating in hush mode. If a coach fails to switch to hush mode, the Link Control Center (LCC) must be notified and authorization received prior to entering the tunnel in diesel mode.
2. Operators must adhere to signals (also referred to as aspects) used to control the movement of buses, trains and other vehicles within the DSTT.
 - If a signal is red, Operators will stop and wait for a green signal before proceeding.
 - If a signal stays red more than 1 minute, Operators should call the LCC.
 - Upon encountering any signal that is dark or unlit, Operators must contact the LCC using the secondary radio and wait for the green light or other authorization to proceed.
 - When the correct signal is received, Operators may proceed into the DSTT using the appropriate lane of travel and make stops at designated bays.
3. If significant (more than 2 minutes) delays are experienced while operating in the tunnel Operators must notify LCC, make appropriate announcements to customers and turn on four-way flashers to advise approaching coaches of the delay.
4. Operators are not to depart stations or other signalized locations without the proper signal indication. If the signal does not change within one minute, contact LCC and wait for further direction.
5. The standard 60-foot coach rule, requiring spacing of no less than 6 seconds, applies in the tunnel.
6. Operators shall not exceed the posted speed limits in the DSTT shown in table 1.1 below. Special attention must be paid when there are personnel on the roadway or working in the tube segments of the tunnel. On those occasions, Operators will operate extreme slow order (5 mph or less).

Table 1.1 DSTT Speed Limits

Staging Areas	15 mph
DSTT Straight-aways	30 mph
DSTT Stations	15 mph
Work Zone/Slow Zone	5 mph

**Subject: Downtown Seattle Transit Tunnel
Operations Procedure (Pg. 2 of 2)**

Issue Date: 09/24/07

Revision Date: 6/6/11

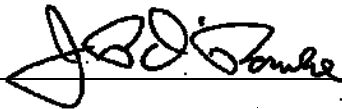
7. Failure to obey the signal system in the DSTT could result in serious injury or death from a bus-train collision or other accident. Signal violations observed in the field or recorded by the LCC shall result in a serious infraction, for the first offense, with a minimum one-day suspension and require that the Operator attend tunnel signal refresher training. Repeated violations may be considered major infractions resulting in greater penalties, up to and including termination...
8. Operators shall not pass any vehicle in the DSTT, unless authorized by the LCC
9. If downed wire of the Overhead Contact System (OCS) is encountered, Operators shall stop and notify the LCC immediately. Operators shall not leave their coach nor permit their passengers to leave the coach unless instructed to do so by the LCC or a Supervisor. Operators shall activate four-way flashers and strobe lights, make appropriate announcements to customers (e.g. " we are waiting for a wheelchair customer to board the bus in front of us") and wait for further instructions from the LCC or a Supervisor.
10. In case of an emergency, Operators shall notify the LCC immediately of their location by Fire Zone number or bus signal number, direction of travel and nature of the emergency. Operators should use the vehicle's radio, Emergency Telephones (E-TELs) or Passenger Emergency Telephones (PETs) to communicate with the LCC. Operators should remain calm, make appropriate announcements to customers and, if safe to do so, proceed to the nearest station.

B. Special Operating Instructions on SODO Busway and on Streets Shared with Rail.

Operators need to pay particular attention to the preemptive train light when it is flashing. A flashing train light means a light rail vehicle is approaching and has the right of way. This train light is commonly called the "Bug". Do Not Cross the tracks when the "Bug" is flashing.

Subject: **Creating or Revising Policies** (Pg. 1 of 2)

Approval by Manager:



Issue Date: 11/18/09

Revision Date: 11/30/09

Periodically a current policy is revised or a new policy is created. The following procedure should be used when creating or making changes to official King County Metro Transit Operations policies.

1. Request to create or change a policy

When a request is made to create or change a policy that request should be forwarded to an Operations supervisor for an initial evaluation. If warranted, the Operations supervisor then begins the process of revising a current policy or creating a new policy.

2. A draft of the revised or new policy is created

The Operations supervisor writes, or assigns another person to write, the language to the revised policy or the language for a new policy.

3. The draft policy is sent to supervisors for review

Once a draft of a new or revised policy is completed the draft is sent to all Operations supervisors, the Assistant Operations Manager and Transit Human Resources for review. Usually a deadline for comments is established.

4. The draft is accepted or further modifications are suggested

If further changes are indicated by the comments, edits and suggestions of supervisors reviewing the draft, a second rewrite of the revised or new policy is undertaken. New changes are made and the document is again distributed to all Operations supervisors and the Assistant Operations Manager for review. This process continues until a consensus is reached regarding the language in the revised or new policy. At that point a final draft is completed.

5. The final draft is sent to the Manager for review

The final draft of the revised or new policy is sent to the Operations Manager for review. The Operations Manager reviews the policy and either accepts it as written or returns it to the Operations supervisors, with comments, for further revision.

6. Once a final draft is accepted by the Operations Manager it is sent to the policies & procedures editor to be formatted for signature

The policies and procedures editor formats the revised or new policy into the standard policy template with appropriate headers, revision dates and text styles. A printed copy is made and given to the Operations Manager for signature.

7. The final draft policy is sent to ATU 587 for review.

Once the policy is in final draft form, the ATU 587 is sent a copy along with a letter requesting comments and a deadline for responding. If the union comments lead to another revision, the revision is reviewed at an Operations staff meeting and then finalized. If the deadline passes with no comments from the union, the policy is finalized.

8. The signed, finalized policy is stored and a PDF format of the policy is created with an electronic signature

The signed copy of the policy is stored with all other signed policies in a file cabinet located in the Operations Administration office. A PDF of the policy is then generated with an electronic signature of the Operations Manager. This PDF version is stored on the G drive in the current Operations Policies and Procedures folder. A second copy is stored in the archived Operations Policies and Procedures folder.

Subject: Creating or Revising Policies (Pg. 2 of 2)

Issue Date: 11/18/09

Revision Date: 11/30/09

9. The Policy and Procedures Manual is updated with the revised policy

The appropriate pages in the Policies and Procedures Manual are replaced with the new or revised policy. If the policy is new, a new or unassigned number should be assigned to the policy. Start first with any unassigned policy numbers between 1 and 99. Eventually policies will need to be assigned with numbers 100 and above. Insert the new policy into the manual.

10. The updated Policies and Procedures Manual is posted to KC Intranet

The current Policies and Procedures Manual is then replaced with the updated P&P manual. Follow the procedures outlined in the "Metro Transit Operations Website Manual" for updating the website.

11. Notification of an updated Policies and Procedures Manual is sent out

An e-mail notice directing attention to an updated policy is sent out to "zzgrp, tr var ops all". The notice should contain a summary of the changes and a link to the policies and procedures web page. A second e-mail is sent to ATU 587 with a PDF of the manual as the union does not have access to the policies and procedures web page.

Subject: **Standards for Evaluating Probationary Full-time Operators** (Pg. 1 of 3)

Approval by Manager:

Issue Date: 5/12/83

Revision Date: 8/22/08

A Part-time Transit Operator (PTO) who moves to a Full-time Transit Operator (FTO) position through the formal recruitment process, and who has completed probation as a PTO, will not serve a second probationary period. If probation was not completed, the FTO will receive 1 day of credit towards probation for every 2 days of PTO service.

A FTO who is rehired in the same position will serve a probationary period of 6 months. A FTO who retires and is rehired within 12 months will not serve probation. A FTO hired by any other circumstance will serve a probationary period of 6 months after the date of qualifying as a Transit Operator.

The probationary period will be extended if the Operator is unavailable to perform the duties of a transit operator for any reason for a period in excess of 10 consecutive full or partial workdays over the term of the probation.

- Example: If unavailable for 10 consecutive workdays, the probationary period will not be extended.
- Example: If unavailable for 11 consecutive workdays, the probationary period will be extended for 11 days.

King County METRO has established the performance standards described below to ensure consistent evaluation of probationary employees. These standards are guidelines not intended to create an enforceable employment contract. The continued employment rights of probationary employees are governed by the Labor Agreement under Article IV, Section 9, which provides that "the discipline of probationary employees ...is the sole responsibility of METRO. Those employees, who are not satisfactory, in the judgment of METRO, will be terminated."

A point system is used to measure performance level according to these standards. If the total points on the Operator's record equal or exceed 15 points at any time during the probationary period, employment will be terminated. All incidents that occur during the probation period will be subject to the point system, even if they are still under investigation when the probation period ends or do not become known until after the period has ended.

A probationary operator whose employment is terminated may request a termination review within 10 days of the notification. Probationary termination is not subject to the grievance and/or arbitration procedures outlined in the labor agreement.

Criteria for Infractions and Attendance**Point Value**

- | | |
|---|----|
| 1. Major infraction – Performance Report (except preventable accidents and absence policy as defined below) | 15 |
| 2. Serious Infraction | 9 |
| 3. Minor Infraction – | |
| Counseling and Oral Reminders | 3 |
| Written Reminders | 5 |
| Suspensions and Decision Making Leave | 9 |
| 4. Unexcused Absence | 7 |

Subject: **Standards for Evaluating Probationary Full-time Operators** (Pg. 2 of 3)

Issue Date: 5/12/83

Effective Date: 5/12/83

Revision Date: 8/4/08

5. Absence

3

Requests for a miss to be changed or excused must be presented in writing to the chief within five (5) working days of the occurrence. The chief shall determine whether the miss shall be changed or excused.

Probation points for absences will be removed when the absence is "canceled" by the provision of the 60/30 day rule of Article 4 Section 6.H of the 587 labor contract. However, time designated as a major illness, or any other days of unpaid leave, will be excluded when calculating the one 60/30 day rule for absences.

Sick Leave

1. Probationary operators will sign the Annual Self Certification of Medical Absence at training, prior to or upon qualification.
2. The base chief will meet with each probationary operator to review the top portion of the Annual Self Certification of Medical Absence and ensure that the operator fully understands the appropriate use of sick leave. The chief will also explain medical verification requirements for probation operations.
3. After the 6th full or partial day of sick leave use, probationary operators must be seen by a doctor or licensed medical practitioner during the time they are unavailable to work due to illness/injury. Each incident of personal sick leave and sick child/sick family leave must be verified on a King County METRO *Sick Leave Verification* form (#0028). This form must
 - State that the operator was unable to perform his or her duties.
 - The dates of the incapacity and the date of appointment, treatment or hospitalization.
 - It must be turned in no later than five (5) calendar days after the day the operator returns to work.

Failure to submit this form as required will result in an unexcused absence (7 points) for each day that is not verified.

4. METRO may, at its discretion, visit or call the operator at home to verify illnesses, or call the operator's physician.

Absences due to illness must be reported at least 30 minutes before the operator is scheduled to report. Failure to report illnesses as required will result in an unexcused absence (7 points), which will not be changed to an absence unless the operator can submit verification from a licensed practitioner that he or she received medical treatment and was unable to report the absence as required. The immediate supervisor shall determine whether the circumstances warrant a reduction from an unexcused absence.

Criteria for Sick Leave**Point Value**

- | | |
|---|---|
| A. First 4 full and / or partial days sick leave verification is not required. | 0 |
| B. 5th and 6th full and/or partial days sick leave verification is not required. (Points are assessed for each full or partial day.) | 3 |
| C. Each full and/or partial day after the first 6 when a verification form (#0028) has been submitted (Points are assessed for each full or partial day.) | 3 |
| D. Any full and / or partial day not documented with a King County Metro Sick Leave Verification form #0028. Points are | 7 |

Subject: Standards for Evaluating Probationary Full-time Operators (Pg. 3 of 3)		
Issue Date: 5/12/83	Effective Date: 5/12/83	Revision Date: 8/4/08

assessed for each full or partial day.

- | | |
|---|---|
| <p>E. Doctor and dentist appointments, provided the Operator has submitted a Schedule Medical Appointment form to the Planner by 10 a.m. the day before the appointment.
 <i>Operators are encouraged to schedule doctor and dentist appointments at times that do not conflict with their work assignments.</i></p> | 0 |
| <p>F. Sick days as a result of hospitalization (24 hours as an inpatient or other equivalent major illness as determined by METRO, e.g., broken leg).</p> | 0 |
| <p>G. Leave designated as FMLA qualified.</p> | 0 |

Preventable Accidents

Criteria for Preventable Accidents

Point Value

- | | |
|--------------------------|----|
| A. Severe accident | 15 |
| B. First major accident | 7 |
| C. Second major accident | 8 |
| D. Minor accident | 5 |

Subject: **Short-Term Disability (STD)** (Pg. 1 of 2)

Approval by Manager:



Issue Date: 3/6/01

Revision Date: 5/1/12

The following is a 'how to' when completing the employer portion of the Short-Term Disability (STD) application. The answer to each question is explained or provided (highlighted in **BOLD**). Contact Transit HR if you or someone at your work site is unable to access *PeopleSoft* to check the employee's Social Security Number, date of full-time status (required for STD eligibility) and earnings information (hourly wage, date of last increase and earnings prior to increase).

NOTE: Only *The Standard Insurance Company* determines if the employee is entitled to these benefits. The Disability Insurance Claim Packet and instructions form is located at the [Dispatch/Planning/Management forms](#) website. It can be filled out online. Please complete these forms when asked, as needed, or when appropriate.

The ATU 587 represented full-time employee's immediate supervisor/chief shall complete the *employer* portion of the application. The employee signs the *Authorization to Obtain Information* form and completes the *employee* portion of the application. The employee's physician completes the *Attending Physician* portion of the application. All completed forms are then mailed to *The Standard Insurance Company* at:

Standard Insurance Company
PO Box 2800
Portland, OR 97208

To begin, enter employee's full name, Social Security number and job title (a copy of the job description is not required). Then follow each numbered box with the information outline below.

1. Full-time hire date.
2. Is employee insured for Short-Term disability? **Yes**
 - Effective date: **Enter the 1st day of the calendar month following the date of hire**
 - Is employee insured for Long-Term disability? **Yes**
 - Effective date: **Enter the 1st day of the calendar month following the date of hire**
 - Is employee insured for Group Life insurance? **No**
 - **NOTE:** The Standard Insurance Company does not provide Life Insurance for King County.
3. Is disability work related? **If determination is pending, check Undetermined.**
4. Ask employee or check with a Workers' Compensation Representative.
5. Check hourly & confirm wage rate with employee or check PeopleSoft for hourly wage rate, last increase & wage rate prior to increase.
6. Refer to attendance record.
7. Full-time @ 40 hours/week.
8. If still off work indicate "Still off work".
9. Refer to *Payroll report of most recent PPE for sick leave accruals and determine date exhausted.*
10. Same as 9.
11. **Yes** to both questions.
12. Default entries are: Percentage of STD premium = **0%**; Percentage of LTD premium = **100%**; Are employee paid premiums included in employee salary? **No**
13. **No**

Subject: Short-Term Disability (STD) (Pg. 2 of 2)

Issue Date: 3/6/01

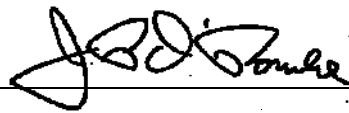
Revision Date: 5/1/12

Sign, date the application and place a copy in the employee's medical file. Advise the employee to ask the physician to make a copy of the completed application (front and back) before mailing.

The STD benefit is \$550 per week for a maximum of 90 days minus the length of the benefit waiting period. There is **no** waiting period for disability caused by accidental injury and seven days for disability caused by sickness or pregnancy.

Subject: Vacation/Annual Leave-Part-time Operators (Pg. 1 of 2)

Approval by Manager:



Issue Date: 10/7/82

Revision Date: 5/11/06

Part-time operators who have completed 12 months of service will begin accruing vacation at the rate indicated in the current labor agreement. Vacation accrued in any year can be taken the following year. Operators are eligible to take vacation as follows:

- Operators who have not reached their fifth anniversary during the accrual year, but who have reached their second anniversary, are guaranteed at least 10 days of vacation. (Example: An operator who qualified on June 24, 1986 would begin accruing vacation on the first pay day of the period following the one year anniversary date and would be able to take vacation as of January 1, 1988. This operator would be taking vacation he or she had accrued between June 24, 1987 and December 31, 1987.
- Operators who have reached their fifth year anniversary during the accrual year are guaranteed at least 15 days of vacation.
- Operators who have reached their 10th year anniversary during the accrual year are guaranteed at least 20 days of vacation.

The number of operators per base allowed to go on vacation will be determined as follows: The number of vacation periods available shall total no less than 10% of the opposite AM or PM single tripper assignments at that base. (Example: If a base has 90 PM trippers and 80 AM trippers, then nine AM operators and eight PM operators would be guaranteed vacation or annual leave during each vacation period.) A DTA assignment will count for both an AM and PM tripper when calculating the guarantee. A vacation period is defined as five consecutive days, Monday through Friday.

After completing 12 months, operators are eligible to take 20 days annual leave until eligible for vacation then are eligible for 10 days of annual leave.

If an Operator has unused vacation at the end of the year, all hours, except those authorized as carryover, will be cashed out.

Requesting Vacation and Annual Leave

Operators may pick vacation (but not annual leave) from guaranteed vacation periods in the shake-up room during pick. In order for a DTA Operator to select a guaranteed vacation, there must be both an AM and PM guaranteed spot available.

Operators may request vacation and/or annual leave after pick at their bases. After-pick requests for vacation or annual leave will be approved, first-come, first-served, provided there are vacant guaranteed spots available.

Operators may still apply for vacation after all guaranteed periods have been chosen. Annual leave and vacation requests that are in excess of the guarantee may be provisionally approved for posting, at Metro's discretion, based on projected workforce. If a provisionally approved vacation or annual leave request is not picked for a vacation relief, then Metro can postpone the vacation or annual leave to a later time. Applications submitted at the bases must be received by the chief 14 days prior to the beginning of the vacation.

Vacations must be taken in five-day (Monday - Friday) blocks. Any request of less than 5 days must be taken as single-day vacations and requested via the lay-off book.

Subject: Vacation/Annual Leave Part-time Operators (Pg. 2 of 2)

Issue Date: 10/7/82

Revision Date: 5/11/06

Single Day Vacations

There is no limit to the number of single-day vacations a PT Operator may take, provided the operator has sufficient vacation time available to cover each requested day. Request for single day vacation is made via the layoff book. Requests for single-day vacation will be approved only when the operator would otherwise be excused via the book. A single-day vacation request does not give an operator priority; it only provides the operator with a method to pay for the day if the operator is excused. PT operators may also request the use of single-day vacation time to pay for approved compassionate leave. PT Operators may use single-day vacation to pay for non-paid holidays on which the operator is not scheduled to work.

Pay

For each day of vacation taken, the amount of vacation time paid will equal the length of the part-time Operator's regular assignment for that day. If the operator does not have sufficient vacation time to pay for the approved vacation, the time off will be leave without pay.

Vacation will be paid at the Operator's current rate at the time vacation is taken.

Posting and Assigning

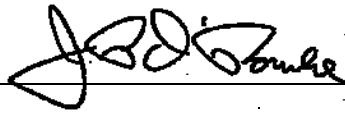
Each base will be responsible for posting and assignment of part-time vacation/annual leaves. Posting must occur twelve days prior to the start date. Postings shall appear in blocks of five days.

An operator who wants to work the posted vacation/annual leave must apply at least **seven** days prior to the start date. Vacation reliefs will be assigned to the highest seniority operator who has not had a vacation relief on a rotational basis. For operators who have received the same number of vacation trippers, the tripper will be assigned by seniority. It is the responsibility of the assigned operator to be qualified on a tripper received by the start date of the vacation relief. When one operator takes more than one block of vacation/annual leave, each block shall be assigned separately. If no operator applies to work guaranteed vacation/annual leave at least **five** days prior to the start date; the work will be assigned via the normal assignment sequence. If no operator is available and assigned to non-guaranteed vacation/annual leave work at least five days prior to the first day of the leave; the vacation/leave may be postponed by METRO until such time as an operator is available.

When a part-time operator's picked tripper does not operate for a week, the operator may pick one vacation relief tripper as part of the normal rotating seniority bid system.

Subject: Long-term Disability (Pg. 1 of 2)

Approval by Manager:



Issue Date: 1/1/03

Revision Date: 5/12/11

Effective January 1, 2003, Long-term Disability claims are now administered by CIGNA. The following information outlines the three options available to an employee when filing a claim for benefits. Contact Benefits and Retirement Operations at (206) 684-1556 if you or the employee have any questions.

NOTE: Only CIGNA determines if the employee is eligible and entitled to these benefits. Please complete these forms when asked, as needed, or if appropriate.

A. Option #1: Call 1.800.362.4462

- Hours of Operation: 8 a.m. – 5 p.m. (Central Time)

B. Option #2: Website: <https://dmswebintake.group.cigna.com/>

- Follow prompts for submitting a claim online.

The employee should be prepared to provide CIGNA with the following information:

- Name, mailing address, phone number, birthdate, social security number and e-mail address (if available);
- The reason for filing the claim – illness, injury or pregnancy;
- A description of the illness, symptoms and/or diagnosis, including the date symptoms first appeared. In addition, has the employee filed a Workers' Compensation claim?
- Information regarding any visits to the doctor(s), hospital or clinic for this claim. This includes the names, addresses, zip codes, and telephone and fax numbers, along with information about the healthcare provider(s).

IMPORTANT: Remind the employee to give the healthcare provider(s) permission to release medical information to CIGNA.

- Employment information – original hire date, job title and job description, if available. In addition, information on other benefits the employee may be receiving (ex. Social Security, Employment Security, State Disability, etc.).

If a disabled employee has questions regarding the claim, the employee may call *CIGNA* at 1.800.362.4462 between the hours of 8 a.m. – 5 p.m. (Central Time). If the call is outside of business hours, s/he may leave a voice mail message and a customer service representative will respond the next business day.

Subject: Long-term Disability (Pg. 2 of 2)

Issue Date: 1/1/03

Revision Date: 5/12/11

C. Option #3: Mail or fax the following forms:

- Group Long Term Disability – completed by the Employee in its entirety, signed and dated;

IMPORTANT: The Employer Section does not need to be completed or submitted.

- Attending Physician's Statement;

IMPORTANT: If the Employee is being treated by more than one physician, multiple Attending Physicians' Statement must be submitted.

- Reimbursement Agreement – signed and dated
- Disclosure Authorization – signed and dated.

Completed forms should be mailed to: CIGNA Group Insurance
Attn: Paper Intake Team
12225 Greenville Ave., #1000
Dallas, TX 75243-9382

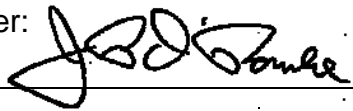
Completed forms should be faxed to: 800.642.8553

Once the disabled Employee has provided all of the required information, the Employee will receive confirmation by mail that the claim has been received.

A CIGNA Case Manager will contact the Employee to discuss the claim process and answer questions. This person will be responsible for managing the claim and will be the primary contact in the event additional questions arise after initial contact with the Employee.

Subject: Operator of the Month/Year and other Recognition Programs (Pg. 1 of 3)

Approval by Manager:



Issue Date: 12/1/93

Revision Date: 2/7/06

Description

Operator of the Month

This program recognizes and expresses appreciation to operators who make a positive contribution to the system. The awards are presented by Transit Division management to operators who demonstrate safe driving skills, courteous and helpful attitudes towards customers, and who pay conscientious attention to job requirements such as attendance, appearance, discipline, etc. Each month, the previous month's winners select one operator from each base.

Operator of the Year

This program allows Operators of the Month to compete for Operator of the Year. The winner is selected by a secret vote of fellow Operators of the Month.

Purpose

Operator of the Month/Year Recognition Program

- To instill pride in operators by meaningful recognition of their excellent driving performance and public relations skills.
- To motivate good operators to continue performing at a high level and to encourage others to improve their performance.
- To promote greater awareness that all King County Metro employees are responsible for safe, courteous and reliable public service.

Criteria for Selection

Operator of the Month Recognition Program

- **Safety:** No preventable accidents during the previous 12 months.
- **Attendance:** Continuous driving time during the previous three months; no misses during the previous six months.
- **Sick Leave:** No more than three incidents of sick leave during the previous six months.
- **Customer Complaints:** No more than one customer complaint during the previous six months.
- **Discipline:** No performance reports during the previous six months; no major infractions during the previous two years.
- **Uniform:** Consistently wear the uniform authorized by King County Metro and is well groomed in appearance.
- **Experience:** Operators must be at pay step 2 or above to qualify. (Full-time operators reach step 2 after one year; part-time operators after two years.)

Subject: Operator of the Month/Year and other Recognition Programs (Pg. 2 of 3)
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Issue Date: 12/1/93	Revision Date: 2/7/06
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The selection committee, consisting of an Operations Supervisor and seven operators (previous month's Operators of the Month) will select the Operators of the Month for the next month. In the event of a tie, the selection committee will base their final selection on the following information furnished by the base supervisors:

- Number of commendations for the past 12 months
- Date of last accident
- Number of years without an accident

Operator of the Year Recognition Program

To qualify for Operator of the Year, the operator must have been an Operator of the Month during the previous calendar year. Final selection is by secret ballot among all the Operators of the Month for that year. The person receiving the highest number of votes is the winner. In the event of a tie for first place, all operators tying for first place will be honored as Operators of the Year.

Awards/Recognition

Operator of the Month Recognition Program

- Participation in a quarterly training event which includes lunch with the Director of Transportation, the Transit General Manager, the Manager of Operations, Operations Supervisors, and other operators of the month
- Reserved parking space for a month at the operator's assigned base
- Picture gallery at each base with selected operators' pictures, names and months
- Letter of commendation from the Director of Transportation
- Operator of the Month pin
- Opportunity to compete for Operator of the Year
- Recognition in the Tops in Ops bulletin
- Framed Operator of the Month certificate

Subject: Operator of the Month/Year and other Recognition Programs (Pg. 3 of 3)
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Issue Date: 12/1/93	Revision Date: 2/7/06
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Operator of the Year Recognition Program

- Reserved parking for the year at the operator's assigned base.
- Operator of the Year patch.
- Special position in each base picture gallery for Operator of the Year.
- Letter of commendation from the King County Executive and the Director of Transportation.
- Recognition in King County publications, inside coach card with a picture and introduction of the Operator of the Year, and a Tops in Ops bulletin.
- Assignment of the same coach, cleaned daily. Note: If the operator has more than one picked assignment, he or she will select one assignment for which the clean coach will be prepared.
- Ring
- Plaque
- Attendance at a yearly event for all former Operators of the Year with the King County Executive, the Director of Transportation, the Transit General Manager, the Manager of Operations, and Operations Supervisors.
- Introduction to the King County Council.

Service Awards

The King County Employees' Service Awards Program, in effect since June 1974, was last revised in October 1988. This Executive Order established a program to recognize employees who have rendered long and valuable service to the County.

Employees may choose from among several award items.

Presentation ceremonies may be held at the discretion of the individual unit supervisor.

Retirement

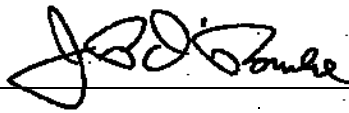
Ceremonies may be held to honor retiring employees, at the discretion of the individual unit supervisor. See TOP 57 "Retirement Celebration and Memento".

Compensation

The Operator of the Month recognition is a special event. Therefore, the Operator of the Month will be compensated 8 hours pay for attending the monthly luncheon, along with the rest of the day off. Metro will not compensate the operator for any overtime lost to attend any Operator of the Month, or Year events. If the Operator has an additional overtime assignment, such as a tripper, he or she must work that assignment to be compensated.

Subject: Request for Operator Conversation Recording (Pg. 1 of 2)

Approval by Manager:



Issue Date: 2/19/03

Revision Date: 2/2/06

Service Communications will provide a WAV file when a Chief or Supervisor requests to hear an operator conversation, however a tape may be made if requested. A tape will be provided for the Prosecutor's Office or Police.

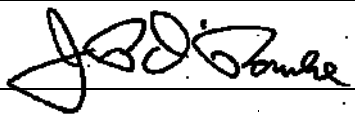
Individuals tapes are not made for Operators, however Operators can listen to a WAV file/tape with their Chief, have Local 587 make a formal request, or make a formal request through the Public Disclosure Office.

To request a WAV file, please use the attached form and send to Service Communications via interoffice mail, or e-mail it to on of the Service Communications Chief.

Please note that the request form is write protected, so you can't overwrite the information blocks.

Request for WAV Recording

Requested By				Mail Stop				Date			
Incident Date				Time				Route/ Run			
Coach Number				Employee's Name						Employee ID	
Specific Nature of Concern:				<div>Sample Only - Click to Access Website</div>							
Date Needed:											
Record Needed For:											
For Service Communications Use Only											
Date Received:				Date WAV Made/Mailed:						WAV Number:	
WAV Made By:											
Actions:											
Reviewed with Employee:											
Other:											

Subject: Nepotism (Pg. 1 of 1)	
Approval by Manager:	
Issue Date: 4/21/96	Revision Date: 8/30/01

In accordance with the King County Board of Ethics, Advisory Opinion 95-11-1133:

“...the Board declares nepotism to be a conflict of interest based on familial relationship and that it creates situations where independent judgment and impartial decision-making may be called into question.”

Definition of Nepotism:

Nepotism occurs whenever an employee participates, directly or indirectly, in an action which affects the interests of a close relative or domestic partner.

Actions include:

1) employment decisions relating to hiring	7) promotion
2) appointment	8) transfer
3) reappointment	9) discipline
4) classification	10) supervision
5) reclassification	11) pay increases
6) evaluation	

Definition of close relatives:

husband	father	father-in-law	grandparent	uncle
wife	mother	mother-in-law	grandchild	nephew
son	son-in-law	brother	brother-in-law	aunt
daughter	daughter-in-law	sister	sister-in-law	niece

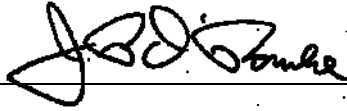
In addition, the definition of close relative includes domestic partners and their children, step- and adopted children.

An Employee must inform her or his supervisor of a potential conflict of interest based on a relationship. This notification must be in writing; submitting a memo to the supervisor is acceptable. The supervisor must take necessary measures to remove the conflict and document them.

Copies of the letters from employees indicating a possible conflict of interest and the supervisor's response are to be sent to the Manager of Transit Operations.

Subject: Donation of Sick Leave, Vacation, or AC Time
(Pg. 1 of 6)

Approval by Manager:



Issue Date: 4/5/96

Revision Date: 8/22/05

Non-represented Employees

Per King County ordinance, non-represented Employees may donate a portion of their accrued Sick Leave or Vacation.

Sick Leave donations are limited to 25 hours per calendar year. The donor's Sick Leave balance must exceed 100 hours. Donated hours must be used within 90 calendar days or the hours revert back to the donor.

- Complete the Donation of Sick Leave Hours form (sample attached)
- Obtain the approval/signature of the General Manager
- Forward the completed form to Payroll for processing.

Vacation donations are limited to the donor's accrued balance. All Vacation Hours donated shall be converted to a dollar value based on the donor's hourly wage rate and divided by the recipient's hourly wage rate to determine the total number of hours received. Donated hours must be used within 90 calendar days or the hours revert back to the donor.

- Complete the Donation of Vacation Hours form (sample attached)
- Obtain the approval/signature of the General Manager
- Forward the completed form to Payroll for processing.

Local 587 Employees

Sick Leave

Per the labor agreement, Sick Leave may be donated only to individuals employed by King County who have exhausted Sick Leave, Vacation Leave, and AC time.

Sick Leave donations are limited to 24 hours per calendar year. The donor's Sick Leave balance must exceed 100 hours. Donations must be made in eight-hour increments.

- Complete the Local 587 Sick Leave Donation form (see attached)
- Forward completed form to Payroll for processing.

Subject: Donation of Sick Leave, Vacation, or AC Time (Pg. 2 of 6)
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Issue Date: 4/5/96	Revision Date: 8/22/05
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Vacation and AC Time

In accordance with a Memorandum of Agreement between King County Metro and ATU Local 587, represented Employees may donate a portion of their Vacation Leave or AC time.

Vacation Leave or AC time donations are limited to 50% of the donor's available Vacation leave and up to 100% of their AC time. Donations must be made in eight-hour increments.

- Complete the Local 587 Vacation & Compensatory Time (AC) Donation form (see attached)
- Forward the completed form to Payroll for processing.

Donated Sick Leave, Vacation Leave or AC becomes the property of the recipient but may not be cashed out upon retirement.

Vacation Leave and AC time may be donated only to individuals employed by King County who have exhausted, or will have exhausted within five calendar days following receipt of the donation request in Payroll, their Sick Leave, Vacation Leave and AC time. Part-time operators cannot accept AC donations.

Note: If an employee donates available vacation leave and chooses to take his/her picked vacation periods, he/she must first exhaust all paid vacation leave. A leave of absence without pay may then be approved for the remaining period of time.

LOCAL 587 SICK LEAVE DONATION

Bi-weekly Payroll System (HRIS Payroll System)

FORM FOR DONATION OF SICK LEAVE HOURS

Per the Labor agreement, any Local 587 represented employee may donate a portion of their accrued SICK LEAVE to a full-time regular employee, part-time regular employee or temporary employee who is employed by King County and receives SICK LEAVE accruals and has exhausted his/her sick leave, vacation leave and AC time hours. SICK LEAVE donations are limited to a maximum of twenty-four (24) hours per calendar year provided that the donating employee's sick leave balance exceeds one hundred hours as of the date of the request. Donation must be made in eight (8) hour increments. Donated sick leave hours become the property of the recipient. Donated sick leave may not be cashed out upon retirement..

I, _____, ID Number _____ request

that _____ hours of sick leave balance be donated to

_____, ID _____.

Donor Employee Signature

_____/_____/_____
Date

*Return completed form to Metro Payroll at Mail Stop EXC-FI-0730

LOCAL 587 VACATION & COMPENSATORY TIME (AC) DONATION

Bi-weekly Payroll System (HRIS Payroll System)

FORM FOR DONATION OF VACATION AND COMP TIME HOURS

Each calendar year, a Local 587 represented employee may donate up to fifty percent (50%) of their available VACATION BALANCE hours and up to one-hundred percent (100%) of their AC TIME hours, in eight (8) hour increments, to individuals employed by King County. Donated vacation and AC hours become the property of the recipient. Donated vacation and AC hours may not be cashed out by the recipient upon retirement. Vacation and AC hours may be donated only to individuals employed by King County who have exhausted, or will have exhausted within five (5) calendar days following receipt of the donation request in the Payroll Section, their sick leave, vacation and AC hours. **Part-time operators cannot accept AC donations.**

I, _____, ID Number _____ request
that _____ hours of my vacation and/or _____ hours of my balance
be donated to _____, ID _____
.

Sample Only - Click to Access Website

_____/_____/_____
Donor Employee Signature Date

*Return completed form to Metro Payroll at Mail Stop EXC-FI-0730

Biweekly Payroll System (HRIS Payroll System)

FORM FOR DONATION OF SICK LEAVE HOURS

Any full-time regular, part-time regular, and temporary employee who is employed at least halftime and receives vacation accruals, may donate a portion of their accrued SICK LEAVE to a fulltime regular employee, part-time regular employee or temporary employee who is employed at least half-time and receives SICK LEAVE accruals. SICK LEAVE donations are limited to twenty-five (25) hours per calendar year provided that the donating employee's sick leave balance exceeds one hundred hours as of the date of the request. Donated sick leave hours must be used within ninety calendar days following the date of donation or the hours revert back to the donor All sick leave hours donated shall be converted to a dollar value based on the donor's hourly rate at the time of donation. Such dollar value shall be divided by the receiving employee's hourly rate to determine the number of hours received. Such donations will require written request to and approval of the donating and receiving employees' department director(s).

I, _____, SSN Number ____ - ____ - ____

request that _____ hours of sick leave balance be donated to _____.

Sample Only - Click to Access Website

_____/_____/_____
Donor Employee Signature Date

_____/_____/_____
Donor Department Director Signature Date

_____/_____/_____
Recipient Department Director Signature Date

*Return completed form to Metro Payroll at Mail Stop EXC-FI-0730

Payroll use only

Donor's Rate of Pay _____ Converted Dollars _____

Recipient's Rate of Pay _____ Converted Hours _____

Donated sick leave hours must be used within ninety calendar days following the date of donation or the hours revert back to the donor.

Biweekly Payroll System (HRIS Payroll System)

FORM FOR DONATION OF VACATION HOURS

Any full-time regular, part-time regular, and temporary employee who is employed at least halftime and receives vacation accruals, may donate a portion of his/her accrued VACATION leave to a full-time regular employee, part-time regular employee or temporary employee who is employed at least half-time and receives VACATION leave accruals. VACATION donations are limited to the donor's accrued vacation balance as of the date of the request. Donated VACATION hours must be used within ninety calendar days following the date of donation or the hours revert back to the donor. All vacation hours donated shall be converted to a dollar value based on the donor's hourly rate at the time of donation. Such dollar value shall be divided by the receiving employee's hourly rate to determine the number of hours received. Such donations will require written request to and approval of the donating and receiving employees' department director(s).

I, _____, SSN Number ____ - ____ - ____

request that _____ hours of sick leave balance be donated to

_____, ID _____.

Sample Only - Click to Access Website

Donor Employee Signature _____ / ____ / ____
Date

Donor Department Director Signature _____ / ____ / ____
Date

Recipient Department Director Signature _____ / ____ / ____
Date

*Return completed form to Metro Payroll at Mail Stop EXC-FI-0730

Payroll use only

Donor's Rate of Pay _____ Converted Dollars _____

Recipient's Rate of Pay _____ Converted Hours _____

Donated sick leave hours must be used within ninety calendar days following the date of donation or the hours revert back to the donor.

Subject: Use of Personal Computers/Software (Pg. 1 of 2)

Approval by Manager:

Issue Date:

Revision Date: 6/12/01

The personal computers used for King County Metro Transit business by Operations staff are to contain software licensed only for and owned by King County, unless approved by the Operations Network Administrator.

Transit Operations intends to perform quarterly checks of all personal computer hard drives to ensure that no unauthorized or unlicensed software is being used. In addition, random spot checks will be made in the course of other computer-related activities.

Shareware and groupware are not to be used on Operations' PC's, unless authorized.

Screensavers not purchased by Metro Transit, or unlicensed screensavers are not authorized for use on Metro PC's. Scanned personal photographs may be permitted if virus protection has been included prior to loading of the scanned image. Images that are inappropriate in the workplace are not allowed and are subject to any and all county policies on this type of activity. Network Support personnel will remove any unacceptable or unlicensed items from hard drives when found.

Reasonable security for personal computer hardware and software is the responsibility of the user. In areas where equipment is shared, this becomes a joint responsibility.

In the course of normal duties, some employees have an authorized need to take county hardware and software off county property. Reasonable security for those items is the responsibility of the user.

Personal software that has not been specifically authorized for use on this equipment is not to be used.

Software Purchasing Procedures

- All purchases will follow King County purchasing ordinances, policies and procedures.
- When purchase of software is required, a Supervisor will provide the Network Administrator a written request identifying the product, its specifications and cost, and a statement as to why it is required and how it is to be used.
- The Network Administrator will review the request to determine:
 - It does not duplicate other available Transit -owned software
 - It meets King County Metro standards and requirements
- The Network Administrator will review the request with other Operations staff as appropriate. If approved, the Network Administrator will process the software purchase and bill the appropriate org number.
- If options or problems with the order are identified, the Network Administrator will contact the Supervisor to further discuss the purchase.
- When purchasing network software used by all or part of Operations, the Network Administrator will identify the product, its specifications, cost and business justification. This information will be reviewed by Operations Planning and Technical Support, work group Supervisors as appropriate, and the Manager of Transit Operations.

Subject: Use of Personal Computers/Software (Pg. 2 of 2)

Issue Date:

Revision Date: 6/12/01

Procedure for Processing Outdated Software and Documentation

The processing of outdated computer software belonging to King County Metro Transit Operations will include:

- A notification of intent to archive software will be sent out to all users. The name and version of the specific software is to be included in the notification. A minimum of thirty (30) days will be allowed after notification before processing will be performed.
- One (1) copy of the software will be retained (archived). One copy of any documentation will be retained (archived).
- All software disks to be eliminated will be subject to deletion of all files.
- All documentation to be eliminated will be rendered unusable before discarding.
- The Network Administrator or other officially designated individual will maintain a record of any and all archiving of software.

Subject: Process Servers (Pg. 1 of 1)

Approval by Manager:

Issue Date: 6/6/96

Revision Date: 5/4/08

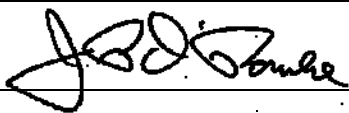
In accordance with Washington State law (RCW 4.28.080), King County Metro Transit does not accept service of legal documents to employees in the workplace. Individuals (process servers) seeking to deliver legal papers (e.g. subpoenas, summons, complaints) to employees should be informed that we do not accept service to our employees either in person or by mail.

However, Metro can serve subpoenas to Metro employees when the subpoenas are being issued by the King County Prosecuting Attorney's Office.

Any questions regarding this policy may be directed to the Transit Human Resources Office.

Subject: Public Disclosure Requests (Pg. 1 of 1)

Approval by Manager:



Issue Date: 3/16/98

Revision Date: 11/16/09

Upon receipt of a Public Disclosure request:

- Immediately notify the Manager of Operations and the Public Disclosure Coordinator;
- The manager or her or his designee will schedule a meeting to discuss the request and assign the appropriate staff to coordinate with the Public Disclosure office;
- Notify field staff after this initial meeting has been held.

Process steps include:

- Do not release any personal information without a court order.
- Notify Local 587 or Local 17 of a request for information.
- Do not release any Contact Sheets regarding any employee without a court order.

Important: If order is received, redact any/all reference to name, ID #, or staff reference.

Subject: FMLA/King County FML Process Checklist (Pg. 1 of 7)

Approval by Manager:

Issue Date: 4/3/98

Revision Date: 9/2/08

The federal Family and Medical Leave Act (FMLA) guarantees “eligible” Employees up to 12 weeks (26 weeks for FMLA Military Leave Only) of job-protected leave per rolling 12-month period for “qualifying” reasons. King County Family Medical Leave (KCFML) provides eligible Employees up to 18 weeks of unpaid job-protected leave per rolling 12-month period for “qualifying” reasons.

- Leave may be continuous or intermittent.
- FMLA/KCFML entitlements run concurrently when the leave is unpaid and with industrial injury/illness leave.
- Donated leave and KCFML run concurrently.

All forms for requesting, certifying and approving FMLA/KCFML are located at:

<http://www.kingcounty.gov/employees/benefits/Forms.aspx>

Employee Eligibility:

- Employees must have worked for King County for at least 12 months. The 12 months need not be consecutive and previous periods of King County employment count.
- Full-time operators must have worked at least 1040 hours during the 12 months immediately preceding the start of the leave. Sick leave, vacation, AC time taken and personal holidays do not count towards the threshold.
- Part-time operators must have worked at least 510 hours during the 12 months immediately preceding the start of the leave.
- New full-time operators must have worked at least 1040 hours during the 12 months immediately preceding the start of leave. This total includes part-time hours worked prior to going full-time.

Qualifying Reasons:

- The birth of your child or placement of a child with you for adoption or foster care (requires a copy of the birth certificate, proof of adoption or foster care placement).
NOTE: If a female employee is temporarily disabled due to pregnancy or childbirth, she may be entitled to unpaid leave in addition to FMLA/KCFML leave.
- The Employee's own “serious health condition;”
- The Employee's spouse, parent or child with a “serious health condition.” NOTE: Medical certification for a family member's serious health condition must indicate specifically the need for the Employee to care for the family member. FURTHER NOTE: Children must be under 18 years old; if over 18, they must meet a disability standard.
- For KCFML only, the serious health condition of a domestic partner, or the domestic partner's parent or child.
- For FMLA Military Leave only, entitles Employee to take up to 26 weeks of job-protected leave per rolling 12-month period to care for a spouse, parent, child or next of kin with a serious injury or illness as a result of military service.
- For FMLA Military Leave only, entitles Employee to take up to 12 weeks of job-protected leave per rolling 12-month period for a qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is on active duty, has been notified of impending call or order to active duty in the Armed Forces in support of a contingency operation.

Subject: FMLA/King County FML Process Checklist (Pg. 2 of 7)

Issue Date: 4/3/98

Revision Date: 9/2/08

A “Serious Health Condition” is defined as:

- In-patient hospital care
- Incapacitation (unable to perform normal work functions) of more than 3 consecutive calendar days (includes RDOs), combined with continuing treatment by a healthcare provider (two or more treatments by, or under the supervision of a healthcare provider or one such treatment followed by a regimen of continuing treatment)
- Pregnancy
- Chronic condition requiring periodic treatments
- Permanent/long-term condition requiring supervision by a health care provider
- Multiple treatments for a non-chronic condition

Employee Responsibilities:

- Employee submits a Protected Family and Medical Leave Request Form to the dispatcher or chief. This form should be submitted 30-days in advance of the leave, or as soon as possible if the need for the leave was unforeseeable.
- Employee receives date-stamped copy of Leave Request Form back from dispatcher or chief.
- Employee submits a Medical Certification Form completed by the healthcare provider within 15 calendar days following submission of the Leave Request Form.

Medical certification shall be valid for no longer than one year. A re-certification may be required as frequently as every 30 days, when appropriate, as determined by the employee's supervisor.

- Employee must have leave approved before it is taken. An Employee may retroactively designate absence(s) as FMLA/KCFML only if the employer was unaware that the leave was FMLA/KCFML related. The retroactive request must be made within two (2) workdays after returning to work and with the submittal of the proper paperwork. In the absence of such timely notification by the employee, the employee may not subsequently assert FMLA/KCFML protections for the absence.
- Employee may be required to provide a Return to Work release before returning from leave.
- An Employee with a certified intermittent FMLA/KCFML condition, who is requesting leave for that condition, must inform the dispatcher or chief that the absence is for a certified FMLA/KCFML condition.

Base Dispatcher:

Upon receipt of Employee's request for FMLA/KCFML leave, date stamp all copies and return the stamped Employee's copy immediately to the Employee. Subsequent follow-up by the chief will determine the Employee's eligibility for FMLA/KCFML leave and whether the request will be granted conditionally.

If, when requesting sick leave, the employee notifies the dispatcher that the leave is for a FMLA/KCFML condition, the dispatcher should note such on the call sheet and enter "FMLA and/or KCFML" in the comments of the BOSS/HASTUS entry.

Subject: FMLA/King County FML Process Checklist (Pg. 3 of 7)

Issue Date: 4/3/98

Revision Date: 9/2/08

Chief Responsibilities:

1. First determine the Employee's eligibility for FMLA/KCFML by running an eligibility query.
Query for actual hours worked in PeopleSoft 8.9 as follows:
Once in PeopleSoft 8.9:
 - Click on "Reporting Tools"
 - In Main Menu, click on "Query"
 - Query Viewer
 - Search By: Query Name
 - Begins with – type "tr"
 - Click "Search"
 - On the Right of TRANSIT_FMLA_ KCFML_ELIGIBLE1 – Under Run to Excel, Click "Excel"
 - Enter PeopleSoft ID and Date One Year Previous (to the start date of FMLA/KCFML leave)
 - Click "View Results"
 - Scroll to the Cell at the Bottom of Last Column & Highlight
 - Click on Insert in the toolbar
 - Click on "Function"
 - Click on "Sum"
 - Click "OK"
 - Click "OK"
 - The total number of hours worked for the designated time-period will automatically insert on Excel chart
2. Determine if the request is for a FMLA/KCFML qualifying reason. If questionable, approve the leave provisionally and consult with Transit Disability Services.
3. Complete a Protected Family and Medical Leave Request Response and send it to the Employee within two (2) days of the request for leave.
4. If the request is provisionally approved, direct the Employee to submit a completed Medical Certification form immediately, but no later than 15 calendar days. Upon receipt of this certification, review it to ensure that leave is justified under FMLA/KCFML. If there are any questions or concerns, consult with Transit Disability Services. If the certification is acceptable, notify the Employee that the request for leave is approved by revising the provisional approval notification, with a copy to both the Employee and the Base medical file.
5. The Chief/Supervisor may retroactively designate leave as FMLA/KCFML only if the Chief/Supervisor had no knowledge of the FMLA/KCFML qualifying condition until the Employee returned to work. It is the Employee's responsibility to submit the appropriate paperwork for retroactive designation within two (2) workdays of returning to work following the leave.
6. Ensure the proper recording/tracking of all FMLA/KCFML leave on attendance cards. Employees should be tracked as using FMLA/KCFML while on Job Injury as long as they meet the eligibility requirements. In almost all cases, FMLA/KCFML and Job Injury time run concurrently.
7. For any employee who has been on the sick list for 3 consecutive days, mail them the Protected Family and Medical Leave Request form and a blank Medical Certification form. This puts the onus on the Employee to designate the leave as protected if the circumstances of the leave meet the FMLA/KCFML criteria. The absence will not be

Subject: FMLA/King County FML Process Checklist (Pg. 4 of 7)

Issue Date: 4/3/98

Revision Date: 9/2/08

charged against the Employee's FMLA/KCFML entitlement unless a Medical Certification form is returned and the provided information is deemed to be appropriate. If the physician/licensed practitioner determined that the condition does not meet the definition of a "serious health condition", the absence will not be considered FMLA/KCFML qualified.

8. FMLA/KCFML leave cannot be counted under "no fault" attendance policies or used as a negative factor in employment actions, such as hiring, promotions or disciplinary actions.
9. Customize the attached "Template #1" to designate and provisionally approve the absence as FMLA/KCFML qualified, pending receipt of Medical Certification Form. If the Employee fails to provide the Leave Request Form and/or the Medical Certification Form, notify the Employee in writing (by customizing "Template #2") that due to his/her failure to submit paperwork, the absence will not be FMLA/KCFML protected. Give the Employee the original of Template #2 and place a copy in the Employee's Base medical file.
10. If it is determined that the absence is not FMLA/KCFML protected, medical verification may be necessary to cover the absence.
11. For intermittent leave, determine and document what the Employee's work schedule will be, based on the Medical Certification Form, and file a copy in the Employee's Base medical file.

Paid and Unpaid Leave:

- An Employee must exhaust all of his/her own accrued sick leave for his/her own serious health condition. Additionally, an Employee must exhaust all accrued sick and vacation leave before using donated leave.
- When taking FMLA/KCFML for family reasons, the Employee shall choose, at the start of the leave, whether the leave will be paid or unpaid. When an Employee chooses to take paid family leave, s/he may reserve up to 80 hours of sick leave (for use at a later time) and then may run out vacation accruals and/or AC time.

PCNs for Leave:

Below is a listing of the various PCNs related to leave. Please submit the PCN as soon as possible after you are aware of, and/or have approved, the leave:

- Off > 10 days on paid FMLA (non-industrial) = *PLA/MED*
- Paid Leave, FMLA/KCFML exhausted/ineligible (non-industrial) = *PLA/NJY*
- Off > 10 days on unpaid FMLA/KCFML (non-industrial) = *LOA/MED*
- Unpaid Leave, FMLA/KCFML exhausted (non-industrial) = *LOA/NJN*
- Off > 10 days on industrial injury/illness; FMLA/KCFML runs concurrently; and receiving supplemental payments from KC payroll [refer to payroll chart, sent out by Disability Services]= *PLA/INI*

NOTE: Timeloss payments are NOT considered pay for PCN purposes; only pay from KC Payroll is considered pay.

- Off > 10 days on industrial injury/illness; FMLA/KCFML runs concurrently [document FMLA/KCFML periods in the PCN comments]; not receiving supplemental = *LOA/TNS*
- Off on industrial leave; FMLA/KCFML exhausted; not receiving supplemental payments. Entitled to **benefits** under the 587 labor agreement for 260 workdays or 2 calendar years from the date of the injury, whichever comes first = *LOA/TNS*

NOTE: King County will not pay for employee's supplemental insurance coverages. Benefits will contact the employee and provide them with the option of self-paying for supplemental insurance coverages.

Subject: FMLA/King County FML Process Checklist (Pg. 5 of 7)

Issue Date: 4/3/98

Revision Date: 9/2/08

- Off on industrial leave; FMLA/KCFML exhausted; exhausted JI 587 benefits entitlement = *LOA/OIU*

Suggestions for Evaluating Intermittent FMLA/KCFML Usage

- A Chief/Supervisor should decide whether to request a second opinion when an employee first requests intermittent FMLA/KCFML. **This can only be done on the initial request.** Second opinions cannot be requested on re-certifications.
- A Chief/Supervisor may also request a second opinion on blocks of time requested for FMLA/KCFML if the necessity for the leave is unclear. Send Transit Disability Services the Request Form and Medical Certification so they can ask the employee's physician the appropriate questions regarding the necessity and frequency of leave. Below are examples of situations where you may chose to get a second opinion:
 - An operator takes three months off every summer, under FMLA/KCFML, for the past three years;
 - An operator has been denied a vacation change for a certain period of time and is now requesting FMLA/KCFML time;
 - An operator has asked for a compassionate leave due to a family reunion in another state or country which has been denied, and is now requesting FMLA/KCFML;
 - An operator uses lots of Leave Without Pay (LWOP) and uses up their sick leave and vacation accruals every year.
- If a Chief/Supervisor has concerns about the pattern of intermittent FMLA/KCFML days that are taken (are next to Regular Days Off [RDOs]), are always Fridays/Mondays and/or holidays), send Transit Disability Services the Medical Certification and attendance card. Transit Disability Services will write to the physician to confirm that the specific days that were taken, for example, in a one-month period, were for the FMLA/KCFML condition.
- If a Chief/Supervisor knows that the intermittent days off are for short appointments, send Transit Disability Services the Medical Certification and the attendance card. Transit Disability Services will write to the physician to question why the employee required a full day off; for example, for a 15-minute appointment/treatment.
- A Chief/Supervisor can ask the employee to re-certify their condition, regardless of whether the FMLA/KCFML time is taken intermittently or in blocks, as frequent as every 30 days. The employee should be given 15 days to have a blank Medical Certification completed and returned. The Chief/Supervisor should also explain that if it is not returned within 15 days, then future intermittent FMLA/KCFML absences maybe considered Unexcused Absences (UAs). Below are examples of situations where you may want to ask the employee to re-certify as frequent as every 30 days:
 - The employee requests an extension of the leave;
 - Circumstances described by the current Medical Certification have changed significantly;
 - The employer receives information that casts doubts upon the continuing validity of the certification



TEMPLATE # 1 – Provisional Designation Memo

Letterhead

DATE:

TO: Employee's Name, Badge #

FROM: Chief/Supervisor's Name, Title, Worksite

RE: FMLA/KCFML Provisional Designation

Thank you for your notification that you will need a medical leave of absence effective DATE. This memo is to notify you that I am provisionally designating your leave as FMLA and/or KCFML.

Under the Family and Medical Leave Act (FMLA) 29 CFR 825.208, Metro Transit is required to designate an employee's leave as FMLA if we know or have reason to believe, based upon information received from the employee, that the employee's leave is for the serious health condition of the employee, or one or the employee's qualifying family members.

Please notify me if your absences are NOT for a serious health condition for either you or a qualifying family member.

I am enclosing a Protected Family and Medical Leave Request Form and a Medical Certification Form. You must complete the Request Form and return it to me immediately. Please have your physician complete the Medical Certification form and return it to me no later than **DATE (15 calendar days following provisional approval)**.

Failure to submit the appropriate paperwork may affect your protected leave status and employer paid benefits. This may also result in your time off being subject to other attendance criteria in accordance with the labor agreement and applicable policies.

Please call me at (206) phone number, if you have any questions.



TEMPLATE # 2 – Failure to Provide Necessary Paperwork

Letterhead

DATE:

TO: Employee's Name, Badge #

FR: Chief/Supervisor's Name, Title, Worksite

RE: Failure to Provide FMLA Paperwork

Dear Name:

You have recently missed approximately **XX** workdays related to what may have been a serious health condition of either you or a qualified family member. On **DATE**, I provisionally approved your leave as FMLA and/or KCFML and notified you that you must submit the Protected Family and Medical Leave Request Form and Medical Certification form to me no later than **DATE**. I further notified you that failure to provide the forms by **DATE** would result in leave that was not protected by FMLA/KCFML.

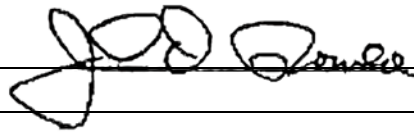
This letter is a follow-up to notify you that, as of today, I have not received the Protected Family and Medical Leave Request Form or the Medical Certification form. **Please be advised that submission of appropriate paperwork is a requirement of FMLA/KCFML protected leave.**

Since you did not submit a completed Protected Family and Medical Leave Request and a Medical Certification form within the required time frame, this absence will not be granted the protections of FMLA/KCFML. As a result, your absence(s) may be negatively considered, in addition to other attendance criteria, for purposes of promotion and/or performance evaluations. This will also result in your time off being subject to other attendance criteria, in accordance with the labor agreement and applicable policies.

Please call me at (206) phone, if you have any questions.

Subject: Employee ID/ORCA (Pg. 1 of 2)

Approval by Manager:



Issue Date: 1/1/98

Revision Date: 10/07/13

As approved by the King County Executive and the King County Council, eligible County employees are issued a combined employee ID/ORCA card. The ID/ORCA entitles employees to ride on all regular service provided by King County Metro, Sound Transit, Pierce, Snohomish, Everett and Kitsap transit. The ID/ORCA is not valid fare on paratransit and Washington State Ferries. The ID/ORCA is not valid on Metro special event service.

Employees must comply with certain program rules to retain the privilege.

- The employee is the only person authorized to use the ID/ORCA card. If someone else uses the card, the employee shall forfeit eligibility to have the ID/ORCA card and may be subject to discipline.
- All employees using their ID/ORCA as fare for Link light rail, ST Sounder and RapidRide must tag their card to the reader before or when boarding. Additionally, when exiting Link light rail or ST Sounder, employees should tag their card to the reader when or after exiting. This requirement includes all operators riding these services, including RapidRide, whether traveling to or from a relief point, qualifying or for any other reason including personal use.
- Lost, stolen or non-functioning ID/ORCA cards should be immediately reported to the ID and Access Control office at the King County Administration Building, Room 312, 500 4th Avenue in Seattle or by calling 206-296-0104. There is a 72 hour waiting period before a new card is issued. There is a \$25 fee for lost cards. There is no charge for a stolen ID/ORCA card with an attending police report of theft, or for replacement of non-functioning cards.



Employee ID Replacement Form

Please print and provide all information indicated. Information must be complete and signed by the employee to be valid. If you lose your bus pass, you may obtain one replacement per calendar year from FMD, Building Services-Security/ID Access Unit in the King County Administration Building; 500 Fourth Avenue, Room 206; Seattle, WA 98104; 206-296-0104.

TO OBTAIN A REPLACEMENT, BRING PHOTO ID. YOU WILL BE CHARGED A FEE UNLESS THE CARD IS DEFECTIVE OR WAS STOLEN FROM YOU. IF STOLEN, YOU NEED TO BRING A COPY OF THE POLICE REPORT.

Employee Last Name	First Name	Middle Initial
Name Change-List Old Name Below	Employee Social Security Number	Date of Birth
(Area Code) Home Phone	(Area Code) Work Phone	Supervisor's Name
Department	Division/Work Group	Mail Stop
Department Change-List Old Department Below	Location of Buildings where employee will be working	Rooms or Floor Access

Employee
Signature _____

Date Signed _____

For FMD/Building Services-Security ID Access Unit Use:

Original Prox Number: _____ Replacement Prox Number _____

FEES: ☐ Lost ID/Flex Pass \$5 ☐ Lost Id Card \$5

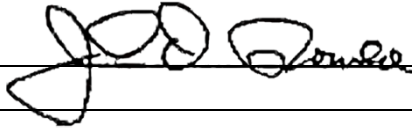
NO FEE: ☐ Defective Card ☐ Stolen Card (copy of Police report or case number)

Issued By: _____ Date: _____

Comments: _____

Subject: Operator Assault (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/07/13

Revision Date: New

A. Introduction

King County Metro has a responsibility to keep our buses safe for our customers and employees. Preventing assaults on operators is of primary importance to Metro. To support our efforts, Metro Transit Police (MTP) reviews all Security Incident Reports (SIR) that are submitted. Following the review of the SIR, MTP recommend that operators who are having multiple incidents on the road be provided with additional training.

B. Referrals

MTP makes a referral for each operator who reports three or more victim related incidents during the previous 24 months. The categories reviewed by MTP are reports on assaults to operators, reports of threats to operators, and reports on verbal abuse and harassment directed at operators. MTP prepares a packet of information for each operator referral and sends this packet to the assistant manager of operations. The packet includes a referral letter, the past 24 months of SIR data, and the corresponding SIRs written by the operator.

The assistant manager distributes these packets to the appropriate base superintendent. The base superintendent distributes these packets to the base chief who is directly responsible for managing the operator.

C. Contacting the operator

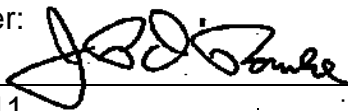
The base chief contacts the operator to discuss what can be done to help the operator deal with security incidents occurring on the bus. The chief will schedule the operator to attend a "Defusing Hostility" class. The chief should contact a training chief at the South Training Center to schedule the class. The defusing hostility class is eight hours and operators will be detailed for their entire shift.

The chief will also refer the operator to the Critical Incident Stress Management Team (CISM) to assist her/him with a stressful incident. The Employee Assistance Program (EAP) is a good resource for operators who need additional support.

The base chief will document the conversation with the operator in a letter to be placed in the operator's base file. This letter should note when the operator has been scheduled to attend the defusing hostility class. The original packet from the MTP should also be placed in the operator's base file.

Subject: Transitional Duty Assignments (Pg. 1 of 1)

Approval by Manager:



Issue Date: 5/12/2011

Revision Date: NEW

A. Introduction

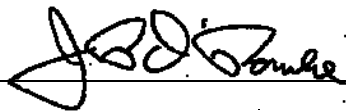
Studies have shown that the most effective way to encourage an injured employee to heal and return to work in a timely manner is to provide a light duty assignment that matches the injured employee's ability to work and keeps the employee engaged with regular attendance at work. To that end, King County provides transitional duty assignments (TDAs) to employees who have been injured on the job and who have temporary medical restrictions precluding them from performing one or more of their essential job functions. When TDAs are available, they can be offered for a defined period of time no longer than six months.

B. Procedure

1. Once a claim is filed with Safety and Claims (S+C), the employee is directed to report to his/her Chief weekly, with a status update, until s/he is released for full duty. If the employee fails to update status, the Chief makes contact with the employee.
2. When notice of transitional duty is received by S+C, it is scanned to the Job Placement Specialist the same day it is received with a copy to the employee's Chief. The Job Placement Specialist calls the employee that day and again the next morning if no contact is made. TDA placement proceeds in either case. A letter goes out the same day contact is made or on the second day, if no contact is made, notifying the employee of placement. The letter will also document phone calls made, whether successful or not. Copies of the letter will be scanned for the Claims Representative and the Chief.
3. Employees will be encouraged to schedule medical provider appointments around TDA hours. Any hours needed, for a longer appointment or travel, will be deducted from the employee's sick leave balance. This includes all time missed from a TDA.
4. The employee's Claims Representative sends a form letter to the TDA supervisor and copies the employee's Chief. This letter includes Chief and Base Superintendent contact information and a requirement that the TDA supervisor notify the employee's Chief immediately if the employee does not call or fails to show up for an assignment or if there are any performance issues. The employee's Chief is encouraged to interact with the TDA supervisor to develop a one-on-one relationship regarding the employee and to resolve any performance issues.
5. The TDA supervisor will notify the employee's Chief via e-mail when the employee does not call or fails to show up for a TDA assignment. The Claims Representative and the S+C supervisor will be copied. An employee who fails to call or show up is issued an unexcused absence and will be notified of such. It is not sufficient to simply place a miss slip in the employee's mail. The Chief will call the employee to determine why s/he failed to call or show up. If there is no contact, the Chief will send the miss slip to the employee's home address.
6. Once a transitional duty release is received, S+C will make every effort to place an employee within restrictions. The requirement to work is a higher priority than finding a TDA assignment near the employee's residence or treatment location. Similar work hours to the employee's regular shift are not required. Chiefs will handle employee objections to modified work hours on a case-by-case basis.

Subject: Time Off for Scheduled County Interviews (Pg. 1 of 1)

Approval by Manager:



Issue Date: 5/1/89

Revision Date: 3/15/10

King County Personal Guidelines 8.2 (2005) states:

Employees eligible for leave benefits will be entitled to necessary time off with pay in order to take county qualifying or promotional examinations. This will include time required to complete any required interviews scheduled during the employee's working hours.

This provision is not interpreted to include time required to complete an application, letter of qualification or interest, questionnaire or resume.

Employees will be granted time off according to the King County Personnel Guidelines, and will be paid by Metro (for time loss only) as follows

A. Regular Operators

Regular Operators will be paid if the interview or exam is during their picked work, including picked overtime and picked overtime trippers (including picked RDO overtime trippers). Operators will not be paid for conflicts with overtime assigned during the daily assignment process.

B. Board and System Board Operators

Board and System Board Operators will be paid if the interview or exam conflicts with the eight-hour assignment they would receive in normal rotation, including any overtime in the eight-hour assignment. Operators will NOT be paid for overtime assignments that are in addition to their eight hour assignment. Operators will be paid if the conflict is with a Regular Day-Off (RDO) picked overtime tripper.

C. Part-time Operators

Part-time Operators will be paid if the interview or exam is during their picked work or an assigned vacation relief. Part-time Operators will NOT be paid for conflicts on the Additional Tripper List (ATL).

D. First-line Supervisors

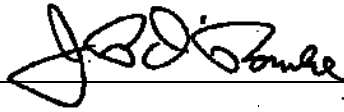
First-line Supervisors with picked shifts will be paid if the interview or exam is during their picked assignment. Supervisors will be paid for conflicts with overtime assigned only if the exam or interview was scheduled after the overtime was assigned to the Supervisor.

E. First-line Supervisors working relief shifts

Relief Supervisors will be paid on their regular workday if the interview or exam is during their assigned work. Supervisors will be paid for conflicts with assigned overtime only if the exam or interview was scheduled after the overtime was assigned to the Supervisor.

Subject: Website - Operations Section (Pg. 1 of 2)

Approval by Manager:



Issue Date:

Revision Date: 12/11/09

King County Web, Metro Transit Operations<http://dot.metrokc.gov/transit/operations>

The Metro Transit Operations Intranet Website features a multitude of important operational documents, database links and other information that are used daily to facilitate service. The site also is a source that offers departmental forms in a computer fillable and printable format. In addition to Operations use, many others throughout King County use this site as a resource for internal transit information.

The Operations website will continue to evolve as new ideas and technologies are introduced. Detailed information and work tools are contained within each Operational section on the site. Those sections include:

- Administration
- Base Operations
- Planning and Technical Support
- Project Management
- Service Quality
- Training
- Transit Control Center

A. Purpose

To provide a web based presence for Operational Policies and Procedures and other documents that are currently stored in Outlook Public Folders and network drives. These web policies will continue to evolve and change as the need arises.

B. Administration

1. All web structures, development and technologies will be managed by the "Web Administrator".
2. The Operations website utilizes a design template; all new pages will use this template to maintain a uniform look throughout the site.
3. The site will be maintained by the Web Administrator and eventually will be updated by many trained transit personnel from each operational section (Content Publishers). The current updating software for the Content Publishers is; "Adobe Contribute" (See: <http://www.adobe.com> for more information).
4. Content Publishers should be familiar with King County Intranet web standards, including:
 - Adobe's Contribute Manual:
 - <http://dot.metrokc.gov/transit/operations/webcontributors.htm>
 - King County Web Standards:
 - <http://kcweb.metrokc.gov/oirm/services/web/other-web-support.aspx>
 - King County Style Guide:

Subject: Website - Operations Section (Pg. 2 of 2)

Issue Date:

Revision Date: 12/11/09

- <http://www.kingcounty.gov/exec/styleguide/resources.aspx>
 - 5. Website updating or content publishing falls into two categories and can be done immediately or sent for review depending on the content or the page structure that is being updated:
 - **Major updates** (Reviewed by the Web Administrator, Chief or Section Supervisor):
 - Policy or Manual updating
 - New text and Bulletins
 - New links
 - Page layouts and New pages
- Major updates must use the Operations template and be drafted for review (see: <http://dot.metrokc.gov/transit/operations/webpolicies.htm> for more information).
- **Minor updates** (As needed, email the Web Administrator and briefly explain the changes):
 - Phone lists and Contacts
 - Documents that are not policy or manual related

C. Web Manual and Other Detailed Information

Contact the Web Administrator for special procedures and training or requests to post. A detailed Web Manual is currently being produced that will supplement these policies and procedures. Visit: <http://dot.metrokc.gov/transit/operations/webcontributors.htm> for more information.

Subject: Professional Training Assessment & Selection (Pg. 1 of 7)

Approval by Manager:

Issue Date: 3/27/01

Revision Date: 11/2/01

With the effective date of this procedure, professional training for supervisors, chiefs and professional/technical staff will follow a process as outlined in this procedure. The process includes training assessment, prioritization, selection, communication and funding.

Assessment: The assessment forms included below will be used to determine individual training and to assist in developing a training budget for the Operations Section. Assessment forms may be completed by the employee as part of a self-assessment or by the employee's supervisor. Discussion of training needs and the completion of assessment forms should be incorporated into the performance evaluation process.

Prioritization: The following outlines training priorities in order of importance

- *address skill deficiencies*
- *improve job performance/effectiveness*
- *professional development (includes training for career advancement)*
- *personal or professional interest not directly tied to present position*

A summary of each worksite's training needs will be forwarded to the Training Unit annually to be incorporated into a section training needs summary.

Selection: This process applies to training over \$500 or training requests that have been denied at the base level for lack of funding.

Persons requesting training should fill out a training request form to be approved by their supervisor and submitted to the Training Steering Committee. The Training Steering Committee will be responsible for reviewing training requests and making final selections for training. Selection criteria will include:

- *information from the assessments*
- *training priorities*
- *past training received*
- *budget availability*
- *other factors as outlined on the training request form.*

Communication: Information about upcoming training opportunities will be posted and maintained on the Operations Training Unit website. The information may include evaluations and notes on the training when available. Employees are asked to provide feedback on training taken so that it can be included for future reference.

Funding: Beginning with FY 2001, funds will be allocated for professional training. Each separate cost center may also be required to contribute monies from its general services fund to the training fund. The training budget may be used for the development of in-house training where appropriate.

The Steering Committee will be responsible for monitoring and tracking the centralized training budget.

Name: _____

King County Mandatory Training Program for Supervisors

Sample Only - Click to Access Website

Class Titles	<u>Scheduled For:</u>	<u>Completed</u>
▪ <u>ADA Awareness for Supervisors</u>		
▪ <u>Classification: KC System & Process</u>		
▪ <u>Communication Skills for Managers & Supervisors</u>		
▪ <u>Conducting Performance Appraisals</u>		
▪ <u>EEO & Anti-Sexual Harassment Awareness for Managers and Supervisors</u>		
▪ <u>Employee Assistance Program: A Resource for Supervisors</u>		
▪ <u>Employment Selection Processes and Techniques for Supervisors</u>		
▪ <u>Ethics for Supervisors</u>		
▪ <u>Facilitating Effective Meetings</u>		
▪ <u>FLSA for Supervisors</u>		
▪ <u>Fundamentals of County Leaves</u>		
▪ <u>Managing Conflict</u>		
▪ <u>KC Gov't: Branches, Policy, Vision, Missions, Goals, & Performance Measures</u>		
▪ <u>Labor Relations (Grievance Process)</u>		
▪ <u>Managing Change</u>		
▪ <u>Managing Diversity</u>		
▪ <u>Managing Individual Performance</u>		
▪ <u>Risk Management Program</u>		
▪ <u>Safety Management for Supervisors</u>		
▪ <u>Workers Comp – How to Assist Your Workers in Filing a Claim</u>		

Original: Unit Supervisor
cc: File Copy
Personal Copy

Name: _____ Position: _____

Work Location: _____

SELF-ASSESSMENT CHECK LIST OF TRAINING NEEDS

Instructions: Please identify your training needs/interests in each of the categories below. Prioritize by order of importance in each column with 1 being highest priority. Please leave blank any topics that you feel competent or are not interested in.

	<u>Highest Priority</u>	<u>Would be Beneficial in Current Position</u>	<u>Professional Development</u>	<u>Date Completed</u>
▪ <u>Leadership</u>				
▪ <u>Hiring/Interview Skills</u>				
▪ <u>Employee Supervision</u>				
▪ <u>Performance Evaluation</u>				
▪ <u>Interpersonal Communication Skills</u>				
▪ <u>Facilitation Techniques</u>				
▪ <u>Conflict Resolution</u>				
▪ <u>Grievance Resolution</u>				
▪ <u>Negotiation Techniques</u>				
▪ <u>Labor Relations</u>				
▪ <u>Investigation Training</u>				
▪ <u>King County Policies</u>				
▪ <u>Analytical Skills</u>				
▪ <u>Writing Memos and Reports</u>				
▪ <u>Computer Programs</u>				
▪ <u>Statistical Tracking & Analysis</u>				
▪ <u>Project Management Techniques & Principles</u>				
▪ <u>Contract Management</u>				
▪ <u>Budget Process</u>				
▪ <u>Procurement Process</u>				
▪ <u>Giving Presentations</u>				

Sample Only - Click to Access Website

Employee

Date

Supervisor

Original: Unit Supervisor
cc: Training Supervisor
File Copy
Personal Copy

Word/Forms/Self Assessment Checklist Form #002

Name: _____
Position: _____
Work Location: _____

Assessment Needs Unique to Position

- Skills/Training for acceptable performance in my current position:

- Skills/Training to improve effectiveness in my current position:

- Skills/Training to enhance professional development:

- Personal or professional skills I would like to acquire:

- Specific programs you would like to attend:

Employee's Name

Date

Employee's Supervisor

Original: Unit Supervisor

cc: Training Supervisor

File Copy

Personal Copy

Form #003

SUMMARY OF STAFF TRAINING NEEDS

Instructions: Please summarize your work unit training needs/interests in each of the categories below. Indicate the number of employees needing/wanting training in each of the topic areas and priority boxes. Please list additional training interests for your unit in the blank boxes at the bottom of the form.

Name: _____ Work Location: _____

	<u>Highest Priority</u>	<u>Would be Beneficial in Current Position</u>	<u>Professional Development</u>	<u>Date Completed</u>
▪ <u>Leadership</u>				
▪ <u>Hiring/Interview Skills</u>				
▪ <u>Employee Supervision</u>				
▪ <u>Performance Evaluation</u>				
▪ <u>Interpersonal Communication Skills</u>				
▪ <u>Facilitation Techniques</u>				
▪ <u>Conflict Resolution</u>				
▪ <u>Grievance Resolution</u>				
▪ <u>Negotiation Techniques</u>				
▪ <u>Labor Relations</u>				
▪ <u>Investigation Training</u>				
▪ <u>King County Policies</u>				
▪ <u>Analytical Skills</u>				
▪ <u>Writing Memos and Reports</u>				
▪ <u>Computer Programs</u>				
▪ <u>Statistical Tracking & Analysis</u>				
▪ <u>Project Management Techniques & Principles</u>				
▪ <u>Contract Management</u>				
▪ <u>Budget Process</u>				
▪ <u>Procurement Process</u>				
▪ <u>Giving Presentations</u>				

Sample Only - Click to Access Website

Original: Unit Supervisor
CC: Training Supervisor

Word/Forms/Summary of Staff Training Needs
Form #004

Operations Training Request Form

Name: _____ Phone: _____

Job Title: _____ Mailstop: _____

Course Title: _____

Course Description: _____

Course Dates: _____

Amount: _____

Reason for Training:

- ☐ Skills/Training for satisfactory performance in my current position.
- ☐ Skills/Training to improve effectiveness in my current position.
- ☐ Skills/Training to enhance professional development.
- ☐ Personal or professional skills I would like to acquire.

Additional Information: _____

Approved: _____

Supervisor _____

Date _____

Action: _____

Original: Unit Supervisor
cc: Training Supervisor
Julia Greenlee
File

Word/Forms/Training Request Form
Form #005

COURSE EVALUATION

Name: _____ Position Title: _____

Work Location: _____

Title of Course: _____

Date Course Completed: _____

Would you recommend this course? Yes ☐ No ☐

If yes, who would benefit from taking this course?

Sample Only - Click to Access Website

If no, why not?

Your comments on the training:

Original: Unit Supervisor

cc: Training Supervisor

File Copy

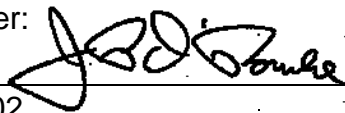
Personal Copy

Word/Forms/Course Completed

Form #006

Subject: First-line Supervisor Shoe Reimbursement (Pg. 1 of 1)

Approval by Manager:



Issue Date: 03/22/02

Revision Date: 1/18/11

1. Overview

Article 22 Section 10.B of the labor agreement with ATU 587 states:

"... A Supervisor may be reimbursed once each calendar year for one pair of personal work shoes costing up to an amount of six (6) times the top step of the Base Dispatcher/Planner First-line Supervisor wage. To receive reimbursement the shoes must meet the current standards of uniform footwear for Supervisors."

Transit First-line Supervisors may purchase one additional pair of shoes that meet the current standards of uniform footwear for Supervisors as stated above at the uniform store using Blumenthal Purchase card.

2. Blumenthals Purchase Card - Conditions of Use

- Blumenthal Purchase card must be presented at the time of purchase along with King County Metro ID.
- The person to whom the Blumenthal Purchase card is issued must make the purchase.
- Shoes must be for your own personal use at work.

3. Reimbursement

- a. Purchase a pair of shoes, which meet uniform standards, for your own personal use at work. You may only be reimbursed for one pair of shoes purchased in a calendar year. The shoes may be any price, but you will be reimbursed only for the price of one pair of shoes (including tax) or the contractual maximum limit, whichever is the lesser amount.
- b. Complete and sign (Employee's Signature) the Reimbursement Request for shoe purchase.
- c. Bring the original receipt and signed Reimbursement Request to your Administrative Specialist.
- d. Complete and sign an "Employee Travel and Expense Voucher" (Claimant Certification Signature). If you need help filling out the form, see your Administrative Specialist.
- e. Give the original receipt, Reimbursement Request and Expense Voucher to your Administrative Specialist.

4. Administrative Specialists:

- a. Review the Reimbursement Request and Expense Voucher for completeness and accuracy.
- b. Forward the original receipt, Reimbursement Request and Expense Voucher to the TCC Administrative Specialist at M/S TCC-TR-0100.

Reimbursement request for shoe purchase

**MUST accompany Employee Travel
and Expense Account Voucher form 1242 and original receipt**

The collective bargaining agreement between King County and the Amalgamated Transit Union, Local 587 has the following provision
Article 22, Section 10.B

“... a Supervisor may be reimbursed once each calendar year for one pair of shoes costing up to an amount of six (6) times the top step of the Line Supervisor wage. To receive reimbursement the shoes must meet the current standards of uniform footwear for Supervisors.”

The reimbursement limit is:

January 1, 2009 through December 31, 2009 \$206.82

Certification

I certify that:

1. The shoes purchased and for which I am seeking reimbursement meet the current standard of uniform footwear for Supervisors and are for my own personal use.
2. This reimbursement request, when combined with all other requests approved during this calendar year, does not exceed the yearly amount authorized by the current labor agreement.

Employee's signature

Date

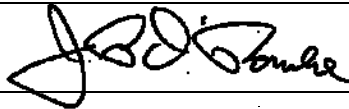
Approved

Supervisor or designee

Date

Subject: Payroll Action Resolution System (PARS) (Pg. 1 of 1)

Approval by Manager:



Issue Date: 5/14/02

Revision Date: 3/1/05

In order to improve the communication of payroll-related issues between the Payroll Section and the front line section leaders, the Payroll Action/Resolution System (PARS) was developed by Transit HR staff members in early 2000. This policy's intent is to clarify when and how PARS is to be used.

Entries should be short, concise and of a non-confidential nature. Always include the date of the payroll action or event so that the appropriate rate of pay is used.

ISSUES TO ENTER INTO PARS

- Incorrect (leave) accruals related to accrued comp time, sick leave, vacation, HP
- Changing TRC'S (KOTS)
- Employee errors
- Job class overrides (upgrades, detail by project vs. unavailability, overtime, additions & deletions)
- Manual checks (also requires the detail and a signed PAR for auditing purposes)

ISSUES/REQUESTS NOT TO ENTER INTO PARS

- Balance & accruals inquiries (routine, non-urgent requests)
- Confidential matters like garnishment problems or court-ordered collections
- Grievance settlements (You must send a copy of the grievance settlement decision to the Payroll Supervisor for action.)
- Step increase problems
- Accrual problems (when service dates are incorrect)
- Retro's (requires a PCN and supporting documentation)
- Benefits deduction problems (contact OHRM at x41556)

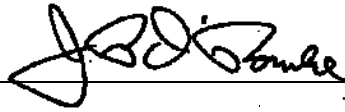
For these issues, please call or e-mail the payroll staff member directly. Amy Bils (x42082) in Transit HR is available to assist with research related to correcting service dates and step increase dates that control accruals and rates of pay. Only Transit HR can correct the service and payroll date fields in PeopleSoft.

URGENT REQUESTS (To call and log into PARS)

- Missing checks
- Hours underreported (shorted)
- Underpayment that exceeds 8 hours of pay

Subject: Assisting Customers with Disabilities (Pg. 1 of 1)

Approval by Manager:



Issue Date: 8/18/03

Revision Date: 8/18/03

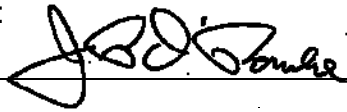
The federal Americans with Disabilities Act (ADA) of 1990 prohibits discrimination against persons with disabilities in providing public transportation services. In addition, state and local laws ban discrimination based on disability. Transit Operators and First-line Supervisors are required to comply with all ADA and King County METRO policies and procedures to assist customers with disabilities.

All Transit Operators and First-line Supervisors will be trained to properly assist individuals with disabilities and treat them with sensitivity. This includes the use of accessibility equipment and the accommodation of different types of common mobility aids. Federal regulations require that King County METRO accommodate mobility aids on the lift/ramp and in the securement area. See *The Book*, Section 11 for all procedures and additional information related to Accessible Services.

Failure to comply with this policy and all applicable policies and/or procedures will result in the appropriate disciplinary action as outlined in Operations policy 23, 34 and/or Article IV of the labor agreement.

Subject: Transit Bulletin Boards for Union Activity (Pg. 1 of 1)

Approval by Manager:



Issue Date: 11/2/09

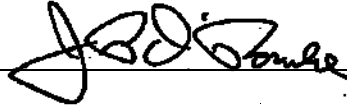
Revision Date: 11/2/09

Employees may use employer-provided bulletin boards for union-related activity in the same manner as they are allowed to use them for other personal activities. Employees may also distribute union activity materials in non-work areas on non-work time. *Work areas* are defined as the area around the sign-in window, reroutes and bulletin boards. The Operator lounge area is acceptable. Distribution of union activity materials cannot interfere with typical work processes.

1. Employees wishing to post material on transit bulletin boards must request to do so under rules governing other personal posting at that location. All logistical rules about size limitations, duration of posting, inclusion of employee's names, and similar restrictions, are to be applied to union activity postings. If the union activity posting meets the logistical rules, it will be posted unless the material violates one of the rules in item three below.
2. Literature being distributed in non-work areas on non-work time is also subject to the rules in item three below. In addition, as with all other literature, it cannot be left around the premises.
3. Material may be denied for one or more of the following reasons:
 - Advocates the violation of or does violate laws or statutes.
 - Constitutes a threat of violence made to one or more persons in violation of laws or statutes.
 - Uses slurs aimed at or otherwise demeans a legally protected group.
 - Contains "fighting words."
 - The material is pornographic or contains pornographic material.
 - The material uses profanity.
 - Washington Courts or PERC have found similar material unprotected.
4. Generally, when an employee requests that material be posted, they should be permitted to post the material immediately. If there is a question regarding the protected status of the material, the supervisor shall immediately contact Transit Human Resources, who, in consultation with the King County Prosecutor's office, shall make a determination regarding whether the material may be posted as soon as practicable.
5. This policy does not require any transit location to allow postings of any kind on walls, bathroom stalls, doors or other locations that are currently off limits to personal postings. It also does not require a transit location to install bulletin boards where there aren't any currently.
6. This policy does not apply to union bulletin boards or postings on those boards by transit's unions. Postings on those boards are governed by the applicable labor agreement.
7. This policy does not apply to the separate union election bulletin boards or areas which transit and ATU establish by Memorandum of Agreement for ATU union elections.

Subject: Transit Operations Roving Chief (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/31/03

Revision Date: 5/13/13

A. Purpose

The purpose of the roving chief position is to back-fill vacancies created by regular base chief absences.

B. Selection

Selection of the roving chief will be made by the base superintendents. The opportunity to become roving chief will be offered first to existing base chiefs. If there are no volunteers, the selection will be made from the pool of finalist candidates.

C. Supervision and Performance Evaluations

For purposes of documentation, the roving chief will be permanently assigned to North Base. The superintendent of North Base will be responsible for supervising the roving chief and will conduct performance evaluations based on input from the superintendents of the bases at which the roving chief has worked during the year. Objectives for the roving chief will be chosen with an eye toward projects that will benefit the division as a whole and that can be handled from any worksite.

D. Assignments

The base superintendents will meet quarterly to determine the placement of the roving chief based on anticipated vacancies for the upcoming three months. Generally, the roving chief will fill the vacancy of longest expected duration. Consideration also will be given to operator-to - chief ratios at each base with a vacancy and the concept of "sharing the wealth". In the unlikely event that there is a period of time where there are no vacancies in the system, the roving chief will be assigned to North Base.

E. Transfers

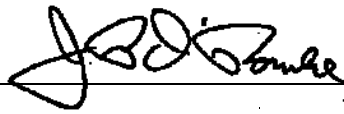
Roving chief is a permanent assignment. The roving chief may request transfer to a permanent base assignment whenever the transfer option is offered to all base chiefs. If the receiving base superintendent selects the roving chief to fill the vacancy at his/her base, it must be with the agreement of the other base superintendents.

F. Work Hours and Vacation

The roving chief will be required to work hours that best suit the needs of the base to which s/he is assigned at the time. Vacation will be selected by the roving chief at the beginning of each year. Selected vacation may not be changed without the roving chief's agreement.

Subject: First-line Attendance/Miss Policy (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/14/02

Revision Date: 10/14/02

King County Metro provides an essential public service, and first line supervisors have the responsibility and obligation to report for work at the scheduled start time for their assignment. Failure to report for an assignment, reporting to work after the scheduled start time, or failure to provide medical verification when required will result in a miss being recorded and issued. The supervisor shall receive written notification/verification of each miss from a chief. **This applies to all scheduled assignments, including overtime.**

Definitions of misses:

1. A Late Report is defined as reporting to work from one minute up to one hour after the supervisor's designated report time, with the following exception:
In cases where a supervisor knows that s/he will be late for an assignment, it is possible to arrange for a supervisor on the prior shift to remain on duty until the late supervisor arrives. Any such arrangement **MUST** be cleared through a section chief. When such arrangement is made at least 30 minutes before the start time of the assignment, no miss will be issued. When such arrangement is made less than 30 minutes before the report time of the supervisor's assignment, a late report will be given regardless of how late the supervisor arrives.
2. An Unexcused Absence is defined as failure to report within one hour of the designated report time for the assignment. A supervisor who calls her or his immediate supervisor and requests to be placed on the sick list less than 30 minutes before her or his report time will be placed on sick status and will also receive an unexcused absence.
3. An absence is defined as any unexcused absence that has been changed to an absence by a chief.

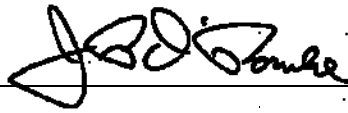
If a first line supervisor receives a miss, the following guidelines shall apply:

- At Metro's discretion, the supervisor may be assigned to work the remainder of her or his shift(s) or assignments, or any other duties for which the supervisor is qualified. Metro may also, at its discretion, release the supervisor for the day, or for an assignment later in the day. The supervisor cannot be required to work longer than one hour past her or his original quit time for the day. The supervisor will be paid for actual time worked, in six-minute increments.
- The supervisor may submit a written or e-mail request that a miss be changed to an absence, or excused absence. Such request must be presented to a chief within five workdays of the date of the miss.
- A supervisor who is given an unexcused absence for calling in sick less than 30 minutes before the start of her or his shift may submit a written or e-mail request to her or his chief asking to change the miss to an absence or excused absence. The chief shall determine whether the circumstances warrant a change from an unexcused absence. However, the unexcused absence will be excused in all cases where the supervisor received medical treatment and was unable to report the absence as required.

Other applicable language can be found in the current labor agreement.

Subject: First-line Supervisor procedures for calling off the sick & industrial injury list or changing a single vacation, personal holiday or A/C day (Pg. 1 of 1)

Approval by Manager:



Issue Date: 11/10/05

Revision Date: 3/14/06

Calling off the sick leave or industrial leave list

A Supervisor on the sick leave or on industrial injury can reclaim his or her work assignment for the next day by notifying either a chief from her or his work unit or the on-call chief for her or his classification that the Supervisor is able to work her or his shift. The notification must be done at least eight hours before the start of the shift and must be either in person or via phone.

Changing a VL, PH or A/C day

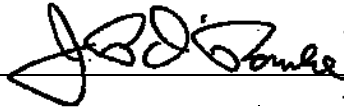
A Supervisor with a scheduled single vacation day, personal holiday or A/C day can cancel the time off and reclaim his or her regular assignment by notifying either a chief from her or his work unit or the on-call chief for her or his classification that he or she is canceling the time off and will be working their shift. The notification must be made no later than 2 PM the day before and must be either in person or via phone. However, if the Supervisor's shift extends past midnight, the Supervisor may reclaim her or his shift by making the required notification before 10 a.m. of the same day.

When a change in unavailability provided for above results in double assignments

- A When a Relief Supervisor is double assigned at straight time on his or her regularly scheduled day to work, these conditions apply:
- 1 If the Supervisor is contacted at least 12 hours before the start of the shift, the Supervisor will be assigned an alternative assignment determined by Metro.
 - 2 If the Supervisor is contacted less than 12 hours before the start of the shift, he or she will be assigned an extra assignment with the same hours as his or her original assignment; Metro and the Supervisor may mutually agree to alternative work hours.
- B If a Supervisor is double assigned at overtime on his or her regularly scheduled day to work, the Supervisor will be released from the assignment and will be paid only for actual time worked on the assignment prior to being released from the double assignment. The un-worked scheduled overtime hours will be removed from his or her overtime balance. Metro will attempt to contact the Supervisor to notify him/her of the assignment change as soon as feasible.
- C If a Supervisor is double assigned on his or her RDO, the following will apply:
- 1 If the Supervisor is contacted (by phone or in person) at least 4 hours before the start of the shift, then the Supervisor will not work the assignment. The scheduled overtime hours will be removed from his or her balance.
 - 2 If the Supervisor is contacted less than four hours before the start of the shift, then the Supervisor will choose from the following options:
 - a. The Supervisor may work a minimum of four hours at duties prescribed by Metro, with the actual hours worked credited to his or her overtime total, or
 - b. The Supervisor may be released from the overtime obligation and the previously scheduled hours removed from his or her overtime total.

Subject: First-line Supervisor of the Shake-up (Pg. 1 of 2)

Approval by Manager:



Issue Date: 2/1/06

Revision Date: 4/16/13

A. Description

This program is designed to recognize and honor one first-line supervisor per shake-up who has demonstrated dedication to superior customer service, exhibited a commitment to providing safe, responsible supervision and support to operators and co-workers and who promotes team work, job satisfaction, respect, and personal growth.

B. Purpose

- To encourage first-line supervisors to perform at a high level of professionalism and to instill pride in their position and their job duties.
- To promote greater awareness among first-line supervisors of the high level of performance that is expected of them.
- To recognize first-line supervisors for their outstanding efforts and achievements while carrying out the duties required of the position.

C. Selection criteria

- Safety: No preventable accidents in the previous 12 months.
- Attendance: No misses in the previous 12 months.
- Sick Leave: No more than three incidents of sick leave usage in the previous 12 months.
- Customer/operator complaints: No valid customer or operator complaints in the previous 12 months.
- Consistently displays professional behavior.
- Demonstrated leadership and collaboration in their work, provided innovative problem solving, and/or made a significant contribution to the improvement of the work environment.
- Minimum three years experience as a first-line supervisor.

The selection committee will include transit base superintendents and the superintendents of the following work units: Training, Transit Control Center and Service Quality. Each work unit will forward one nominee. The base superintendents will agree on one nominee to represent all of the bases. The Manager of Operations will make the final decision. The program will be administered by the administrative specialist of the Transit Control Center. At the end of each first-line shake-up, the program administrator will forward the names of eligible first-line supervisors to the transit operations superintendents who will identify one for each unit within the Operations Section.

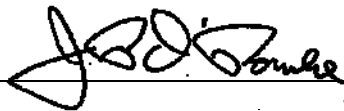
Subject: First-line Supervisor of the Shake-Up (Pg. 2 of 2)	
Issue Date: 2/1/06	Effective Date: 4/16/13

D. Awards include

- Commemorative plaque.
- Certificate of recognition signed by the Manager of Operations.
- Reserved parking spot for the next first-line shake-up at the employee's work location.
- One paid day off to attend Operator of the Month luncheon and recognition ceremony.
- Announcement in the Tops in Ops Bulletin.
- Supervisor of the shake-up patch.
- Recognition in King County publications.
- The award will be presented at the recognition ceremony by the superintendent of the unit from which the first-line supervisor was selected.

Subject: **Photo Enforcement Program** (Pg. 1 of 1)

Approval by Manager:



Issue Date 2/1/07

Revision Date: 5/13/13

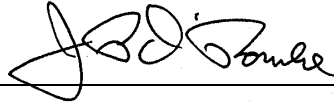
Several jurisdictions within the King County Metro Transit service area have a photo enforcement program in effect to reduce the number of infractions. Examples of infractions include, but are not limited to, running a red light and exceeding the posted speed limit. This policy is to clarify that vehicle parking, moving violation and photo enforcement infractions while operating a King County owned vehicle are the responsibility of the vehicle operator "per King County Administrative Policy FES 12-1 (AP)."

The following procedures apply whenever King County Metro Transit receives notice of a photo enforcement program infraction:

1. The Notice of Infraction will be sent to the employee's worksite. The employee will be identified through worksite records. The chief or supervisor will inform operators or first-line supervisors that they are responsible for challenging the violation in court or paying the fine. Employees are responsible for prompt payment of any fines related to the infraction. The employee is also responsible for any late fees, unless there is a delay in the County's notification to the employee of the infraction.
2. Employees must provide their chief or supervisor with a copy of proof of payment of the fine for the infraction, or a copy of a determination by a court if the infraction is modified or dismissed. Employees are responsible for payment of all monies due. The chief or supervisor is responsible for ensuring that late fees associated with the County's notification delay are paid by the County, including reimbursement if the employee has paid a late fee associated with delayed notification.
 - For ATU 587 members, a Performance Report (PR) will be issued for a minor infraction in Category 17, "Traffic Code Violations". Specific codes for the PR will depend on the nature of the photo enforcement infraction. **(Note: The performance report should include the following notification to the employee, "Failure to pay the fine by the due date will result in a second performance report being issued.")** A copy of the Notice of Infraction will be attached to the Performance Report. If the employee challenges the infraction in court and it is dismissed, the PR would be voided. The PR can also be challenged through the grievance process.
 - If the employee does not pay the fine and the infraction is not dismissed, a second Performance Report (PR) will be issued. Progressive discipline would apply. Under most instances this would be a minor infraction in Category 19 – Failure to Follow Procedures and Directives. King County Metro Transit retains the right to make it a serious infraction if the circumstances warrant a determination that this was misconduct.

Subject: Following the Chain of Command (Pg. 1 of 1)

Approval by Manager:



Issue Date: 12/8/08

Revision Date: 12/8/08

This policy is to provide guidelines for the appropriate communication and rapid resolution of workplace related issues.

Employees should report workplace issues to their immediate supervisor because it is the supervisor's responsibility to address them. The supervisor will evaluate the issue and, if necessary, conduct an investigation, document the findings of that investigation and take the appropriate actions.

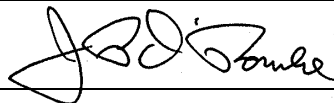
If the employee feels that the supervisor has not adequately addressed the issue, the employee should follow the chain of command and ask his/her supervisor's supervisor to address his/her concerns.

Employees should not circumvent the chain of command by bringing issues to parties higher in the organizational structure or outside the organizational structure. Raising issues at a higher level or outside the organization ultimately delays the response because the issues usually are delegated back to the immediate supervisor for action. An employee who repeatedly violates the chain of command policy is indicating a lack of respect for his/her immediate supervisor.

Exceptions to the requirement to use the chain of command are for issues of harassment/discrimination and/or hostile work environment caused by the supervisor or the work unit in general. In those cases, the employee should talk with the next higher level of supervision or use one of the various reporting mechanisms in King County for such issues.

Subject: Heat Stress Condition (Pg. 1 of 1)

Approval by Manager:



Issue Date: 7/7/08

Revision Date: 7/7/08

The Control Center will notify each Operation's worksite when Safety has issued a heat stress alert. During the alert, each worksite will have water for operators and first-line supervisors to take with them and consume while on duty. They will be encouraged to drink at least one quart of water every 30 to 60 minutes (each hour) to prevent dehydration. Water bottles will be available at the uniform store.

Employee awareness training will cover the following:

- Environmental factors that contribute to the risk of heat-related illness.
- General awareness of personal factors that may increase susceptibility to heat-related illness.
- Removing heat-retaining personal protective equipment such as nonbreathable chemical resistant clothing during all breaks.
- The importance of frequent consumption of small quantities of drinking water or other acceptable beverages.
- How to acclimate to different heat temperatures.
- The different types of heat-related illness, common signs and symptoms of heat-related illness (e.g. fatigue, weakness, dizziness, faintness, nausea, headache, then in increasing severity: irritability, disorientation, confusion)
- Reporting signs or symptoms of heat-related illness in either themselves or in co-workers to the person in charge, and the procedures the employee must follow including appropriate emergency response procedures.

Supervisors and chiefs will be provided annual training on the above topics as well as these Heat Stress condition procedures:

When an employee displays a heat stress condition, do the following:

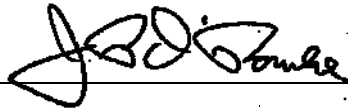
- Move the employee into a cooler environment (shade or air-conditioning) and provide them fluids.
- Monitor their condition and do not leave them alone.
- Call 911 and notify the control center if the employee is disoriented, convulsing, showing signs of confusion/disorientation, or feels hot to the touch. These symptoms are consistent with a possible heat-related illness; perform appropriate emergency response procedures; and procedures for moving or transporting an employee(s) to a place where they can be reached by an emergency medical service provider.

If you have questions go to <http://www.lni.wa.gov/rules/AO06/40/0640Adoption.pdf>

Subject: Procedure for Updating the Operator Rulebook

(Pg. 1 of 1)

Approval by Manager:



Issue Date: 8/12/11

Revision Date: New

A. Purpose

The purpose of this policy is to establish a procedure for updating and incorporating changes to rules and procedures in *The Book*. Printing of *The Book* occurs annually for distribution at the fall Operator Pick.

B. Operations Bulletin and Operations Policy Bulletin

Additions, revisions and clarifications to rules and procedures occurring between printings of *The Book* are published in the Operations Bulletin or Operations Policy Bulletin and supersede rules contained in *The Book* until its next printing.

C. Incorporation of policies/procedures from the Operations Bulletin and Policy Bulletin

- Between annual printings, *The Book* editor flags and tracks rules, policies and procedures published in the Operations Bulletin and Operations Policy Bulletin for inclusion in the next edition of *The Book*.
- The chief of Operations Training reviews flagged rules and procedures from the Operations Bulletins, edits as necessary and determines appropriate location in *The Book* for inclusion.
- The Assistant Manager reviews and approves all such changes to *The Book*.

D. Requests for Changes to *The Book*

Occasionally, Transit work units request a change to an existing rule or procedure or the addition of new language to *The Book*. Such requests are managed through the following process:

- The Book editor or designee publishes an annual production schedule for *The Book*, listing the deadline for requested rule and procedure changes.
- Prior to the deadline, *The Book* editor or designee collects, records and tracks requested additions and changes to rules and procedures in *The Book*.
- A policy review committee comprised of the Assistant Manager, a Transit Human Resources representative and a representative from each section of Transit Operations meets monthly to review requested changes to *The Book*. The policy review committee makes the final decision to approve or deny requested changes to *The Book*.
- Approved rule and procedure changes are published in the Operations Bulletin or Operations Policy Bulletin for subsequent inclusion in the next edition of *The Book*.

E. Summary of Changes

Each edition of *The Book* includes a summary of new rules and changes made to existing rules and procedures since its last printing.