

## Index (Alphabetical)

Updated by: Katherine Eckhardt

Issue Date: 2/19/02

Revision Date: 2/3/11

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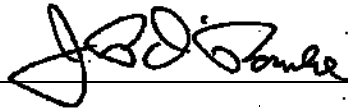
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Subject: **Accident Rereads** (Pg. 1 of 2)

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)

Issue Date 9/1/82

Revision Date: 10/14/03

**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 FT to PT Status (Pg. 1 of 3)**

Approval by Manager:

Issue Date: 6/1/82

Revision Date: 10/1/02

## **A Full-Time (FT) Operator May Move To A Part-Time (PT) Operator Position Under The Following Situations:**

- A PT operator who accepts a FT operator position will have the option, for six months from date of qualification as a FT operator, to return to the position of PT operator with no loss of PT seniority (Article 16 Section 2.D).
- A FT operator, with the approval of Metro, may resign as a FT operator and be immediately hired as a PT operator.
- A FT operator taking a service retirement may return as a PT operator within 12 months of his/her retirement.

## **Following Is The Process For Moving From A FT Operator Position To A PT Operator Position:**

- The operator must notify his/her base chief at least two weeks prior to the start date of going PT. The start date must be concurrent with the starting date of a pay period.
- The chief will review the operator's base file against the current rehire criteria (See Policy & Procedure #4) and determine whether or not the operator meets the standards. (Not applicable to situation A above)
- If eligible for rehire, the operator 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. If not eligible for rehire, the request will be denied unless waived by the Operations Manager.
- The chief is responsible for tripper assignments and for calling South Training to obtain a new PT operator badge number or the operator's former PT badge number.
- The chief will then notify the employment specialist(s) working in Transit HR that the operator is eligible for rehire and complete an assignment change form.
- The chief will refer the operator to the Benefits and Retirement Operations for a new employee I.D. card. This will be completed before the operator's first day as a PT operator.
- The employment specialist will complete a New Employee Record and give it to Benefits and Retirement Operations.

## **Additionally:**

- Transit operators who go from FT to PT will retain their current pay step and progression provided there is no more than a 12-month break in service.
- A FT operator who moves to PT status shall forfeit seniority as a FT operator. PT seniority will be determined by Local 587, ATU.
- The operator will be paid for all vacation hours and AC time when moving to a PT operator position. Vacation accrual as a Part Time Operator will be based on the operator's most recent date of employment as a Part Time Operator.
- A FT operator who moves to a PT operator position must remain PT for at least one year before reapplying to become FT.
- If a FT operator who is not currently on probation moves to a PT operator position, that operator will not be required to complete a PT operator probation.

<b>Subject: Operators Moving from FT to PT Status (Pg. 2 of 3)</b>	
Issue Date: 6/1/82	Revision Date: 10/1/02

- Operators moving to PT status will carry forward their previous Metro safe driving record that includes preventable accidents. The accident point matrix will apply to the most recent period that may include PT and FT driving service.

**Note:** PERS retirees going PT must not work for one full calendar month on establishing retirement benefit accrual. For example, a FT operator retiring on July 15, who wishes to go PT, 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

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.

I also understand that PERS regulations stipulate that eligibility for PERS is established when an Employee has reached the 70 work hours per month for five months threshold in a calendar year. Once the threshold has been reached, there is an annual limit to the number of hours the Employee can work without suspending retirement benefits:

- Employees retired under PERS 1 are limited to 1,330 annual hours in PERS eligible positions. All hours worked in any PERS eligible position will be counted.
- Employees retired under PERS 2 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 Part-Time Operator position or 2) the start of the next calendar year.

I understand that it will be my responsibility to track my hours as a Part Time operator 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 Part-Time Operator position, or lose my retirement benefits for the remainder of the calendar year.

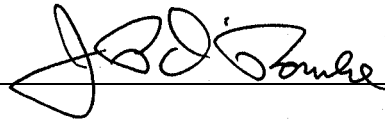
I understand that all employment in a PERS eligible position is included in my monthly hours total.

\_\_\_\_\_  
Employee's Signature & Date

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Subject: **Preventable Accidents Discipline** (Pg. 1 of 6)

Approval by Manager:



Issue Date: 9/3/82

Revision Date: 6/1/06

## 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 consistent 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 a vehicle(s) safely. In the last ten years, the average rate of preventable accidents has been 0.24 per operator per year. The average operator has one preventable accident every four 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 as modified 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.

Suspension or discharge after every accident would be unreasonable. That's 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 Safety, 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 his/her current and past record.

## Procedure

This procedure updates and 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. Safety will complete a Preventable Accident Analysis form. Based on this evaluation, the preventable accident will be classified as a minor, major, or severe accident.

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

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

The completed Preventable Accident Analysis form will be sent to the operator's base.

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.

The action taken will be determined by adding the point totals of all the preventable accidents one-year prior to and including the last preventable accident.

**Subject: Preventable Accidents Discipline (Pg. 2 of 6)**

Issue Date: 9/3/82

Revision Date: 6/1/06

This process will be continued by checking the point totals for the past 2-year, 3-year and 4-year periods to and including the last preventable accident. For each period of time the table below will be used to determine what action is appropriate.

Non-driving time for a period in excess of ten (10) working days will extend the 1-4 year period by the number of days on which the employee was not driving.

<b>Action</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>
Counseling	All preventable accidents			
Ride Check	6-10	7-13	12-17	14-20
Retraining	11-17	14-20	18-24	21-27
Suspension	18-23	21-26	25-31	28-34
Subject to Discharge	24 or more	27 or more	32 or more	35 or more

The second time an operator requires retraining in accordance with this matrix in a 4-year period, a suspension will be added to the retraining.

When a point accumulation indicates suspension regardless of what year is reviewed, retraining is required.

Any operator receiving more than one suspension will receive a greater suspension for the second occasion, or discharge. When an operator is discharged, if he/she returns to work, retraining is required.

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 a five-point accident in January 2005 and a five-point accident in February 2006 must be counseled for his/her one-year total. And, the two-year total of seven points requires a ride check.

An operator may earn points off of his/her record in the following manner:

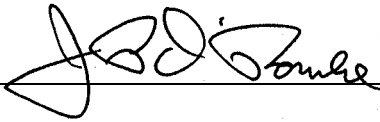
For each 12-month period of accident-free driving following a preventable accident, the point total will be reduced by three until all the points have been removed. For the purpose of calculating positive points, start with the most recent accident and go back through the record. There will be no positive 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 his/her point total to 0 through safe driving points, but cannot save excess safe-driving points).

An operator disciplined for preventable accidents must have a PR placed in his/her record.

A PR is written when the matrix calls for retraining, suspension or discharge. A written letter is placed in the operator's file for each circumstance.

As of January 1, 1994, part-time and full-time 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. However, any previous actions based on the accident point matrix prior to January 1, 1994 were not revised to reflect this change in policy.

<b>Subject: Preventable Accidents Discipline (Pg. 3 of 6)</b>	
Approval by Manager:	
Issue Date: 9/3/82	Revision Date: 6/1/06

**Operations  
Preventable Accident Follow Up**

Operator \_\_\_\_\_ I.D. # \_\_\_\_\_ Base \_\_\_\_\_

Accident #	Date	Preventable Accident	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
			<b>Safe Driving Points</b>	
Point Total	1-year prior to and including last preventable accident	<u>7</u>	<u>0</u>	<u>7</u>
Point Total	2 years prior to and including last preventable accident	<u>19</u>	<u>3</u>	<u>16</u>
Point Total	3 years prior to and including last preventable accident	<u>29</u>	<u>3</u>	<u>26</u>
Point Total	4 years prior to and including last preventable accident	_____	_____	_____

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Action taken Longer suspension than previous suspension

Chief/Supervisor \_\_\_\_\_

Date \_\_\_\_\_

Operator \_\_\_\_\_

**Training**

Action Taken \_\_\_\_\_

Date \_\_\_\_\_

Recommendation \_\_\_\_\_

\_\_\_\_\_  
Instructor \_\_\_\_\_

**Operations**

**Preventable Accident Follow Up**

Operator \_\_\_\_\_ I.D. # \_\_\_\_\_ Base \_\_\_\_\_

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

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

Action Taken *Retraining and counseling*

Chief/Supervisor \_\_\_\_\_

Date \_\_\_\_\_

Operator \_\_\_\_\_

**Training**

Action Taken \_\_\_\_\_

Date \_\_\_\_\_

Recommendation \_\_\_\_\_

Instructor \_\_\_\_\_

**Sample Only - Click to Access Website**

**Operations  
Preventable Accident Follow Up**

Operator \_\_\_\_\_ I.D. # \_\_\_\_\_ Base \_\_\_\_\_

Accident #	Date	Preventable Accident	Classification	Points
	6/25/00		severe	24
	5/10/97		minor	
5				

			Safe Driving Points	Total
Point Total	1-year prior to and including last preventable accident	24	0	24
Point Total	2 years prior to and including last preventable accident	24	0	24
Point Total	3 years prior to and including last preventable accident	24	0	24
Point Total	4 years prior to and including last 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**

**Operations  
Preventable Accident Follow Up**

Operator \_\_\_\_\_ I.D. # \_\_\_\_\_ Base \_\_\_\_\_

Accident #	Date	Preventable Accident	Classification	Points

		Safe Driving Points	Total
Point Total	1-year prior to and including last preventable accident	_____	_____
Point Total	2 years prior to and including last preventable accident	_____	_____
Point Total	3 years prior to and including last preventable accident	_____	_____
Point Total	4 years prior to and including last preventable accident	_____	_____

Action Taken \_\_\_\_\_  
 Chief/Supervisor \_\_\_\_\_  
 Date \_\_\_\_\_  
 Operator \_\_\_\_\_

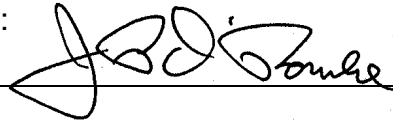
**Training**  
 Action Taken \_\_\_\_\_  
 Date \_\_\_\_\_  
 Recommendation \_\_\_\_\_

Instructor \_\_\_\_\_

**Sample Only - Click to Access Website**

**Subject: Rehire Criteria (Pg. 1 of 5)**

Approval by Manager:



Issue Date: 5/24/82

Revision Date: 3/7/06

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 that 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 that fail the Commercial Drivers License test will be dropped from the program. If they are otherwise excellent employees while in instruction, and upon review by the Supervisor of the Training Section; they may reapply after 30 days.

### **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 thirty-six (36) months of transit operator employment will be evaluated when determining rehire eligibility. For operators with less than thirty-six (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 operators who have been terminated from employment, or have been allowed to resign in lieu of termination, are ineligible for consideration as a rehire.

#### **1. Record Review Criteria**

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

- Misses  
Total unexcused absences, absences and late reports must not exceed six (6). All absences and late reports incurred will be counted unless excused.
- Accidents
- Preventable accidents must not exceed two (2) if both are minor, or one (1), if there is a major or severe accident.

#### **2. Performance Reports**

- The operator must have no more than one (1) oral reminder. The operator must have no progressive discipline more severe than an oral reminder. Any major infraction will disqualify the candidate.

### 3. Sick Leave

- Full-time 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 qualified or for a medical appointment scheduled prior to 10:00 the day before the appointment will not be counted. If an operator has exceeded the standard, his/her 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.

### 4. General Availability

- Any former 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/she was not on vacation or approved leave during the review period.

### 5. Prorated Criteria

- For operators who were previously employed for less than thirty-six (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

<b>Subject: Rehire Criteria (Pg. 3 of 5)</b>
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Issue Date: 5/24/82	Revision Date: 3/7/06
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### **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 2-year DOT medical card, a 5-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 Supervisor based on the applicant's experience and the amount of time since the applicant was last employed as a King County Metro Transit operator.

### **Salary Level**

A transit operator who resigns or retires, but is rehired as a transit operator within twelve (12) 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. An operator who is rehired after twelve (12) months from his/her resignation/retirement date will be placed at step A of the transit operator salary progression.

### **Probationary Period**

A former transit operator rehired as a part-time transit operator will serve a twelve (12) 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 (6) 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 (12) months of his/her retirement date will not serve probation.

### **Uniforms**

A transit operator who resigns or retires, but is rehired as a transit operator within twelve (12) 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 (12) 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 operators will not retain their former uniform allowance balances.

Subject: <b>Rehire Criteria</b> (Pg. 4 of 5)
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Issue Date: 5/24/82	Revision Date: 3/7/06
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### **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 thirty (30) calendar days after their effective retirement date* prior to making any commitment to return 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*. *Note: Public Employees' Retirement System (PERS) Plan 1 retirees who do not wait at least ninety (90) calendar days after their effective retirement date before returning to service will have significant limitations placed on the number of hours they may work in a calendar year without reduction in their pensions.*

#### **PERS Plan 1 Retirees (who retired on or after August 1, 2003)\*\***

30 Day Period - PERS Plan 1 retirees who wait at least thirty (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.

90 Day Period - PERS Plan 1 retirees who wait at least ninety (90) calendar days after their effective retirement date before returning to service are allowed to work 1,500 hours per calendar year after they retire without reduction in their pensions. However, there is a cumulative lifetime maximum on the number of hours they may work after they retire that exceed 867 hours in a calendar year. Once the total number of hours worked that are in excess of 867 hours per calendar year reaches 1,900 hours, the PERS Plan 1 retiree is limited to working 867 hours in a calendar year without reduction in his/her pension.

**\*\*Note:** PERS Plan 1 retirees who retired prior to August 1, 2003 and waited at least thirty (30) calendar days after their effective retirement date before returning to service are allowed to work 1,500 hours per calendar year after they retire without reduction in their pensions. They are subject to the same cumulative lifetime maximum described above.

#### **PERS Plan 2 and Plan 3 Retirees**

PERS Plan 2 and Plan 3 retirees who wait at least thirty (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.

See the next page for the "Transit Operator Rehire Record Review" form.

# 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		
<b>MISSES: (6)</b> <i>Note: All absences and late reports count unless crossed off as excused.</i>	_____	_____	_____	_____
<b>ACCIDENTS: (2)</b> <i>Count only preventables (see policy regarding severity).</i>	_____	_____	_____	_____
<b>PERFORMANCE REPORTS:</b> <i>The operator must have no progressive discipline greater than one oral reminder. Any major infraction will disqualify the applicant.</i>	_____	_____	_____	_____
<b>SICK LEAVE: (24-FT, 15-PT)</b> <i>Do not count sick leave usage designated as FMLA/KCFML or for a medical appointment scheduled prior to 10:00 the day before the appointment.</i>  <b>Note:</b> 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.	_____	_____	_____	_____
<b>GENERAL AVAILABILITY: (80%)</b>	_____	_____	_____	_____

**COMMENTS:**

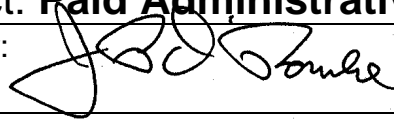
- Eligible
- Ineligible

Rater: \_\_\_\_\_

Sample Only - Click to Access Website

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.

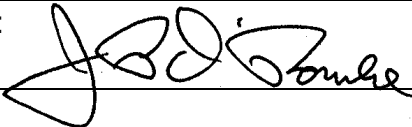
### **Critical Incident Support**

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: <b>First-line Supervisor Appearance Standards (Pg. 1 of 2)</b>	
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.

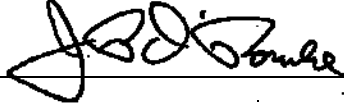
Shoes purchased through the uniform voucher or reimbursement process must be for the Supervisor's personal use while at work. Police style motorcycle riding boots, riding boots, clogs, platform shoes, soles in excess of one-half inch, tennis shoes, moccasins, sandals, open toes or heels over two inches 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: <b>Supervisor-in-Training (SIT) Attendance Page (1 of 1)</b>	
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.

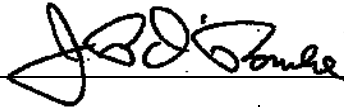
The Employee's SIT status and one-year probation will be extended for any absence in excess of 10 consecutive full or partial work days.

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.

**Subject: On-Call Chief (Page 1 of 4)**

Approval by Manager:



Issue Date: 2/10/96

Revision Date: 9/13/10

The on-call Base Chief is responsible for responding to all serious incidents/assaults/accidents and may obtain assistance from other Chiefs, Supervisors and the Manager of Transit Operations.

First-line supervisors who are in an acting Base Chief position may be on call at the discretion of the Base Supervisor. Other employees in an acting Base Chief position may be on-call with the Manager's approval.

**A. Purpose**

To provide guidance to on-call Base Chiefs whenever they are required to respond to serious incidents. There may be situations when these guidelines do not apply, or cannot be followed exactly. In those instances, common sense and good judgment should be exercised.

**B. Procedures**

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**

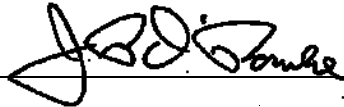
The Transit Control Center, in most cases, will notify representatives from Base Operations *via the adverse weather page system requesting calls be made to the adverse weather hotline for information/instructions*. During winter months, the Adverse Weather Plan is in the on-call base chief kit for further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

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**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 5<sup>th</sup> 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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Issue Date: 4/1/07

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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.

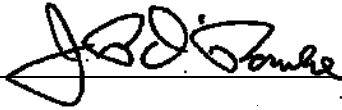
**Avoiding a specific assignment:** Going sick when the employee is given an assignment s/he does not want, such as an interbase transfer for extra-board operators.

**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.

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

Issue Date: 1/20/82

Revision Date: 12/22/06

**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**

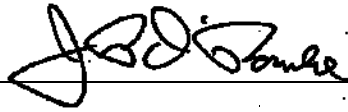
- Between shake-ups, any newly hired full-time operators shall be placed at the bottom of the Day Board. For an operating base with a van service Extra Board, a newly hired full-time operator shall be placed at the bottom of the van service Day Board.
- Selection of Extra Board position shall be by seniority.

**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**

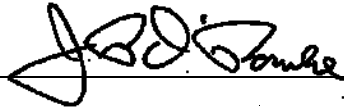
- It is now the responsibility of the supervisor to notify the operator on late report of her or his one-hour guarantee. It is recommended that the supervisor notify the operator at the start of the late report to appear at the window within one hour, unless otherwise notified. Should the late report 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: 6/28/05

**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 her or his 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 or 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 her or his lane, he or 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 her or his coach and the operator states that he or 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 (classification 19, specific 14).

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

**Sample Only - Click to Access Website**

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.

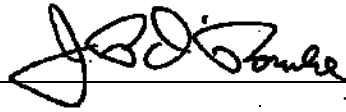
A review of your record shows that this is the third incident of neglect of duty in the last twelve months. This memo will serve as an <oral reminder> to you of the importance of attending to your duties. Additional incidents of neglect of duty will result in progressive discipline as prescribed by Article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



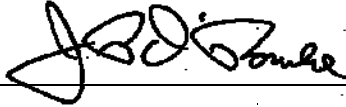
Issue Date: 2/3/82

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 Comment System (Pg. 1 of 13)**

Approval by Manager:



Issue Date: 1/25/79

Revision Date: 7/1/09

The Customer Information Office (CIO) and Operations work closely together to ensure that the Metro Comment System (MCS) is responsive to the needs of the customer while providing constructive feedback on the quality of service provided by Metro Transit.

The Customer Comment System is intended to provide:

- Meaningful and timely customer feedback to Operators
- Timely, quality responses to customers
- An accounting for all customer comments received
- Recognition for Operators for positive behaviors reported by customers
- Education for Operators on appropriate behaviors
- A deterrent to inappropriate behaviors

### **Customer Information Office**

The CIO receives comments from the public via telephone, email, or letter. The Customer Information Specialist (CIS) screens, logs and forwards comments concerning Operator behavior via the MCS database to the operator's assigned base. If a comment is incomplete, has conflicting information, or is otherwise unclear or confusing, forward that information to the Supervisor of CIO for clarification. A comment should not be considered invalid if it is incomplete or poorly written. An effort should be made to work with the CIO to clarify the comment or to get additional necessary information.

### **Customer Comment Types**

The CIO will assign a category to each comment. Each category is assigned to a functional grouping. These groupings are:

- Customer Service
- Safety/Driving Skills
- Commendations
- Other

Note that each of these groupings consists of multiple categories used for coding purposes in the MCS system. See below for a list of the categories and functional groupings.

### **Identifying the Operator**

CIO uses the information provided by the customer to identify a date, time, route and run and then uses HASTUS to identify the actual Operator. Once the Operator is identified, the comment is routed to the current Base Chief assigned to that Operator. The comment can then be viewed by the Chief in the MCS system.

**Subject: Customer Comment System (Pg. 2 of 13)**

Issue Date: 1/25/79

Revision Date: 7/1/09

**Role of the Chief**

Chiefs are expected to follow up on all complaints in a timely manner (usually within a week of receipt), including:

1. Verifying the plausibility/readability of the comment information and the identity of the Operator, and
2. Reviewing the Operator's complaint history in MCS, and
3. Mailing the Operator a copy of the customer comment, and
4. Investigating red flag complaints and any complaints subject to investigation based on the Operator's high number of complaints (see below), and
5. Meeting with the Operator to discuss comments, when appropriate, within five working days of receiving a comment, and
6. Entering the appropriate coding and response in MCS in a timely manner.

The process for the meeting varies depending on the comment received and the Operator's history. Chiefs may consult the [Notice and Investigation Chart](#) for guidance in determining the appropriate process.

At the beginning of each shake-up, base staff will review complaint records and discuss which Operators need corrective action so that all staff can become aware of which Operators are having problems.

**Notifying the Operator**

Operations' goal is to notify the Operator as soon as possible of receipt of a customer comment.

The Operator, who receives a "see me" notice about a customer comment, is expected to see his or her Chief within five working days after receiving notice. An operator who is at work and fails to respond to a "see me" notice will be informed that the comment will be deemed valid (coded "5") after the five-day period. Red flag and disciplinable complaints should still be investigated further.

**Meeting with the Operator about a Complaint**

Generally, Chiefs will not meet with an Operator for the first complaint in a functional grouping in a year. However, the Chief may judge that a meeting is necessary based on the content of a complaint (i.e., a serious enough issue that it deserves discussion).

When holding the meeting, the Chief is expected to:

- Make sure the Operator understands the nature of the customer comment, the relevant policy, and the Operator's own customer service record relative to other Operators in the system.
- Take full notes of the meeting.
- Actively and respectfully listen to the Operator's version of what happened in the situation described by the customer.
- If the Operator does not fully explain what happened, ask follow-up questions.
- Coach the Operator on possible alternate ways of dealing with the situation.
- Give or mail the Operator a copy of the response, if desired by the Operator.
- Inform the Operator of the potential for further investigation and follow-up action, when appropriate.

## Subject: Customer Comment System (Pg. 3 of 13)

Issue Date: 1/25/79

Revision Date: 7/1/09

### Acknowledging the Operator about a Commendation

Acknowledgement can either be in a meeting or by mail with a note on the commendation form. Acknowledge the Operator's actions and thank the Operator for the behavior that prompted the commendation. Give or mail the Operator a copy of the commendation with recorded response. Acknowledge the positive effect that Operators can have on the attitudes and behaviors of both riders and non-riders.

### Serious ("Red Flag") Complaints

Serious complaints (e.g., assault by an Operator, threats by an Operator, sexual harassment, alcohol and drugs, etc.) must be investigated immediately. If the complaint is found to be valid, a PR should be written, possibly as a Serious or Major infraction, when appropriate. Responses to red flag comments must be entered into MCS within four working days. The response could indicate that an investigation is in progress.

### Responding to the CIO Regarding a Customer Comment

After the interview and/or investigation, the Chief enters a response in MCS. The response should include a code using the following criteria. Replies in MCS are expected within ten days of receipt of a comment (four days if the comment has a Red Flag).

#### Notice and Investigation Chart

Comment sent to Operator (1)	Record a "1" if the comment is the first in a functional grouping in the past rolling year. There is no need to meet with an Operator when a 1 is entered. No explanatory narrative is required in the MCS response.
Investigation conducted/ Complaint confirmed/ Discipline issued (2)	Record a "2" if the comment is investigated, found to be valid and discipline is issued. After interviewing complainants/ witnesses, obtain a written, signed statement when the discipline indicated is a written reminder or higher. Independent witnesses and other evidence may be gathered. Ask the complainant if s/he would be willing to talk with a Union Representative about his/her statement if a grievance should arise. If the answer is "no", you may still proceed with discipline if the Operator has a large number of complaints spanning more than one shake-up. Oral reminders are the lowest level of discipline issued for an investigated complaint (do not issue a counseling PR if discipline is warranted)
Commendation (3)	Record a "3" if the comment information is correct and the commendation is valid.
Counseling/Clarifying Discussion (5)	Record a "5" if the coach number, Operator description, route and time of day all match the Operator and/or the Operator remembers incident (although interpretation may be different from customer's interpretation). Record the Operator's version of events. Confirm that the Operator is aware of correct procedure or appropriate behavior, depending on the circumstances. Document the discussion via comments entered into the MCS system.

## Subject: Customer Comment System (Pg. 4 of 13)

Issue Date: 1/25/79

Revision Date: 7/1/09

Bad Information (6)	Enter a "6" if there is insufficient information to identify the Operator as the correct recipient of the complaint. This may be based on incorrect coach number, Operator description, Operator name, and/or route or time of day. The Chief will document the basis for their judgment that the complaint was invalid in the MCS system.
Change to Service Request (8)	Enter a "8" if the information in the comment was really a service request and not an operator complaint.
Unsupported (9)	Record a "9" if an investigation is conducted and the complaint is found to be without merit. This may include an investigation as simple as talking with the Operator about the situation. For example, a "9" would be recorded in situations where the Operator was simply enforcing a Metro policy with which the customer disagreed or if a witness report contradicted the complainant's story.

**Note: Responses #2 and #5 are the only responses that will be considered as "on the Operator's record."**

### Operators with a High Number of Complaints

Operations will issue a monthly report listing Operators with the highest numbers of complaints by functional grouping within the most recent 12 month period. The Chief should issue a letter of expectation to any Operator who receives a 2<sup>nd</sup> safety or 5<sup>th</sup> customer service complaint coded #2 or #5 in a 12-month period, describing the operator's previous record and establishing an expectation for improvement. Additionally the Operator should be told that customer service and/or safe operation are critically important to METRO that the Operator will be monitored for improvements. At the conclusion of the meeting, the letter should be signed by the Operator and a copy placed in the Operator's file. A red dot sticker should be placed on outside of the Operator's base file close to their name where it can be easily seen.

The Chief should investigate any further customer comments and take appropriate follow-up action. All interviews of Operators with a high number of complaints should include a discussion of appropriate procedure and Operator behavior, regardless of whether the Operator agrees with the customer's version of events. A Chief should document the discussion on MCS. A Chief may take follow-up action based on a single complaint or a pattern of complaints. Disciplinary action should be based on just cause standards. Non-disciplinary action may include specialized refresher training, ride checks, monitoring by a Service Supervisor or Service Auditor, a discussion with the Base Safety Officer, or other measures, as the Chief deems appropriate. Chiefs should refer to the Guidelines for Follow-up Action Chart in determining the appropriate next step(s).

**Enhanced Service Audit Program (ESAP)**

Operators with the highest number of Customer Service or Safety complaints will be assigned to ESAP for a three-month period of frequent audits. During this period of time, up to six audits will be performed by the Service Auditor. In addition, Metro will compile and track the history of each ESAP Operator. Information to be tracked includes:

- Requested ride checks and dates
- Retraining classes: type of training and dates
- Letters of expectation and dates
- Discipline related to customer complaints: reason and dates
- Dates of the ESAP audits and previous audits

**Referrals to Training for Ride Check or Refresher Training**

If an Operator is referred to the Training Section:

- The Base Chief will write a memo/email to the Chief of Training at the base, giving a summary of the issue(s) and request a ride check and/or refresher training.
- The two Chiefs will negotiate a time for the training to occur.
- Results of the ride check and/or refresher training will be documented in a memo from the Training Chief to the Operator's Base Chief.
- The memo will be shared with the Operator, noted on the Operator's contact sheet, and then attached to the sheet.
- If a ride check documents the same problem that was alleged in the complaint, the Base Chief will write a PR based on the First Line Supervisor's observation and appropriate discipline will be issued.

**Referrals to Service Quality for Monitoring by a Service Supervisor**

If a Base Chief requests a Service Supervisor to be assigned to monitor an Operator (e.g., early operation, speeding, etc.):

- The Chief will forward the Operator's Letter of Expectation to the appropriate Service Quality Chief with a brief note requesting monitoring.
- Results of the monitoring will be documented in a memo from the Service Quality Chief to the Operator's Base Chief.
- The memo will be shared with the Operator, noted on the Operator's contact sheet, and then attached to the sheet.
- If the Service Supervisor observes the same behavior that prompted the complaint, the Service Supervisor will write an appropriate PR. The Base Chief will issue the PR at the appropriate discipline level.

**Referrals to Service Auditor**

A Service Auditor may be used in three situations:

1. To observe the performance of an Operator due to comments made in complaints; or,
2. To randomly monitor an Operator's adherence to a specific rule, such as the requirement to call stops; or,
3. To observe the performance of Operators in ESAP.

To follow up on a specific complaint, the Base Chief should 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 Chief for appropriate action, with a copy sent to the Auditor's supervisor.

**Discipline**

A Chief may take non-disciplinary, follow-up action based on a single complaint, or a pattern of complaints, without conducting an investigation. Discipline will result when an investigation determines that a complaint is valid (see "Guidelines for Further Action" below). A PR will also be written whenever offensive or unsafe behavior is observed during a follow-up action. For example, complaints might be received alleging "early operation" by Operator X on January 2nd and 5th. As a follow-up action, a Chief might request that a Service Supervisor monitor the on-time performance of Operator X. If the Service Supervisor were to observe early operation by Operator X on January 10th, a PR would be written based on the direct observation on January 10<sup>th</sup>.

When a Chief investigates a complaint and it is found to be valid, the Chief will write a PR based on the complaint itself. Complaints of a minor nature are grouped under the corresponding functional grouping and minor infraction categories as shown below. Functional groupings include Customer Service, Safety/Driving Skills and Other.

In addition, serious infraction or major infraction discipline may be issued based on an Operator's complaint history when an Operator has a large number of complaints in the same functional grouping in a year. Serious or major infraction discipline may also be issued based on the facts gathered in an investigation. Consult with Transit Human Resources before issuing serious or major infraction discipline.

**Investigation Guidelines**

If a valid complaint will result in an oral reminder, the following investigation steps will normally be taken:

1. Interview the Operator.
2. Call the complainant, verifying complaint information and assessing the credibility of the information.
3. If unable to contact the complainant after three or more tries, or if the information received from the complainant does not appear credible, do not issue the discipline.

If a valid complaint will result in progressive discipline more severe than an oral reminder, the following investigation steps will normally be conducted:

1. Interview the Operator.
2. Call the complainant and any identified witnesses. Verify complaint information and assess the credibility of the information.
3. Interview witnesses if possible.
4. Ask the complainant permission to have the Union President contact them and record their response.
5. Transcribe interview notes on Metro letterhead or form. When possible, have the interviewee review the notes and sign the note "I have reviewed these notes and they are an accurate and complete summary of this interview."
6. If unable to contact the complainant after three or more tries, or if the information received from the complainant does not appear credible, do not issue the discipline.

**Base Supervisor Review**

Base Supervisors will receive periodic reports listing Operators receiving excessive numbers of complaints. The Supervisors will review responses to the complaints and steps taken to assist the Operators. Supervisors will also review summary reports of their Chiefs' MCS activities monthly in order to assure consistency of application within the base. Supervisors will provide a report of actions taken on listed Operators to the Assistant Manager within 10 days of receiving the listing.

The Assistant Manager will review base reports monthly to assure consistency across bases.

**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

## 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

## Customer Complaint Process – Notice and Investigation

Chiefs use the chart below to determine the appropriate process in responding to a complaint.

Number of Complaints in rolling 12-month period

1st Complaint (in any functional grouping)	2 <sup>nd</sup> Safety/Driving Skills or 2 <sup>nd</sup> -5 <sup>th</sup> Customer Service Complaint coded 2 or 5	3 <sup>rd</sup> or more Safety/Driving Skills or 6 <sup>th</sup> or more Customer Service Complaint coded 2 or 5	All “Red Flags” or Serious Complaints
<ol style="list-style-type: none"> <li>1. Chief sends a copy of the comment to the operator indicating this is an informational notice only.</li> <li>2. If the operator wishes to discuss, Chief meets with Operator to discuss.</li> <li>3. Chief enters “1” or Operator response in MCS.</li> </ol> <p>NOTE: If a first complaint is identified as a “Red Flag” or deemed to be serious, Chief is to follow the investigation procedures for those types of complaints listed in this table.</p>	<ol style="list-style-type: none"> <li>1. Chief sends a “see me” to the Operator.</li> <li>2. Chief conducts a fact-finding interview with the Operator concerning the most recent complaint. Chief coaches Operator on appropriate behavior as necessary.</li> <li>3. Chief reviews Operator’s complaint record in relation to averages with Operator.</li> <li>4. Based on what is learned from the interview, Chief determines whether further investigation is warranted and determines appropriate follow-up action.</li> </ol>	<ol style="list-style-type: none"> <li>1. Chief sends a “see me” to the Operator.</li> <li>2. Chief conducts a fact-finding interview with the Operator concerning the most recent complaint. Chief coaches Operator on appropriate behavior as necessary.</li> <li>3. Chief conducts investigation and determines appropriate follow-up action. The investigation should include contact with the complainant, determination of whether other witnesses can be found, and any other pertinent facts surrounding the incident.</li> </ol>	<ol style="list-style-type: none"> <li>1. Chief attempts to contact the Operator in person ASAP.</li> <li>2. Chief conducts a fact-finding interview with the Operator concerning the red flag complaint. Chief advises Operator of appropriate behavior.</li> <li>3. Chief conducts a formal investigation and determines the appropriate follow-up action. The investigation should include contact with the complainant, determination of whether other witnesses can be found, and any other pertinent facts surrounding the incident.</li> </ol>

## Customer Complaint Process – Guidelines for Follow-up Action

Chiefs are to use the chart below in determining the appropriate follow-up after completing the fact-finding interview with the Operator and any subsequent investigation.

Number of Complaints in 12 month period

First Complaint (all functional groupings except red flags)	2 <sup>nd</sup> Safety/Driving Skills or 2 <sup>nd</sup> to 5 <sup>th</sup> Customer Service Complaint coded 2 or 5	3 <sup>rd</sup> or more Safety/Driving Skills or 6 <sup>th</sup> or more Customer Service Complaint coded 2 or 5	All “Red Flags” or Serious Complaints
<p>No follow-up action with the Operator is necessary.</p>	<p>Based on what is learned from the interview with the Operator and any subsequent investigation, Chief is to determine if any follow-up action with the Operator is advisable. Such action could include: referral to Training for refresher training or a ride check, referral to Service Quality and/or Service Auditor for observation or issuance of discipline. If the complaint is valid, issue a minor infraction PR.</p> <p>Issue a letter of expectation on the 2<sup>nd</sup> Safety/Driving Skill complaint or the 5<sup>th</sup> Customer Service Complaint, which is coded a #2 or #5.</p>	<p>Based on what is learned from the interview with the Operator and any subsequent investigation, Chief is to determine follow-up action with the Operator. Such action will include mandatory refresher training on the 3<sup>rd</sup>/6<sup>th</sup> complaint, which is coded #2 or #5. Action could include a ride check depending on the complaint history. Additional follow-up action could also include: referral to Service Quality and/or Service Auditor for observation or issuance of discipline.</p> <p>If the complaint is valid, issue a minor infraction PR. The PR should at least be an oral reprimand.</p>	<p>Based on what is learned from the interview with the Operator and any subsequent investigation, Chief is to determine follow-up action with the Operator. Such action could include referral to Training for refresher training or a ride check, referral to Service Quality and/or Service Auditor for observation</p> <p>Appropriate discipline based on the findings of the investigation, which could include a minor, serious or major infraction, or a non-disciplinary letter of expectation.</p>



**King County**

To: Operator [        ], Badge No. [        ]  
From: Operations Chief [        ]  
Re: Letter of Expectation – Unsatisfactory Customer Complaint Record  
Date: [        ]

As you are aware, 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 consistently provide courteous and quality service to our customers, and to safely operate Metro vehicles.

This is a letter of expectation regarding your customer complaint record for *(provide examples like: inappropriate interaction with customers, unsafe coach operation, etc. as appropriate)*.

A review of your record for the past *(year, longer or shorter period)* shows that you have been counseled for x customer complaints, which include x for customer service and x for safety. The majority of Operators receive less than 2 complaints per year – the number of customer complaints you have received places you in the bottom 5% of all Metro Transit Operators. Your performance in *this area/these areas* is unacceptable. This letter is to give you notice that you must correct your behavior, which should reduce your number of complaints. Failure to correct your behavior will result in discipline, up to and including termination.

Your record of complaints for the past year *(or relevant time period)* includes:

Customer Service: *(examples with dates)*

Date	Classification	Description
xx/xx/xxxx	Discourteous conduct	Include a short description
xx/xx/xxxx	Fare dispute	Include a short description

Safety: *(examples with dates)*

Date	Classification	Description
xx/xx/xxxx	Careless driving	<i>Running stop sign, etc</i>
xx/xx/xxxx	Speeding	<i>45 MPH in a 25 MPH area</i>

**Sample Only - Click to Access Website**

In addition, I have reviewed your customer complaint history and find that:

*Examples*

- *You have consistently received an excessively high number of complaints over the past X years, which indicates that your behavior has been unacceptable for a long period of time.*
- *You have only recently started to receive an excessively high number of complaints, which indicates that you have, in the past, demonstrated your ability to provide the quality customer service which is expected of a Transit Operator.*

Based on your record of customer complaints, I believe you have engaged in the misconduct of [poor customer service/unsafe operations] because:

*Examples:*

- *Of the number and similarities of the complaints;*
- *The results of the investigation of the xx/xx/xxxx complaint matched many of your customer complaints;*
- *and/or*
- *The observations of Chief/Service Auditor/Trainer.*

It is my expectation that you will:

*Examples:*

- *Treat the public with respect and not swear at them;*
- *Not engage in fare disputes - you will only ask once for the fare and you will not escalate the dispute once the customer has refused to pay; and*
- *Obey traffic laws, including the requirement to yield to pedestrians in a crosswalk.*

To assist you in improving your performance, I will take the following actions:

*Options:*

- *Provide you training in coach operation on (dates).*
  - *Provide you individual coaching regarding appropriate customer interactions and strategies to avoid conflict.*
  - *Make myself available to assist you in your efforts to improve your performance.*
- (Note: some types of behavior identified in the complaints are so obviously inappropriate that they do not require further training.)*

In addition:

- For each future credible complaint, I will conduct a formal investigation, including contacting and interviewing the complainant and seeking witnesses. If you are found to have engaged in misconduct, corrective and/or disciplinary action may be taken.
- You may be subject to unannounced observations by Chiefs and the Service Auditor.
- First Line supervisors may make targeted observations of your driving.
- Your file will be flagged for high customer complaints so that if you pick another base, your new Chief can read your file and meet with you, and 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). *[Additionally, given your comment about your mental health, if you believe that you have a disability that prevents you from performing the essential functions of your job, please contact Transit Disability Services at 206-263-6026 or 206-263-3537 to request accommodation or assistance.]*

(*Employee's Name*), I hope you take this as an opportunity to make the necessary changes to your behavior in order to remain an employee of Metro Transit. If you choose to continue these types of behaviors, you will be subject to discipline, up to and including discharge.

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

Sincerely,

Chief's Name

**Sample Only - Click to Access Website**

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

---

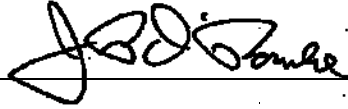
Signature

Date

cc: ATU 587  
Personnel File  
Transit Labor Relations  
Assistant Manager, Transit Operations

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

Approval by Manager:



Issue Date: 8/20/82

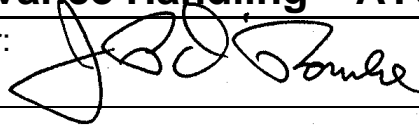
Revision Date: 8/15/00

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 9)**

Approval by Manager:



Issue Date: 10/20/82

Revision Date: 8/22/08

## 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.

### Accepting a Grievance

The employee must present the written grievance to a chief from their base or unit (Service Quality, Service Communications or Training) or his/her unit supervisor. However, on the 15<sup>th</sup> day only, an employee may present the grievance to any Operations chief or unit supervisor. 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 15<sup>th</sup> day and only if no chief or unit supervisor is available, except that, if the 15<sup>th</sup> 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 supervisor by 5:00 PM on the following business day. (Article 5.B of the labor agreement: *if the deadline for submitting a grievance falls on a Saturday, Sunday or defined holiday, the time limit is extended until 5:00 PM the following business day.*) The Metro representative date stamps the grievance and gives a dated copy to the employee. The chief gives the original grievance to the administrative specialist, who records the grievance in the grievance log and files it. Each unit keeps a notebook, which contains all grievances filed in the current calendar year. The unit supervisor/chief evaluates the validity of the grievance and determines the appropriate process.

### 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 (except policy or past practice grievances).
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 1<sup>st</sup> 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 2<sup>nd</sup> or 3<sup>rd</sup> step. A decision to refuse to conduct a 1<sup>st</sup> step hearing should be made only with advice from Transit Human Resources.

### Scheduling a Hearing

The administrative specialist provides written notification to the employee, Union representative (chief shop steward at 1<sup>st</sup> step) and any hearing guests of the hearing date and location. 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 1<sup>st</sup> step grievance hearing is held during the employee's normal work hours, the employee will be paid for time loss.

Grievances shall be heard during management's normal working hours, unless otherwise agreed by both parties. First-line supervisors will not conduct grievance hearings.

**Subject: Grievance Handling – ATU 587 Employees (Pg. 2 of 9)**

Issue Date: 10/20/82

Revision Date: 8/22/08

Deadline 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.

1<sup>st</sup> step hearings must be held within 15 days from the receipt of the grievance. This date can be extended by mutual, written agreement. Please use Template 2 at the end of this policy for a time extension request. 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 to the hearing and the employee does not agree to participate in the hearing without Union representation, the grievance will be forfeited by the employee.

**Steps of the Grievance Process – Non-Discharge Cases****1<sup>st</sup> Step – All grievances not Involving Discharge**

The unit supervisor/designee will meet with the employee filing the grievance, a Union representative (unless waived in writing by the employee) and, if applicable for minor infractions, the first-line supervisor who initiated the PR (if available) within 15 days after receipt of the grievance unless a later date is mutually agreed to in writing by the parties. The unit supervisor/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 supervisor/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.

**2<sup>nd</sup> 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 2<sup>nd</sup> step hearing to the Manager of Operations (Ops). The manager/designee will meet with a Union representative and the employee to review and discuss the grievance within 15 days after receipt of the Step 2 referral unless a later date is mutually agreed to 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 supervisor will not be the manager 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.

**Subject: Grievance Handling – ATU 587 Employees (Pg. 3 of 9)**

Issue Date: 10/20/82

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**3<sup>rd</sup> Step**

If the UBR/designee believes the grievance has merit, they will, within 15 days from receipt of the 2<sup>nd</sup> step summary, submit a written request for a 3<sup>rd</sup> step hearing to Transit Human Resources (H.R.). Within 30 days after receipt of the Step 3 referral, unless a later date is mutually agreed to in writing by the parties, a Transit H.R. designee shall meet with the employee, the UBR/designee, Manager of Ops/designee, and other appropriate Metro personnel to resolve the grievance. The Transit H.R. designee will make a decision and notify the Union by fax and/or 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.

**Arbitration**

The UBR/designee may request arbitration by notifying Transit H.R. by registered or certified mail or by fax transmission within 60 days of receipt of the 3<sup>rd</sup> step decision.

**Steps of the Grievance Process – Discharge Cases****1<sup>st</sup> Step**

The unit supervisor/designee meets with the employee and UBR/designee (unless waived in writing by the employee) to discuss the grievance within 15 days after receipt of the grievance unless a later date is mutually agreed to in writing by the parties.

The chief who issued the discipline will not conduct this hearing

The unit supervisor/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<sup>nd</sup> Step**

If the UBR/designee believes the grievance has merit, they will, within 15 days of receipt of the 1st step decision, request a 2<sup>nd</sup> step hearing from Transit H.R. Within 30 days after receipt of the Step 3 referral, unless a later date is mutually agreed to in writing by the parties, a Transit H.R. designee shall meet with the employee, the UBR/designee, Manager of Ops/designee, and other appropriate Metro personnel to resolve the grievance. The Transit H.R. designee will make a decision and notify the Union by fax and/or 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.

**Arbitration**

The UBR/designee may request arbitration by notifying Transit H.R. by registered, certified mail or fax within 60 days after receiving the 2<sup>nd</sup> step decision.

**Follow-up after Grievance Hearings**

The person conducting the hearing (Ops lead) is responsible for producing a written summary and coordinating follow-up. Make sure that all points raised in the hearing, which were captured in the "Union Position" are addressed in the "Metro Position". Provide a brief summary of the issues that the Union has presented. If you are denying the grievance, make sure that the "Metro Position" reflects why the contract, past practice or policy violations cited did not occur.

The administrative specialist faxes the decision to the Union, with copies to the employee, the employee's file, and the Union representative who attended the hearing. The administrative specialist confirms successful transmission of the fax, records the date a decision is faxed in the

## Subject: **Grievance Handling – ATU 587 Employees** (Pg. 4 of 9)

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Revision Date: 8/22/08

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 supervisor, the Manager of Transit Operations and the Operations Project Administrator. An electronic copy will also be stored in the appropriate grievance file as either a Word file, or in PDF format. The file name will include the grievant's last name and first initial, and the date the grievance was filed (example: JoneB 15Jan08.pdf). The Operations Project Administrator will record pertinent data in the grievance tracking system. If a grievance is settled at the 1<sup>st</sup> step, the Supervisor/designee will document the elements of the grievance (purported contract violation, Union position and Metro position) to be included in the grievance file, but not sent to the Union.

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

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.
- Contacts the Data Management Coordinator in CSO 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.

### **Time Limit Extensions and Appeals**

Defined time limits may be extended by a written agreement signed by both parties. However, should either party to the agreement breach the time limitation, 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. The Union may appeal grievances from one step to another or to arbitration by providing a written request.

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

**Subject: Grievance Handling – ATU 587 Employees (Pg. 5 of 9)**

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**Tips on Conducting Grievance Hearings**

- Explain the process to everyone involved.
- Take good notes.
- Carefully define the grievance.
- Be a sympathetic listener. Ask clarifying questions as necessary.
- 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.
- Consider how the policy or administrative guideline that was grieved could be improved or better communicated to improve both the employee's conduct and the transit system's performance.
- 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 contract, policy or past practice violation. Ask how these are 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.

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.

- What is the rule or policy that was violated?
- Where is it quoted?
- Did the employee clearly understand the rule or policy that was violated?
- Does the employee know how to do the job?
- Did the employee know in advance that such conduct would be subject to discipline?
- Did anything prevent the employee from doing the job properly?
- Was the rule violated reasonably related to the safe, efficient, and orderly operation of the organization?
- Is there substantial evidence that the employee actually did violate the rule?
- Is the disciplinary action planned reasonably related to:
  1. The seriousness of the offense?
  2. The employee's record with the organization?
  3. Disciplinary action taken with other employees who committed similar offenses?

**Subject: Grievance Handling – ATU 587 Employees (Pg. 6 of 9)**

Issue Date: 10/20/82

Revision Date: 8/22/08

4. When you write your response, provide all the information required in the grievance template.

**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 H.R. 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.

**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 or her with two options. The complainant may either consent to disclosure of his or 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.

In the event the complainant expresses to Metro a desire that his or 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 he or she 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 March 19, 2008.

**Offers of Settlement**

**NOTE:** All settlement agreements involving suspensions and terminations, including probationary reinstatements, should be coordinated Transit HR staff before making an offer to the grievant and the Union.

To be valid, a settlement agreement must be signed by a full-time Union Officer and the employee.

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. Settlement offers should follow this format:

## 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 Supervisor's title]

\_\_\_\_\_  
Date

\_\_\_\_\_  
[ATU 587 Representative's title]

\_\_\_\_\_  
Date

\_\_\_\_\_  
[Employee's name]

\_\_\_\_\_  
Date

**Sample Only - Click to Access Website**

Template 2:

### Extension of 1<sup>st</sup> Step Hearing beyond 15 days

Date: \_\_\_\_\_

From: \_\_\_\_\_  
Employee

To: \_\_\_\_\_  
Chief or Unit Supervisor

Subj: 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 Supervisor to Union Officer

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 you approval for this extension, the first step hearing will be held as originally scheduled.

Agreed: \_\_\_\_\_  
Union Officer

\_\_\_\_\_ Date

**Sample Only** [Click to Access Website](#)



# 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 Supervisor/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 to the presence of a Shop Steward or Union Officer at the Step 1 grievance meeting between me and my supervisor/designee to be heard at (*meeting location*) \_\_\_\_\_ on (*meeting date*) \_\_\_\_\_ to discuss my grievance filed on (*date grievance filed*) \_\_\_\_\_

concerning:

\_\_\_\_\_  
\_\_\_\_\_  
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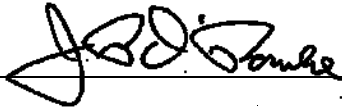
\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

**Sample Only - Click to Access Website**

Subject: **Commercial Driver License (CDL)** (Pg. 1 of 5)

Approval by Manager:



Issue Date: 4/25/83

Revision Date: 9/13/10

## 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 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 and criminal penalties for willful violations.

The following rules apply to all transit operators, Service Supervisors, Transit Instructors, Supervisor-in-Training and all Supervisors who are on the inter-classification overtime list for either Service Quality or Training.

1. 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 with endorsement P1 (passenger) and excluding restriction K (air brakes) in their possession.
2. 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. Employees possessing more than one driver's license must immediately inform their chief of that fact.
3. 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 her or his 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.
4. 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. In the event 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.
  - a) The above rules also apply to employees on sick leave, industrial injury or off - job injury status.
  - b) The form, *Traffic Violation or Change in License Status (#0117)* is available at each work site.

### 2. Medical Examiner's Certification

An employee may not operate a commercial motor vehicle (CMV) unless he or she is physically qualified to do so and has on her or his person an original or copy of a current and valid medical examiner's certification (certification) indicating that he or she 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 5)**

Issue Date: 4/25/83

Revision Date: 9/13/10

**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* and submits to her or his chief with the original receipt.
2. The administrative specialist collects the request forms; as needed, the administrative specialist will fill out a *CDL Reimbursement Summary Request*.
3. A copy of the request form and a copy of the receipt will be filed in the employee's file.
4. A summary list will be reviewed and approved by the supervisor or chief.
5. The summary list with attached originals of the CDL Reimbursement Requests and receipts will be sent to Accounts Payable, M.S. EXC-FI-0750.
6. Accounts Payable will issue checks for individuals on the summary list and forward checks directly to the employee at the work site.

**C. Change of Address or Name**

Employees are required by law (RCW 46.20.205) to notify the Department of Licensing in the event of a move or name change. This must be submitted in writing on a form provided by the Department of Licensing within ten (10) days. This written notification is the exclusive means by which department records may be changed.

**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 commercial driver license and a current and valid certification on her or his 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 SIT's 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, he or she 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, he or she discovers that he or she does not have a CDL or certification on her or his person, the employee must immediately notify the communications coordinator (supervisors and SIT's notify a section 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 unable

**Subject: Commercial Driver License (Pg. 3 of 5)**

Issue Date: 4/25/83

Revision Date: 9/13/10

to work due to not having the CDL or certification on her or his 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. In the event the Department of Licensing (DOL) is closed and the employee needs to replace her or his license, the employee will remain on ROD w/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 A/C, vacation or sick leave 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**

The Revised Code of Washington (RCW 46.25.170 [2]) states that a person who drives a commercial vehicle without a valid commercial driver license (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 her or his person is in violation of the law and will be relieved of duty and charged with gross misconduct. Appropriate disciplinary action will be taken regardless of whether the employee has or subsequently obtained a current and valid CDL. By driving without a current and valid CDL on her or his person, the employee has violated the law, which is a gross misdemeanor.

**F. Operators Without a Current and Valid CDL Returning from Injury Status**

In some cases, the Department of Licensing (DOL) will not allow individuals who are injured to qualify for a CDL. Even though her or his 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 her or his 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.

**G. Suspended and/or Revoked Driver's License Procedure**

- 1) Call the employee in and explain that Metro has received information that her or his license is or had been suspended, cancelled or revoked.
  - a) Include those employees whose status on the Department of Licensing (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.
  - 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 get verbal confirmation from the Department of Licensing by the end of the next regular business day and sign a

Subject: **Commercial Driver License** (Pg. 4 of 5)

Issue Date: 4/25/83

Revision Date: 9/13/10

*Drivers License Verification Form* in the presence of a supervisor. (The license verification form should be available at the facility.)

- 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 he or she 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 shake-up or to a supervisor. The evidence produced could substantiate a charge of gross misconduct and/or gross negligence.
- 4) If the employee admits he or she knows the license is currently invalid, the employee is relieved of duty without pay and told that he or she 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 (5) - year record. The employee must then provide this record and allow her or his chief to copy the file. Explain that it is necessary to obtain a copy of the employee's drivers record, as the possession of a valid drivers license is a condition of employment.

## H. Inability to Obtain Medical Certification or Medical Waiver

If an employee notifies Metro that he or she 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, he or she 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 or 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 he or she again tests in this same range, he or she can get a *one-time only* three-month certification. In the next exam, he or she 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.
  - a) If the employee's blood pressure reading is 160/100 to 179/109, he or she can get a *one-time only* three-month certification. In the next exam, he or she must test below

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

Issue Date: 4/25/83

Revision Date: 9/13/10

140/90 in order to be recertified for one full year. Subsequent annual certifications require pressure of less than 140/90.

- b) If the employee's blood pressure reading is 180/110 or greater, he or she will not be certified until pressure is reduced to less than 140/90. Once he or she has had a physical with a reading of 180/110 or greater, he or she 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**

The employee holding a CDL, who cannot pass the CDL physical exam, must submit a letter of application for a medical waiver. The medical waiver may be valid for three (3) months to two (2) years and must be carried at all times while on duty.

**1. 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.dol.wa.gov/forms/500035w.pdf>; and
- b) A completed Application for Intrastate Medical Waiver form. <http://www.dol.wa.gov/forms/520066.pdf>

Fax this information to: (360) 586-8351 or

Mail this information to: Department of Licensing  
CDL Waiver Program  
PO Box 9030  
Olympia, WA 98507-9030

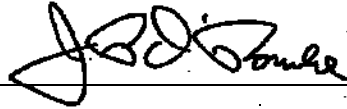
Employees may call (360) 902-3860 with questions.

**2. Chief responsibilities:**

- a) Provide employee with information on how to obtain a medical waiver. The DOT physical & application forms are available on-line (see above) or at any Department of Licensing office.
- b) Place a copy of waiver in the employee's medical file and send a copy to the Disability Services Coordinator in Transit Human Resources for tracking purposes.
- c) Employees unable to work during the process to secure a medical waiver shall be allowed to use sick leave or AC.

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

Approval by Manager:



Issue Date: 01/01/87

Revision Date: 04/10/09

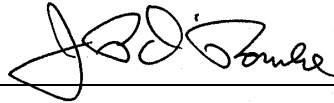
**Per agreement with the Union:**

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: 8/4/08

**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 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 judgement 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 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 10 driving days after qualifying as a transit operator. If the operator is unable to successfully complete this, 15 points will be assessed and the operator’s employment will be terminated. 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 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  |

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

Issue Date: 5/12/83

Revision Date: 8/4/08

6. Failure to successfully complete 1<sup>st</sup> ride check 15

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 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 (see following paragraph).
3. After the 6<sup>th</sup> 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.
5. 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. 5 <sup>th</sup> and 6 <sup>th</sup> full and/or partial days. Sick Leave Verification is not required. <i>Points are assessed for each full or partial day.</i>                           | 3 |
| C. Each full and/or partial day after the first 6 when a King County Metro Sick Leave Verification form (#0028) has been submitted. <i>Points are assessed for each full or partial day.</i> | 3 |

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

Issue Date: 5/12/83

Revision Date: 8/4/08

- |  |   |
|--|---|
| D. Any full or partial day after the first 6 that is not documented with a King County Metro Sick Leave Verification form (#0028). <i>Points are assessed for each full or partial day.</i>  | 7 |
| E. Doctor and dentist appointments, provided the 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 |
6. Upon successful completion of probation, the base chief will review the medical verification requirements for regular part-time operators with the operator.

**Preventable Accidents**

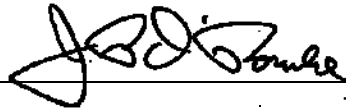
**Criteria for Preventable Accidents**

**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.

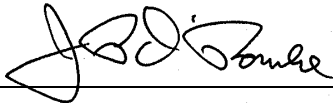
<b>Subject: Found Articles (Page 2 of 2)</b>	
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Issue Date: 4/26/82	Revision Date: 11/24/09
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7. The dispatcher or planner will unlock the found box and check the articles turned in between the hours 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: PT to FT Transit Operator Recruitment (Pg. 1 of 6)

Approval by Manager:



Issue Date: 5/1/89

Revision Date: 6/3/08

### **Application process**

1. Applications will be available at the King County Career Employment Center and at the bases. It is the applicant's responsibility to submit his or her application to Transit Human Resources (Transit HR) at mail stop KSC-TR-0419 by the recruitment deadline. The bases will not assume this responsibility.
2. Once a candidate applies, there is no need to re-apply unless the candidate declines Full-time (FT), 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 Part-time (PT) position or failure to pass the Department of Licensing (DOL) abstract check.

**NOTE:** *Transit HR will conduct a review of the applicant's DOL abstract based on criteria agreed to by Operations and Transit HR.*

### **Compilation and transmission of the list**

1. Transit HR 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 5 days from when the roster is posted at the base to notify Transit HR if his or her name does not appear on the list. After this notification deadline passes, the recruitment is considered closed.
2. After closure, Transit HR will accept no late applications and will send the candidate list to the Union, which will place the candidates in seniority order. Transit HR will provide a copy of the candidates' seniority list to each base, the Training Section and the OSS coordinator(s).

### **Record reviews**

1. The OSS coordinator will notify the candidates' Chiefs prior to the next class so that record reviews can commence. A candidate's Base Chief will review his or her record and complete a record review form.
2. Both the candidate and the Chief will sign the completed record review form. The Chief will send a completed Record Review (#0481) and Changes in Working Conditions (#0971) form to Transit HR, and place a copy in the candidate's base file. The Chief will send a completed Trainee Performance Policy (attached) to the Training Center, and place a copy in the candidate's base file. Transit HR will notify all successful applicants of their selection for the next FT class.

If a candidate is unavailable for or declines FT training, he or she will sign the PT to FT declination form (check the "I decline" box at the bottom of the *Record Review* form #0481). The Chief will also notify the candidate that he or she must notify Transit HR in writing to be considered for future classes. The only exceptions are when the candidate is not available due to circumstances beyond his or her control (e.g., sick, injured, etc.), as determined by King County METRO on a case-by-case basis.

- If a candidate is disqualified, a copy of the record review will be placed in his or her base file and a copy will be sent to Transit HR. 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, in turn, notify the Base Chief of the next candidate on the list so the Chief can complete a record review.

Subject: PT to FT Transit Operator Recruitment (Pg. 2 of 6)	
Issue Date: 5/1/89	Revision Date: 6/3/08

**Full-time offers and maintaining a satisfactory record**

1. Beginning training for a FT Operator position will be contingent upon maintaining a satisfactory record through the last day as a PT Operator. If an infraction occurs after the first record review, up to and including the final day as a PT Operator, 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 a FT position, will resign effective 2 days prior to the start of FT training. The candidate will receive a hire letter from Transit HR formally acknowledging the change to FT trainee status approximately two weeks prior to the date of resignation from the PT position, however, the candidate must maintain a satisfactory record through the last day as a PT Operator.

**Driving record**

Transit HR will purchase current 5-year *Driving Record Abstract(s)* from the Washington State Department of Licensing. 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 Operator from consideration:

- Hit and run incident
- Manslaughter resulting from the operation of a motor vehicle
- Driving while under the influence of alcohol or other drugs
- Reckless or Negligent Driving conviction
- More than one "at fault" accident

Or if the five year DMV abstract reflects any of the following disqualifying conditions:

- Two or more MAJOR speeding tickets (more than 15 MPH) or other serious traffic violations in the last 3 years
- Two violations in 2 years where one is serious
- Three or more MINOR violations in 2 years
- Five or more minor violations during the previous 3 years
- Six or more minor violations during the previous 4-5 years
- Two or more at fault accidents or one at fault accident with injuries

**"Serious" traffic violations are defined in WAC 308-100-130**

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

**Standards during training**

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

**Options to return to a Part-time position**

A PT Operator who accepts a FT position may return to a PT position within 6 months of the date of her/his FT qualification with no loss of PT seniority. If such an Operator again desires to return to FT, he or she may do so only after completing another full year of PT service.

Subject: PT to FT Transit Operator Recruitment (Pg. 3 of 6)

Issue Date: 5/1/89

Revision Date: 6/3/08

## INSTRUCTIONS FOR RECORD REVIEW CALCULATIONS

### Documents Needed for Record Review:

- Attendance record (form #0741)
- Miss record (form #0628)
- Accident records on computer
- Positive performance contact sheets

### Period of Record Review:

The performance record will be reviewed for the candidate's most recent 12 months of active driving service. While initial reviews will need to be conducted to determine tentative eligibility, the final eligibility review period is the 12 month-period immediately proceeding the candidate's last day employed as a PT operator. However, the start date will be earlier for any employee who has periods of unavailability in excess of 10 consecutive workdays. Go back the same number of days 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 and detail assignments, including union detail assignments.

Review the candidate's most recent 24 months of employment, as defined above, for Major Infractions.

### Points will be assessed as follows:

1. A major infraction within 24 months of the date of review will result in disqualification. Disqualifying major infractions will include Probationary Terminations, as indicated in Policy 23.
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 are not assessed points under this system. Performance reports issued for accidents or attendance are not included.
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 also includes off job injuries ["N"], sick adult, sick child leave ["3"], and partial days of sick leave ["K"], sick adult, or sick child leave ["4"] on the attendance card.)

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

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.

Subject: PT to FT Transit Operator Recruitment (Pg. 4 of 6)	
Issue Date: 5/1/89	Revision Date: 6/3/08

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 PT operator 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 PT to FT class.

If, at the time of the first record review, it is apparent that points will drop off the record of a disqualified 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 PT Operator, s/he will be allowed to go FT.

### Changes in Working Conditions for Part-time To Full-time Transit Operator

1. PROBATION - A Part-time Transit Operator who moves to a Full-time Transit Operator position through the normal recruitment process, and who has completed probation as a Part-time Transit Operator, will not serve a second probationary period. If probation was not completed, the Full-time Transit Operator will receive 1 day of credit towards probation for every 2 days of Part-time Transit Operator service. During this time, any discipline you receive will not be subject to the grievance / arbitration procedure in the Labor Agreement.
2. SENIORITY – Lose all Part-time seniority; start at the bottom of Full-time seniority list.
3. VACATIONS – Picked by seniority. You must either cash out or carry over all of your Part-time vacation. You will be asked to sign a form indicating your preference during Full -Time Operator training. Carried over and earned Full-time vacation will be picked and used in the following year.
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 your RDO.
6. PERSONAL HOLIDAY – If you have not used your personal holiday this year, you will be eligible to use one after qualification as a Full-time Operator.
7. EXTRA BOARD – When qualified as Full-time, you will pick 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. You may have combinations of day and night work in one week. You will be required to qualify on a number of routes. Your work assignment, base assignment and coach assignment could change daily. You may be required to work assignments up to a 13-hour spread each day.
8. PICKS – At the next shake-up, you may have the choice of extra board or regular Operator. You may be working nights.
9. TRAINING – Includes days, nights, weekends, trolley training, route qualification, and paperwork. The pay during training is 50% of the top Operator wage rate.
10. RATE OF PAY – An Operator who moves from Part-time to Full-time retains his or her current wage rate. Progress toward the next pay step is prorated according to the Labor Agreement (Article XIV, Section C.5).
11. OVERTIME – There may be mandatory overtime built into runs or board assignments.
12. SICK LEAVE – Your sick leave balance (hours) will be carried over.
13. SAFETY / ACCIDENT RECORD – Your Part-time record will carry forward with your Full-time record. You will receive credit for your safe driving years. If you have a preventable accident, any previous preventable accidents will still be considered in application of the accident point system. However, only preventable accidents during your Full-time status will apply for probationary point totals.
14. OPTION TO RETURN TO PART-TIME – If you accept a Full -time Operator position, you will have the option to return to the position of Part -time Operator with no loss in Part -time Operator seniority within six months of your Full -time qualification.

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I have read and understand the above mentioned changes. I accept the Full-time position.

Signature \_\_\_\_\_ I.D.# \_\_\_\_\_

Print Name \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## TRAINEE PERFORMANCE POLICY

On the first day of class, if you arrive later than 0700, 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 0700. 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 "miss." A "miss" is when you report from one (1) minute to sixty (60) minutes late for an assignment.

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

1. You have two (2) misses (as outlined above).
2. After the first day of class you are more than sixty (60) minutes late for class.
3. You report late for a driving assignment in which the coach has already left the base.
4. You report without your current, valid Washington State Driver's License and valid DOT Medical Certification.
5. You are involved in two (2) 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 and 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 General Rules for Operators as outlined in Section 7.1. of *The Book*.
9. The odor, use, sale or possession of an intoxicating liquor, controlled substance, drug not medically authorized or other substance which impairs job performance or poses a hazard to the safety and welfare of the trainee, 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 does not become known until after the training period has ended.**

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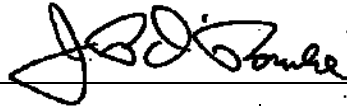
I have read and fully understand the preceding policy pertaining to my status during the Transit Operator Training Program.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Instr. Initial: \_\_\_\_\_ Date: \_\_\_\_\_

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

Approval by Manager:



Issue Date: 1/25/82

Revision Date: 12/11/2009

**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 payroll 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 on page 2.)

Comments:

- Enter comments concerning the incident.

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

Issue Date: 1/25/82

Revision Date: 12/11/09

**Issuing in Same Classification**

- Performance reports (PR's) in the same classification and specific categories can be combined when the time between the performance reports does not allow for a conference or notification before the next infraction occurred.

For example:

On July 7, an operator was following too closely, and was observed by a Supervisor. Then on July 10, once again was observed following too closely but the chief or the First-line supervisor who wrote the PR was unable to counsel on the first infraction; both of the PR's will be combined and issued as one. If the Supervisor contacted the operator on July 7 and it was mentioned in the PR, then each PR would be issued separately.

- If two infractions in different categories are observed on the same operator for the same incident, the PR's shall be combined. The PR resulting in the highest level of discipline shall be issued. The other PR shall also be placed in the file.

For example:

An operator has a failure to follow procedures and directives PR in his file, and has none in the category of safety-related infractions, both infractions are observed on the same day by the same Supervisor; the highest level of discipline shall be issued. And, a written reminder will be issued for the failure to follow procedures and directives. The safety-related PR will be placed in the file, but no disciplinary action will be taken in that category.

- PR's will not be combined if they are written by different Supervisors and have different specifics.

For example:

On July 7, a supervisor observes an operator who is making a free right turn; then on July 10, another Supervisor observes the same operator following too closely. Although there has not been an opportunity to discuss either incident with the operator, those PR's will be issued separately, i.e., the free right turn would be a counseling session and the spacing infraction would be an oral reminder.

**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 it is 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 10<sup>th</sup> 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>.

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

Issue Date: 1/25/82

Revision Date: 12/11/09

**Specific Infraction Codes – Major****1. Gross Misconduct**

- 01 Reckless Driving
- 02 Physically assaulting Metro employee(s)
- 03 Physically assaulting passenger(s)
- 04 Improper sexual advances
- 05 Excessive abusive language; rudeness
- 06 Possession of weapon(s)
- 07 Interfering with a law enforcement officer in the performance of her or his duties
- 08 Driving without a valid license
- 40 Other

**2. Insubordination**

- 01 Willful disobedience of supervisory direction(s)

**3. Not Properly Accounting for Passenger Fares**

See Major Infractions, Category 10 or Minor Infractions, Category 23

**4. Use of Intoxicants or the Odor of Intoxicants**

- 01 Odor of intoxicants while on the job
- 02 Use of intoxicants while on the job
- 03 Possession of intoxicants while on the job
- 40 Other

**5. Use or Odor of Narcotics or Abuse of Controlled Substance**

- 01 Odor of narcotics while on the job
- 02 Use of narcotics while on the job
- 03 Possession of narcotics while on the job
- 04 Abuse of controlled substances.
- 40 Other

**6. Preventable Accidents (in accordance with accident point system)**

- 01 Preventable accident involving serious personal injury
- 02 Preventable accident involving excessive property damage
- 40 Other

**7. Late Report or Unexcused Absence (to be used by Operations staff only)**

- 01 Late Report
- 02 Unexcused absence
- 03 Exceeding attendance probation
- 40 Other

**8. Falsification of Sick Report**

- 01 Forgery of doctor's verification of sickness
- 40 Other

**9. Falsification of Application, or Falsification of any Official Metro Document**

- 01 Falsification of application

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

Issue Date: 1/25/82

Revision Date: 12/11/09

- 02 Falsification of official Metro document
- 40 Other
- 10. Theft of Metro Funds/Property, Willful Failure to Turn in Lost Articles or Job-Related Theft**
  - 01 Stealing Metro property
  - 02 Stealing property of other Metro employees
  - 03 Willful failure to turn in lost articles (while on the job)
  - 04 Theft of Metro funds
  - 05 Stealing fares
  - 06 Job-related theft
  - 40 Other
- 11. Willful Destruction of/or Damage to Metro Property or Possessions**
  - 01 Willful destruction of Metro property or possessions
  - 02 Willful damage to Metro 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 (to be used by Operations staff only)**
  - 01 Exceeding probation standards
  - 40 Other
- 24. Gross Negligence**
  - 01 Failure to maintain a valid Commercial Driver's License
  - 40 Other
- 25. Misappropriation – Personal Use of Metro Funds or Property**
  - 01 Personal use of Metro funds
  - 02 Personal use of Metro property
  - 40 Other
- 26. Serious or Repeated Sexual Harassment**
  - 40 Other
- 27. Serious or Repeated Discrimination**
  - 01 Race
  - 02 Creed
  - 03 Color
  - 04 Religion
  - 05 Sex
  - 06 Sexual Orientation
  - 07 National Origin
  - 08 Political Affiliation
  - 09 Age
  - 10 Marital Status
  - 11 Handicap
  - 12 Liability for Service in U.S. Armed Forces

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

Issue Date: 1/25/82

Revision Date: 12/11/09

40 Other

**Specific Infraction Codes – Serious****30. Misconduct**

01 Using a Personal Electronic Device in violation of Policy 35

40 Other

**31. Negligence**

40 Other

**32. Serious Performance Problem**

01 Wrong way operation on a reversible lane

40 Other

**Specific Infraction Codes – Minor****13. Passenger Relations**

01 Discourteous treatment to passenger(s)

02 Giving wrong information to passenger(s)

03 Fare dispute with passenger(s)

04 Abusive language toward passenger(s)

05 Failure to give passenger(s) information when requested

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

07 Improper signage

08 Failure to make necessary announcements to passenger(s)

40 Other

**14. Off-Route Operation**

01 Failure to operate proper route to or from base

02 Off-route operation without proper authorization

03 Laying over in an unauthorized location

40 Other

**15. Off-Schedule Operation**

01 Operating ahead of schedule (early arrival at timepoint)

02 Unauthorized break

03 Failure to make connection when indicated

40 Other

**16. Failure to Stop for Passenger(s), or Failure to Unload Passenger(s)**

01 Not waiting for passenger(s) attempting to catch coach

02 Failure to stop for passenger(s) when coach capacity is not at maximum

03 Taking passenger(s) past requested stop

04 Passing up passenger(s)

40 Other

**17. Traffic Code Violation**

01 Failure to make a full and complete stop

02 Operation above posted speed limits

03 Failure to give right-of-way to pedestrian(s)

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

Issue Date: 1/25/82

Revision Date: 12/11/09

- 04 Failure to stop at marked railroad crossing
  - 05 Running stop sign or traffic signal (for DSTT signal violations see Policy 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 Failure to carry on person a valid driver license
  - 12 Failure to wear seatbelt
  - 13 Failure to yield to an emergency vehicle
  - 14 Failure to stop at a stop bar
  - 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
  - 03 Failure to report when operating late
  - 04 Unauthorized layover
  - 08 Failure to make road relief on time
  - 09 Violating Metro policy as contained in bulletin item
  - 10 Making derogatory comments concerning Metro equipment and/or management policy in public
  - 11 Failure to carry required equipment
  - 12 Failure to turn engine off immediately, per policy
  - 14 Failure to sign in
  - 17 Failure to log-in
  - 40 Other
- 20. Failure to Report Defective Equipment**
- 01 Brakes
  - 02 Mirror(s)
  - 03 Windshield wiper(s)
  - 04 Gauge(s)
  - 05 Oil or fuel leak(s)
  - 06 Cut seat(s)
  - 07 Broken glass or window(s)
  - 08 Door(s)
  - 09 Tire(s)
  - 10 Dent(s)

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

Issue Date: 1/25/82

Revision Date: 12/11/09

- 11 Sign(s)
- 12 Farebox
- 13 Horn
- 40 Other

**22. Safety-Related Infractions**

- 01 Improperly passing other coach (es)
- 03 Unloading 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 service or in motion
- 07 Allowing unauthorized people to operate equipment
- 08 Backing coach improperly
- 09 Failure to properly secure coach
- 10 Turning right against red traffic signal (except where authorized by directive)
- 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
- 14 Failure to use authorized bus zones
- 15 Exceeding Metro speed limits per The Book
- 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.
- 40 Other

**28. Failure to Properly Document Sick Leave Usage**

- 01 Late submission of self certification form
- 40 Other

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

- 01 Failure to report violation within 5 days
- 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

**Commendations**

Code as follows:

98	98
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<b>Subject: Performance Reports and Commendations (Pg. 8 of 8)</b>	
Issue Date: 1/25/82	Revision Date: 12/11/09

## **Performance Report Tracking**

The following information on Performance Reports will be tracked by adding fields to the existing database used by Penny Clevenger and Mike Sudduth to create reports:

**Writer name/ ID; Work Unit/District/Base/Channel; Date; PR#; Category; Employee name/ID; Issued By; Comments if not issued.**

In order to accurately track this information use the following procedures:

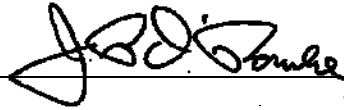
- All Performance Reports should go to the Chief of the person writing the report for review before forwarding to the base.

**NOTE:** *Complete all data fields (i.e. Full first name, last name spelled correctly, correct badge # & base or work unit)*

- The Chief conducting this review will forward a copy of the Performance Report to Penny Clevenger and send the original PR and supporting documentation to the base or work location of the person whose performance has been documented.
- A copy of all PR's generated by a Chief should be forwarded to Penny Clevenger by either the Chief or the Administrative Specialist at the time it is written.
- Penny will enter the initial data into the tracking system.
- After the employee's Supervisor discusses the Performance Report with the employee, the original Performance Reports issued plus backup documentation should be forwarded to Penny in accordance with the current process.
- Performance Reports not issued should be marked VOID and information entered in the comments area or as an attachment documenting the reasons for non-issuance. The original is then sent to Penny.
- Penny will complete the data entry and publish a quarterly report by base of issued and voided PR's.

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

Approval by Manager:



Issue Date: 08/19/02

Revision Date: 04/10/09

**PERSONAL APPEARANCE**

Metro's dress and personal appearance standards for all part-time and full-time transit operators are as follows:

Transit operators must maintain a neat, clean, well-groomed appearance. They are expected to be well-groomed professionals demonstrating self-respect and pride in their personal appearance.

- All clothing must fit well, be clean, wrinkle-free and in good repair. Uniforms may only be altered as required to fit properly.
- Hair, sideburns, mustaches and beards should be combed and neatly trimmed.
- Hair should be under control so as not to interfere with the safe operation of the coach.

**UNIFORM STANDARDS**

Regulation uniform must be worn when reporting for duty and while on duty including 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.

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.)

**UNIFORM APPAREL**

Operators may purchase uniform items with an authorized uniform voucher from a specific uniform provider designated by King County Metro (see *The Book*).

Effective January 1, 2005, Transit Operators may purchase one (1) 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
- 15/25 Year Red/Blue/Green/Yellow Safety Award Jacket
- Regulation blue fleece jacket/vest
- Regulation navy blue sweater v-neck long sleeved pullover
- Regulation forest green or navy blue cardigan sweater
- Regulation blue long sleeved and short sleeved dress shirt
- Regulation forest green knit polo shirt
- White or navy blue long sleeved turtleneck
- Navy blue or khaki colored pants or regulation shorts (length to be altered only as required to fit as designed)
- Regulation baseball cap or other *authorized* headwear (see below)
- Brown or black belt
- Appropriate footwear for the uniform
- Neckties and suspenders

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

Issue Date: 08/19/02

Revision Date: 04/10/09

**Belts** must be black or brown. If pants or shorts have belt loops, a belt must be worn.

**Shoes** must have non-skid soles. For safety reasons, platform shoes, heels over two inches high, soles in excess of one inch, open toes or heels, tennis shoes, moccasins, sandals and clogs are **not** permitted. Shoes with coils in the heels are acceptable as long as the coils are enclosed. All shoes must meet King County Metro approval.

**Socks** should be compatible with the uniform.

**Shirts** with tails must be tucked into pants. If an open collar shirt is worn with a t-shirt, the t-shirt must be plain white, clean and in good repair.

**Optional Items**

**Neckties and suspenders:** The color must be compatible with the uniform. Neckties and suspenders must not have logos or messages that are offensive. For safety reasons, clip-on ties are preferred.

**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.

**Turtleneck pullover:** The white or 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. They are intended to accentuate the dress shirt and to provide warmth.

**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*):

- Black safari hat with a reinforced brim and matching cloth trim
- Black fedora hat
- Regulation navy blue baseball styled cap with King County METRO logo
- Rodeo cap, issued for participants in the latest Rodeo only
- Baseball cap with base or other specialized logos authorized by the supervisor at a particular base. Caps recognizing a specific event such as the annual Base Safety Contest may be worn for up to one (1) 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

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

Issue Date: 08/19/02

Revision Date: 04/10/09

**PATCHES, BADGES AND PINS**

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

- Metro Transit patch
- Safe driving patch – most recent one only centered on the right shoulder seam of the jacket or sweater
- Operator of the Month/Year
- Union insignia
- George Turner Award pin
- Safety award pins
- Service award pins
- Metro Safety representative pin
- MetroFit pin
- Patches issued and authorized by the supervisor 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 such as Employee Appreciation Day may be worn for up to one (1) year from the event date, unless otherwise specified.

**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 the chief at the operator's assigned base. **Operators are not permitted to wear jeans, t-shirts, sweat shirts/pants or tennis shoes.**

A Performance Report classified as Uniform Violation (Classification 18) will be issued for violation of uniform standards unless the operator has an Out of Uniform Slip.

Performance Reports issued for uniform violation will be processed in accordance with the Positive Performance Counseling System. If being out of uniform poses a safety hazard, the operator will be relieved of duty.



**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.

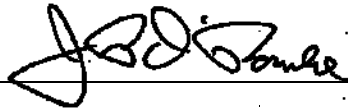
Operators will be required to wear apparel and shoes as stipulated in the trainee performance policy form. Jeans, t-shirts, sweat shirts/pants and tennis shoes **are not acceptable apparel** for reporting to work.

cc: Operator's Chief

**Sample Only - Click to Access Website**

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

Approval by Manager:



Issue Date: 6/6/94

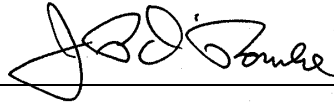
Revision Date: 8/16/00

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 11)**

Approval by Manager:



Issue Date: 05/04/84

Revision Date: 2/1/06

## 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 his/her 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 11)**

Issue Date: 05/04/84

Revision Date: 2/1/06

**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 his/her 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, Service Communications 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 his/her regular shift**

1. Overtime will not be offered to a Supervisor on his/her regular workday when the supervisor is absent for his/her 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 11)**

Issue Date: 05/04/84

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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 Service Communications classifications. The shift overlap allows a supervisor to bid on a shift that overlaps with either the beginning or end of his/her 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 his/her 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 11)**

Issue Date: 05/04/84

Revision Date: 2/1/06

- 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 his/her 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/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/she was entitled, that supervisor will be eligible for a penalty shift as described above.

**Subject: First-Line OT Assignments (Pg. 5 of 11)**

Issue Date: 05/04/84

Revision Date: 2/1/06

**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 his/her bid list that is available and for which s/he is has no work or absence conflict. If none of his/her 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 11)**

Issue Date: 05/04/84

Revision Date: 2/1/06

**Shifts may be split during the second pass.**

Available shifts may be split at any point during the second pass, 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 his/her 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 his/her 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 his/her 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 11)**

Issue Date: 05/04/84

Revision Date: 2/1/06

**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

**Subject: First-Line OT Assignments (Pg. 8 of 11)**

Issue Date: 05/04/84

Revision Date: 2/1/06

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 pagers**

The use of pagers, as described below, will be tested in a pilot project in Base Operations. Post bid overtime will be offered to Supervisors using a pager system, as described below:

- Metro will provide a pager for any Supervisor wishing to work post-bid overtime assignments.
- Metro assumes no responsibility for pager malfunction but will replace any malfunctioning pager upon request.
- The pager is the only number Metro is obligated to call 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 page.
- When filling an overtime assignment using the pager system, a group page will be sent to each of the group page numbers. This text page 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 page 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.
- 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 his/her home or work phone number.

# BASE CHIEF INFORMATION

## “How to”

### **Fill a Base Operations First-Line Supervisor Shift at Overtime** (Rev. 5/11/02)

*Note: This is meant to be a quick reference to assist in the filling of Base Operations 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.**

**Sample Only - Click to Access Website**  
**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 available<sup>1</sup>, even if the Supervisor has a “No OT” or “No Calls” designation on the overtime list. Contact will be made by page 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 available<sup>1</sup>, even if the Supervisor has a “No OT” or “No Calls” designation on the overtime list. Contact will be made by page 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.

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<sup>1</sup> 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.

## Base Chief Information

### “How to” Fill First-Line OT

#### Step II (> 12 hours)

Offer the shift in the following order

- Sample Only - Click to Access Website**
- 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 group page (see paging 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 directly with the Supervisor, either in person or by phone.

## How to Use the Cook Paging 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.cookmail.com/>
  - To send an alphanumeric message, enter the ten-digit group phone number **2069827016** in the "Pager Number:" field.
  - Click in the text section ("Your Name:" field is optional)
  - You must enter text in this field. The message should contain these elements:
    - Available shift/hours
    - Date of shift
    - Phone number for recipients to call
    - Time page is being sent
- Example: "Partial shift T3 @ Ryerson 3:45 – 7:45 today, 2/3/05. Call 206.123.4567  
Sent @ 01:27"

After entering text, scroll down page and click "**Send Page**"

You should then see a screen that reads "*Your page has been accepted for transmission*".

### 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 Service Communications Coordinator at (206) 684-1705. All consoles will have access to the Cook Paging web site.

Be sure to give the coordinator all of the information needed to send out the message, including:

The group page # (982-7016)

Available shift/hours

Date of shift

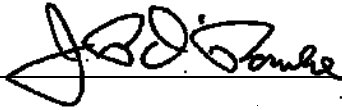
Phone number for recipients to call. (To contact the Chief directly.)

Time page is being sent

Example: "10RO @ Ryerson 3:45 – 11:45 today, Jan 10. Call 206.123.4567  
Sent @ 01:27"

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)

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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:

- 1<sup>st</sup> = suspended for one week w/o pay; offered conditional retention.
- 2<sup>nd</sup> = 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)			

Sample Only - Click to Access Website

POST ACCIDENT CHECK LIST		
1. Fatality: (If yes, post-accident test is <u>required</u> ).....	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"/>
<ul style="list-style-type: none"> <li>• 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 <u>can be completely discounted</u> as a contributing factor to the accident.</li> <li>• The term '<u>completely discounted</u>' 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.</li> <li>• If a test is required, ask the Control Center to page the Drug and Alcohol Program Mgr. at 206-969-8133 to coordinate testing.</li> </ul>		
<input type="checkbox"/> No contributing factors present – the <u>employee's performance</u> 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

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

**Sample Only - Click to Access Website**

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:  Yes  No

Triggering Event / Observation: \_\_\_\_\_

Sample Only - Click to Access Website

**Speech:**

- Slurred
- Rapid
- Slow
- Soft
- Loud
- Stuttering
- Incoherent
- Argumentative
- Cottonmouth
- Hard to get words out
- Forced delivery
- Lost train of thought
- Inability to make simple statements
- Other \_\_\_\_\_

**Body Odor:**

- Odor of alcohol – Breath or clothing
- Odor of marijuana - Breath or clothing
- Heavy cologne or perfume
- Attempt to mask odor – Mints, gum, cigarettes, etc.
- Other \_\_\_\_\_

**Appearance:**

- Eyes - Bloodshot
- Pupils - Dilated
- Pupils - Constricted
- Eyes - Bright white
- Eyes - Half mast
- Nose - Red
- Nose - Runny
- Lips - Burned
- Face - Flushed
- Face - Pale
- Face - Clammy
- Disheveled
- Sunglasses
- Track marks
- Excessive sniffing
- Perspiring
- Other \_\_\_\_\_

**Behavior:**

- Aggressive
- Change in normal behavior (explain) \_\_\_\_\_
- Confused
- Crying
- Denial
- Disoriented
- Drooling
- Fidgeting
- Gait unsteady
- Inability to sit still
- Inability to focus on conversation
- Inability to follow instructions
- Indecisive
- Judgment impaired
- Laughing/giggling
- Loss of balance
- Motor skills impaired
- Nervousness
- No eye contact
- Nodding off
- Over-reacting
- Pacing
- Restlessness
- Shaking
- Staggering
- Stumbling
- Tremors \_\_\_\_\_
- Other \_\_\_\_\_

**Additional Comments:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Employee's Comments:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Observation performed by:**

Chief / Supervisor#1: \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Signature)  
 Chief / Supervisor#2: \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Signature)

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:

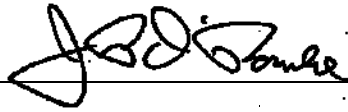
1. If reasonable suspicion is suspected, then page the Drug and Alcohol Program Manager at (206) 969-8133 to discuss the triggering event.
2. Do preliminary observation of employee based on triggering event. Note speech, body odor, appearance & behavior. When available, have second trained chief/supervisor 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:  
  

<b>Drug and Alcohol Program Manager (DAPM)</b>	<b>Lori Jones</b>	<b>(206) 969-8133 (pager)</b>
<b>Program Manager II</b>	<b>Robyn Burdick</b>	<b>(206) 969-9472 (back-up)</b>
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.

Sample Only Click to Access Website

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.

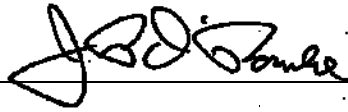
Operators are responsible for completing the form accurately. Entries should be checked for completeness and accuracy by a dispatcher or chief before it is sent to payroll.

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: 8/28/01

Detailing gives King County Metro an opportunity to utilize a work force with a variety of skills and provides operators an opportunity to enhance their non-driving skills and gain exposure to other parts of the agency. King County Metro is an equal opportunity employer; therefore, detail opportunities should be made available to all operators. When considering operators for detail, the following procedures apply:

1. King County Metro's first priority is service. Operators should only be detailed when there is sufficient workforce. Driving assignments take priority over all detail assignments.
2. **To be eligible for a detail assignment, the operator must have completed her or his probationary period and must have an acceptable work record. As a guideline, he or she should meet the probationary standards.**
3. The following procedures apply for all long term details (in excess of two weeks) and details outside of the Operations Section:
  - Part-time operators may not be detailed in excess of 32 hours per week.
  - The manager or her or his designee will approve all long-term details.
  - Detail requests are submitted on the Unavailability Form or by memo from another section outside of Operations.

**Note:** Per the labor agreement, an employee shall retain her or his seniority for one year from the date of transfer/promotion. Employees who choose to work in a detail or acting assignment beyond the one-year limit will forfeit all accrued seniority.

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.

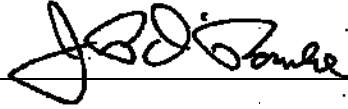
Operators are responsible for completing the form accurately. Entries should be checked for completeness and accuracy by a dispatcher or chief before it is sent to payroll.

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: **Investigations** (Pg. 1 of 3)

Approval by Manager:



Issue Date: 1/11/92

Revision Date: 1/19/01

**Upon Receipt of Complaint:**

- Notify the Manager of Operations and Transit HR.
- Identify the staff who will conduct the investigation. Transit HR and/or Disability Specialist may serve as consultant.
- Operations staff prepares draft findings. Transit HR may review.

**Applicable Laws & Policies:**

- Title VI of the Civil Rights Act of 1964
- Urban Mass Transit Act
- Title VII of the Civil Rights Act of 1964
- Age Discrimination in Employment Act
- Americans with Disabilities Act
- Equal Pay Act
- Rehabilitation Act of 1973
- Vietnam-era Veterans' Readjustment Assistance Act
- Washington Law Against Discrimination
- Metro EEO policy
- Metro Sexual Harassment policy

**The Investigation: (as appropriate, follow up with complainant)**

- Get as much information as possible from complainant during first meeting. This will help to determine scope and direction of investigation.

**Subject: Investigations (Pg. 2 of 3)**

Issue Date: 1/11/92

Revision Date: 1/19/01

**Plan investigation:**

- Who needs to be involved and to what extent? (Union office – steward's presence?)
- Who to interview? (Refer to policy 43 – Witness Statement – witness with specific/direct knowledge or observation of the allegation [s])
- Where to conduct interviews (neutral location)?
- How much time to conduct interviews?
- Develop interview questions for each witness (who, what, where & when – confine to specific information related to allegation).

**Note:** Questions should be neutral, not leading. The purpose of the interview is soliciting facts.

- Identify and secure all relevant original documentation.
- Keep the investigation confidential. Do not promise witness total confidentiality.
- Talk directly to each witness (interview w/partner – one to take notes, one to pose questions).
- Be sure the witness answers the question you asked.

**When an Employee is Charged with a Crime:**

When an employee is involved in an incident, which results in the employee being arrested for a crime while on duty, the closest available first-line supervisor is required to respond to the scene. It is the responsibility of the first-line supervisor to:

- Obtain any and all witness information including names, addresses, and phone numbers.
- Submit a written 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.
- Submit this report to the employee's direct supervisor or chief for further investigation.

In the event that a police report is written, K. C. Metro Transit Police are not entitled to disseminate these reports except when Metro Transit is the victim and/or our employee is a witness or the complainant. Therefore, it will be the responsibility of the employee's direct supervisor to request, in writing, a copy of any records pertaining to the incident from the responding police agency.

**Subject: Investigations (Pg. 3 of 3)**

Issue Date: 1/11/92

Revision Date: 1/19/01

**Interview:**

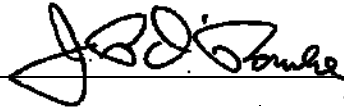
- Develop opening statement – Identify charge/allegation being investigated; identify who is conducting investigation; purpose of investigation is to determine facts; ask witness to confine comments to direct knowledge/observations; inform witness of need to take accurate notes; and ask witness to keep confidential any/all information related to investigation.
- Note who is present, who is asking the questions?
- Additional notes should be limited to witness' comments and statements.
- Try to record witness's exact words instead of paraphrasing.
- Observe the demeanor of witness.
- Use quotation marks for exact quotes, and note who said it.
- Read back – “does this accurately reflect what you just told me?”
- Show witness summary of notes – let the witness add, clarify, etc.
- Ask witness to sign and date notes.

**Report Summary:**

- Review all testimony and documentation; analyze findings and identify the facts.
- Reconcile credibility issues; identify biases; note consistencies or lack thereof; look for corroboration.
- Re-interview if necessary.
- Develop conclusions – are conclusions supported?
- Prepare draft findings to include recommended actions – does action support conclusion?
- Submit report to the Manager of Operations for review.

**Subject: Announcing Stops – Monitoring Guidelines (Pg. 1 of 2)**

Approval by Manager:



Issue Date: 11/12/01

Revision Date: 3/25/10

Federal regulations require Transit Operators to announce specified stops, transfer points and major destinations to help riders orient themselves while riding the bus.

**Observation Instructions**

- On a monthly basis all supervisors and chiefs at each worksite are to conduct at least two (2) observations. Each observation should cover a sufficient portion of the route to evaluate an operator's compliance with Metro's "Announcing Stops" requirements.
- Observers may ride on any route; however preference should be given to routes that have not had many observations. A 30-minute ride is recommended.
- To conduct an observation, obtain an Announcement Reference Guide (ARG) and a copy of the ADA Observation Data sheet. Fill out the information on the ADA Observation Data sheet. Record additional notes regarding the operator's performance in the comment section. During the observation, place a check mark at each required announcement as it is called and circle any that are not announced.
- When you return to your office, enter the Observation data into the ADA CITRIX database.
- Print the ADA Monitoring sheet form from the database, attach it to the ARG and send it to the route's base so they can identify the operator and the chief.

**The Data sheet is located in**

**G:\ADA\ADA Letters & Forms\ADA observation data.doc**

**Instructions for the ADA database are located in**

**G:\ADA\ADA Letters & Forms\ADA instructions Jan 2010.ppt**

**Feedback to the Operator**

- Meet with the operator within 30 days of observation.
- An operator is out of compliance if they fail to announce at least 75% of the required information (streets, cross streets or landmarks).
- An operator's first noncompliance will be issued an oral reminder/PR in Category 13/08 for failure to make necessary announcements to passengers.
- An operator whose compliance rate is more than 75%, but less than 100% will be counseled on their performance. The operator will be shown where improvement is needed.
- If the operator's compliance is 100%, please thank them for their outstanding service.
- Note minor infractions observed during the ride in the comment section of the monitoring sheet so the chief can discuss with the operator. Based on the operator's previous performance record, a performance report can be issued. Major and serious infractions should be addressed separately.
- After meeting with the operator, complete the ADA record in the ADA database. If a PR is issued, print the Monitoring Sheet from the database, attach it to the PR and the ARG, then send to Penny Clevenger via interoffice mail at KSC-TR-0446.

**ADA Follow-up Observations**

Operators who announce 0% of the required announcements will be scheduled for at least two follow-up observations. Additional follow-up observations will be scheduled until the operator has achieved 2 observations in compliance (75% or above). Other follow-up observations will be scheduled for

**Subject: Announcing Stops – Monitoring Guidelines (Pg. 2 of 2)**

Issue Date: 11/12/01

Revision Date: 3/25/10

operators who have low compliance observations; follow-ups will be prioritized based on lowest compliance percentages first.

Follow-ups will be conducted by volunteer chiefs and supervisors and scheduling will be coordinated by Gary Shumway, Project/Program Manager.

**Ride Checks by Instructors**

Instructors conducting Annual and Probationary ride checks will do the following:

- Obtain a copy of the “Announcement Reference Guide”
- On the ARG indicate compliance by putting a check by the announcements called and circling those not announced.
- Attach the ARG to the ride check and forward to the route’s base. The ADA chief will complete the ADA Monitoring sheet and assign it to the operator’s chief.
- If the operator’s compliance is below 75%, then the chief will issue an oral reminder/PR in Category 13/08 for failure to make necessary announcements to passengers.

**Calculate the Compliance Percentage by:**

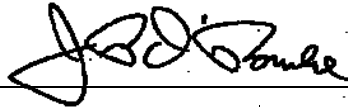
- Add up all of the required elements that are listed on the Announcement Reference Guide for the route that was observed.
- Divide the # of checked elements by the # of required elements to get the compliance percentage, and
- Fill in the Compliance Percentage box on the Monitoring Sheet.

EXAMPLE

Major	Intersection	Landmarks
➡ S Jackson St	➡ 12 <sup>th</sup> Av S	
	○ 8 <sup>th</sup> Av S	
	➡ Maynard	➡ Post Office
	○ 5 <sup>th</sup> Av S	○ Soc. Sec. Admin.
		➡ King St. Station/Amtrak
		○ International District
<b>Totals:</b>		
1 out of 1	2 out of 4	2 out of 4
		Total = 5 out of 9 (56%)

**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:

<u>Ryerson Days</u>	<u>Q 5:45 AM</u>	<u>Required to qualify on Center Park</u>
	<u>Q 6:05</u>	
<u>Ryerson Nights</u>	<u>Q 11:11AM</u>	
	<u>Q 14:05 PM</u>	
- 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**

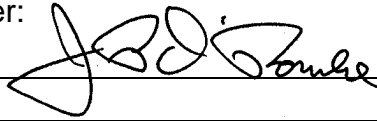
- A. It is critical that qualification cards and Assigned to Qualify forms are checked as soon as possible after they are received so eligible operators are paid correctly.
- B. Each card or form must contain the following information for every route, or the card or form is invalid and is to be returned 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.

<b>Subject: Critical Incident Stress Management (CISM) Team</b> <b>(Pg 2 of 2)</b>
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Issue Date: 3/23/04	Revision Date: 4/19/05
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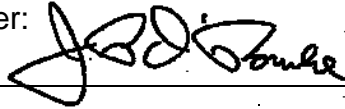
When necessary, CISM members are also trained to co-facilitate group debriefings along with a mental health professional. Group debriefings will be arranged with the help and support of CISM members and staff from King County's EAP.

- 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: 11/2/09

**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. 587 employees who are in an Acting Chief position can, however, issue minor infractions that result in counseling sessions.

**Non-Disciplinary Actions****Non-Disciplinary Counseling for Minor Infractions**

- 1) 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.
- 2) 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.
- 3) Disciplinary action instead of a counseling session will generally be issued in the following situations:
  - a) 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.
  - b) When an investigation into a customer complaint results in a conclusion that the employee is at fault.
  - c) Failure to make an acceptable number of stop announcements.

**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.

- 1) Discuss with the employee his/her version of incident.
- 2) 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.
- 3) Record on employee's contact sheet:
  - a) The date of occurrence
  - b) The date of the interview
  - c) The specific rule violation

**Subject: Positive Performance Counseling (Pg. 2 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

- 4) 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.

**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.

**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.

**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.

**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).

- 1) 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.
- 2) If the employee has one disciplinary action in the prior twelve months, a written reminder is issued.
- 3) 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.

**Subject: Positive Performance Counseling (Pg. 3 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

- 4) 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.
- 5) If the employee has four or more disciplinary actions in the prior twelve months, the infraction will result in termination.

**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.

**Subject: Positive Performance Counseling (Pg. 4 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

**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 or 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
- 7) Record on the employee's Contact Sheet

**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.

**Subject: Positive Performance Counseling (Pg. 5 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

- 1) Prepare for the session
  - a) Investigate the infraction
  - b) Review notes on prior disciplinary actions.
- 2) Issue a pre-disciplinary meeting (Loudermill<sup>1</sup>) 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
    - i) A summary of the infraction, prior discipline and the results of your investigation
    - ii) Proposed discipline
    - iii) The date and time of a meeting at which the employee can provide additional information
    - iv) 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 he/she 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:
    - i) A summary of the infraction, and the results of your investigation
    - ii) The nature and dates of all previous disciplinary actions related to this incident.
  - c) Reference the pre-disciplinary hearing process
    - i) Date of pre-disciplinary letter and hearing
    - ii) Information the employee/union representative provided at the pre-disciplinary hearing
  - b) Performance expectation

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<sup>1</sup> *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.

**Subject: Positive Performance Counseling (Pg. 6 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

- c) Potential consequences of future infractions.
  - d) Mitigating and extenuating circumstances which were considered in establishing the duration of the 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.

**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 he/she 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 he/she 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:<sup>2</sup>**

- 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 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
  - d) The employee is to return at a time agreed upon with a written decision (if positive) indicating what he/she will do to turn his/her performance around

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<sup>2</sup> Note that a PAID decision making leave does not require a pre-discipline "Loudermill" notice or hearing

**Subject: Positive Performance Counseling (Pg. 7 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

- 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:
    - i) The date of decision making leave, and pay status for the leave.
    - ii) 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.
    - iii) Performance expectation
    - iv) A statement indicating that any further discipline problems will result in the employee's discharge.
    - v) 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.

**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
- 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:
    - i) S/he will be placed in paid administrative leave pending final determination
    - ii) S/he will be notified in writing of the final determination
  - d) If the employee requests to resign in lieu of discharge
    - i) Review the request with Transit HR
    - ii) If approved, notify the employee in writing, with copy to the personnel file, that the employee will not be eligible for rehire.
- 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:

**Subject: Positive Performance Counseling (Pg. 8 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

Revision Date: 11/2/09

- a) Inform the employee that he or she 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:
    - i) A summary of the infraction, and the results of your investigation
    - ii) The nature and dates of all previous disciplinary actions related to this incident.
  - d) Reference the pre-disciplinary hearing process
    - i) Date of pre-disciplinary letter and hearing
    - ii) Information the employee/union representative provided at the pre-disciplinary hearing
  - e) Give the employee any information he or she 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

**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. Considerations may include
  - a) Seriousness of the infraction

**Subject: Positive Performance Counseling (Pg. 9 of 10)**

Issue Date: 6/6/83

Effective Date: 1/10/05

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- 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
    - i) A summary of the infraction and the results of your investigation
    - ii) Statement that the behavior is either a major or serious infraction
    - iii) Proposed discipline
    - iv) The date and time of a meeting at which the employee can provide additional information
    - v) 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
    - i) If discharge is contemplated, s/he will be placed on (or continued on) paid administrative leave pending final determination
    - ii) 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)
  - b) If the employee is being discharged, inform the employee that he or she 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
    - i) A summary of the infraction, and the results of your investigation
    - ii) The nature and dates of all previous disciplinary actions related to this incident.
  - e) Document the pre-disciplinary hearing process
    - i) Date of the pre-disciplinary notice and hearing.
    - ii) 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)

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

Issue Date: 6/6/83

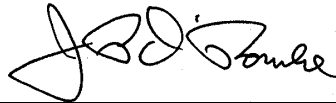
Effective Date: 1/10/05

Revision Date: 11/2/09

- 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: 10/14/09

**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.

**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 his/her cell phone or monitor radio broadcasts.

**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.

**Personal Emergency Messages**

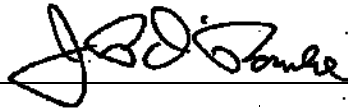
Transit Operators should instruct their family and friends to call their base or the Transit Control Center (when the base is closed) in the event of a personal emergency. The Base Dispatcher will contact the Transit Control Center (TCC) or Link Control Center (LCC). Depending on the nature of the information, 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.

**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.

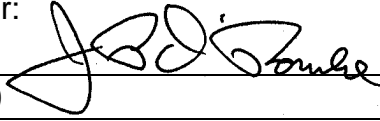
## Medical Documentation – Sensitive Information

- 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 reasonable 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 163<sup>rd</sup> 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):

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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: \_\_\_\_\_

NO PICK FORM

TO: Shake-Up Coordinator

SUBJECT: Statement of Availability

SHAKEUP \_\_\_\_\_ EFFECTIVE \_\_\_\_\_ TO \_\_\_\_\_

OPERATOR NAME \_\_\_\_\_ ID# \_\_\_\_\_

Due to the fact that I will be unable to perform my duties as a transit operator for this entire shake-up, I will not pick a driving assignment for the upcoming shake-up.

I understand that I will retain all seniority rights and will resume picking in my regular seniority position at the next shake-up during which I am able to resume driving.

By not picking a driving assignment, I benefit both Metro (for not having to fill a vacant run) and operators below me in seniority (for having a better selection at shake-up).

Reason for being off \_\_\_\_\_

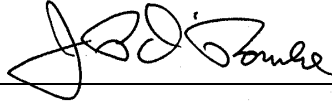
Operator signature \_\_\_\_\_ Date \_\_\_\_\_

Base Chief signature \_\_\_\_\_ Date \_\_\_\_\_

**Sample Only** - [Click to Access Website](#)

## Subject: Military Leave (Pg. 1 of 1)

Approval by Manager:



Issue Date: 10/01/83

Revision Date: 11/10/08

### Military Leave

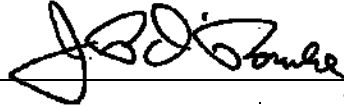
1. In accordance with the U.S. Code, Title 38, Chapter 43 (PL 93-508), RCW 38.40.060, and King County Executive Policy (PER-18-4), any permanent employee will be provided with a leave of absence for the purpose of performing active duty (AD), active duty for training (ADT), annual training (AT), or inactive 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 1<sup>st</sup> and ending the following September 30<sup>th</sup>) while on leave for ADT or AT only. An employee will only be paid for those days he or she would normally have been scheduled to work. 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 assigned tripper.
  - 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 AC/ 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

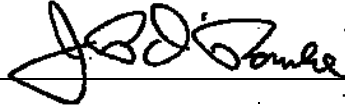
Revision Date: 01/25/01

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)

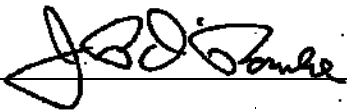
Approval by Manager:



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: <b>Termination for Failure to Maintain Union Membership</b> (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:

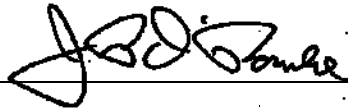
- When a chief is serving on-call status during a weekend.
- Under emergency conditions, e.g., snow.

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)?

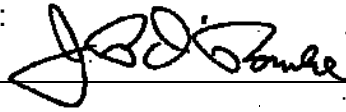
***Have the witness sign the statement as noted on the witness statement form. Record the witness' address and telephone number on a separate sheet of paper.***





Subject: **First-line Supervisor Files (Pg. 1 of 1)**

Approval by Manager:



Issue Date: 9/12/83

Revision Date: 1/25/01

A permanent file will be kept for each first-line supervisor. The chief who is responsible for the performance of the first-line supervisor will maintain this file. All written/documented material will be discussed with the first-line supervisor before it is placed in the file and copies of all information will be provided to the first-line supervisor as requested.

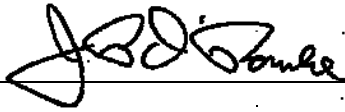
The chief will conduct an annual performance evaluation for every first-line supervisor.

**Items to be contained in First-line Supervisor's file:**

- Documentation of work performance including: commendations; complaints, special projects, awards and accomplishments; disciplinary actions, examples of level of quality of work, i.e., accuracy, and follow-through.
- Performance evaluations (retain the two most recent performance evaluations only; older evaluations should be sent to Benefits and Records).
- 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: 2/8/01

**The Purpose Of This Procedure Is As Follows:**

- Ensure that all-important information is retained.
- Provide the reason(s) for keeping this information.
- Identify the information that should be retained.
- Identify which file the information should be retained.

In general, OHRM requires that all information supporting disciplinary actions be placed in the operator's file. Bases require all current information for uniform application of the contract. To enable the base staff to make the appropriate decisions, this information should be retained for four years, except as defined elsewhere in this policy. After an operator has left Metro's employment, OHRM retains the file for 10 years.

**Attendance and Miss Record Cards**

There are two cards, (1) the orange miss record and (2) the white attendance card. Both of these cards will continue to be updated by the administrative specialist.

The administrative specialist maintains the orange, miss record and *keeps it filed in the operator's base file*. Since, daily entries are made, the most current white attendance card are kept in a separate card file. *Upon completion, white attendance cards are now placed in the operator's base file.*

If the attendance card of an operator cannot be located, East Base Operations has a copy on microfiche for (only) the 1997 and 1998 attendance record. A copy of the microfiche may be sent to the requester. Contact OHRM for past (before 1997) cards, if they are not in the base file. In the past, OHRM filed the attendance cards in the personnel file. This is no longer done

**Discipline Record (PRs)**

PRs are sent to the Manager of Operations office for recording. A copy of the PR is placed in the PPC book.

**Accidents**

The preventable accident analysis (from Safety) and the preventable accident follow-up (from the chiefs) will be placed in the base file. Any questions regarding past accidents will be addressed to the Fleet Safety Office.

**Commendations**

Commendations, completed using form #1204 (8/95) are placed in the PPC book. Outstanding and/or unusual commendations may be placed in the operator's file, at the chief's discretion.

**Medical Verification (Doctor's Slips)**

When the administrative specialist receives a Sick Leave Medical Verification, the entry on the operator's white attendance card should be checked to ensure the verification covers the date(s) the operator was ill. If the verification form meets contract requirements, the form is placed in the operator's confidential medical file. In addition: industrial claims, sick child leave, appropriate drug testing and EAP information are included in this file.

**Notification of Miss**

The original notification of miss will be placed in the operator's file.

**Subject: Operator Base Files (Pg. 2 of 2)**

Issue Date: 9/12/83

Revision Date: 2/8/01

**Ride Checks**

Ride checks will be retained in the operator's file.

**Leave of Absence (LOA), PCN's**

Copies of all Leaves and/or Personnel Change Notification forms (PCNs) will be retained in the operator's base file.

**Probationary Report**

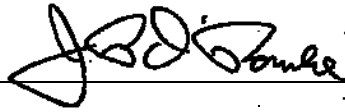
A master probation record, of total points accrued while on probation, will be kept in the base file.

**Miscellaneous**

- From time to time, there will be special situations that arise and should be documented.
- When an occurrence arises and the Chief determines that the occurrence is of importance, this item must be documented and placed in the Operator's file for future reference.

Subject: **Part-time Additional Trippers (Pg. 1 of 2)**

Approval by Manager:



Issue Date: 9/12/83

Revision Date: 10/1/02

- Part-time operators shall indicate a preference to work on the Additional Tripper List (ATL) at each pick or by 10:00 a.m. Thursday to be effective the following Monday. Dual tripper operators are not eligible to work additional trippers.
- The form must be complete and accurate and must be signed by the operator. The shake-up coordinator or the 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.
- The base planner will maintain a list of operators, by seniority, wishing to work additional trippers.
- All surplus work identified as part-time work will be assigned first to the additional tripper lists starting with the first operator on the list.
- Trippers will be assigned by seniority by length of pay time if the pay time exceeds the minimum guarantee. If the pay time of trippers being assigned is at the minimum guarantee or less, the dispatcher/planner may adjust the rotation of the minimum-pay trippers to maximize the number of trippers assigned to the ATL.
- Additional trippers will be assigned starting with the operator at the top of the seniority list. 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 driver, and operator availability limitations are considered. Part-time operators may receive one additional tripper per day. The additional tripper can not bring the total scheduled time on all driving assignments for the day to more than 7:59.
- If an operator is not qualified on the next tripper in rotation, he or she will be assigned the first tripper on the list he or she is qualified on that meets spread time requirements.
- If an operator is unavailable, or passed over due to qualification or spread time requirements, the first reason will be indicated on the ATL.
- After the balance of the surplus work (not identified as part-time work) has been assigned through all of the overtime options, any trippers which are left open, excluding split full-time runs, will be assigned on the second pass.
- The second pass will start with the most senior operator on the ATL. Only those operators who did not receive an assignment on the first pass will be considered.
- After the balance of the surplus work (not identified as part-time work) has been assigned through all of the overtime options, any trippers which are left open, excluding split full-time runs, will be assigned on the second pass. The
- second pass will start with the most senior operator on the ATL. Only those operators who did not receive an assignment on the first pass will be considered.
- Part-time operators may be assigned halves of combos, specials and shake-up reliefs. If an operator is on the ATL but does not wish to work on a particular day, the operator will place her or his name in the part-time lay off book and indicate he or she does not wish an additional assignment for that day.
- Operators driving annual leave or vacation assignments will not be considered for work on the additional tripper list for that day. If an operator has any unavailability, other than

**Subject: Part-time Additional Trippers (Pg. 2 of 2)**

Issue Date: 9/12/83

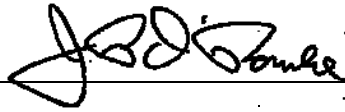
Revision Date: 10/1/02

a partial detail or partial union business, he/she will not be considered for an additional tripper.

- 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. Thursday, and will be effective the following Monday. Part-time operators electing to be added to the additional tripper list will be inserted by seniority.
- 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 or if that operator moves onto a dual tripper combination. Operators, who move from p.m. to a.m. or vice versa, may switch to the appropriate ATL.
- When a change of assignment is made to meet an employee's needs, information will be shared with the Union prior to the change taking effect.
- Group D operators will use the same procedures as part-time operators.

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.

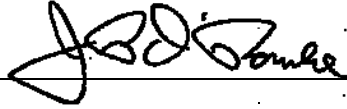
**4. When an incident is reported to you and the victim indicates that he/she prefers to handle the situation:**

- 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.

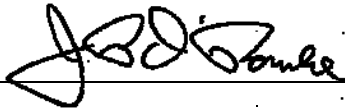
Transit operators who have an assignment during the funeral service may request time off through the layoff/calendar book. Every possible effort will be made to grant these requests.

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.

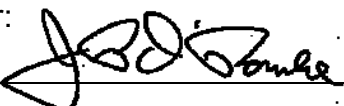
Operators who violate this rule of minimum following distance are subject to personnel action consistent with standard Metro Transit practice and labor agreements in force.

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: <b>FORMS</b> (Pg. 1 of 4)	
Approval by Manager:	
Issue Date: 5/01/84	Revision Date: 3/15/10

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 are aware of Operations forms missing from these list, outdated forms on these list or forms needing further modification, please contact [Katherine Eckhardt](#).

<b>Transit Operator Forms</b>				
<u>Absence Without Pay Request Form [Link to website]</u>		[Link]	Current	206-684-1556
<u>Accident Report (Transit)</u>	997k .pdf	OAS-0658	04/07/09	Forms Editor
<u>Accident Reporting Instructions</u>	357k .pdf	OAS-0659	08/09/09	Forms Editor
<u>Benefits, Payroll and Retirement Forms [Link to website]</u>		[Link]	Current	206-684-1556
<u>CDL Reimbursement Request</u>	61k .pdf	BOP-1004	07/09/09	Forms Editor
<u>Claim for Loss of Personal Items</u>	46k .pdf	BOP-0583	01/01/97	Forms Editor
<u>Commercial Driver Fitness Determination [link to DOL]</u>	207k .pdf	[Link]	12/08/09	Forms Editor
<u>Compassionate Leave Request</u>	47k .pdf	BOP-1126	12/09/09	Forms Editor
<u>Confirmation of Appointment</u>	431k .pdf	BOP-1150	08/09/09	Forms Editor
<u>Driver's License Verification</u>	59k .pdf	BOP-0109	04/01/95	Forms Editor
<u>Employee ID Replacement Form</u>	69k .pdf	OAS-1083	02/28/06	Forms Editor
<u>Extra Board Operator Relief Pick</u>	95k .pdf	PTS-1007	06/08/09	<u>Ralph Keyport</u>
<u>FMLA -Federal Forms [Link to website]</u>		[Link]	Current	206-684-1556
<u>FMLA -King County Leave Forms [Link to website]</u>		[Link]	Current	206-684-1556
<u>Full Time Operator Request to Change Vacation</u>	50k .pdf	PTS-3020	06/08/09	<u>Ralph Keyport</u>
<u>Group D-Flex Group D Request Form</u>	98k .pdf	BOP-1098	08/22/08	Forms Editor
<u>Incident Report</u>	73k .pdf	BOP-0674	12/02/09	Forms Editor
<u>Leave Donation Form [Link to website]</u>		[Link]	Current	206-684-1556
<u>Operator Coach Inspection</u>	333k .pdf	BOP-0308	07/07/09	Forms Editor
<u>Operator Payroll Request</u>	55k .pdf	PTS-0150	08/09/09	<u>Ralph Keyport</u>
<u>Operator Request for Handling All Overtime</u>	66k .pdf	BOP-3109	06/08/08	<u>Ralph Keyport</u>
<u>Operator Service &amp; Facility Report</u>	561k .pdf	BOP-1013	07/09/09	Forms Editor
<u>Part-time Request to Work Vacation or Annual Leave</u>	72k.pdf	PTS-3060	03/02/09	<u>Ralph Keyport</u>

## Subject: FORMS (Pg. 2 of 4)

Issue Date: 5/01/84

Revision Date: 3/15/10

<a href="#">Part-time Change Request for Vacation or Annual Leave</a>	61k.pdf	PTS-3090	09/05/02	<a href="#">Ralph Keyport</a>
<a href="#">Personal Information Update [Link to website]</a>		PERUPDATE	03/09/09	206-684-1556
<a href="#">Preference Change Form</a>	72k .pdf	PTS-3030	06/08/09	<a href="#">Ralph Keyport</a>
<a href="#">Request for One-Day Vacation</a>	70k .pdf	BOP-0983	12/01/96	Forms Editor
<a href="#">Request to Work on a Holiday</a>	72k .pdf	BOP-1155	05/21/01	<a href="#">Ralph Keyport</a>
<a href="#">Request to Work Overtime on RDO</a>	55K.pdf	BOP-1145	07/10/08	<a href="#">Ralph Keyport</a>
<a href="#">Route Qualification Instruction</a>	17k .pdf	BOP-0150	06/08/08	Forms Editor
<a href="#">Security Incident Report</a>	638k .pdf	BOP-1407	12/08/09	Forms Editor
<a href="#">Sick Leave Medical Verification</a>	401k .pdf	BOP-0028	05/09/09	Forms Editor
<a href="#">Traffic Violation or Change in License Status</a>	57k .pdf	BOP-0117	08/01/95	Forms Editor
<a href="#">Vacation Carryover for Part Time Operators</a>	43k .pdf	PTS-3045	2009-2010	<a href="#">Ralph Keyport</a>
<a href="#">W-2 Duplicate Request Form</a>	159k.pdf	OAS-5000	Unknown	<a href="#">Ralph Keyport</a>
<a href="#">Work Order (BO Coach)</a>	61k .pdf	BOP-0082	03/07/09	Forms Editor

## Dispatch / Planning / Management Forms

Title	Size	Form ID	Revised	Contact
<a href="#">Absence / Activity Request</a>	154k .pdf	BOP-1001	11/08/09	<a href="#">Ralph Keyport</a>
<a href="#">AC Book for Full Time</a>	561k .pdf	BOP-1010	12/18/09	<a href="#">Ralph Keyport</a>
<a href="#">Absence Without Pay Request Form [Link to website]</a>		[Link]	Current	206-684-1556
<a href="#">Assessment Needs Unique to Position</a>	36k .pdf	OAS-1088	11/20/01	Forms Editor
<a href="#">Assigned to Qualify</a>	47k .pdf	BOP-1003	06/08/09	Forms Editor
<a href="#">Authorization to Work Out of Uniform</a>	40k .pdf	OAS-1002	04/10/09	Forms Editor
<a href="#">Available to Work Letter</a>	583k .pdf	OAS-1037	09/30/05	Forms Editor
<a href="#">Base Ops Supervisor Report of Overtime</a>	31k .xls	PTS-3010	03/05/09	<a href="#">Ralph Keyport</a>
<a href="#">Benefits, Payroll and Retirement Forms [Link to website]</a>		[Link]	Current	206-684-1556
<a href="#">Candidates for Operator Of The Month</a>	89k .pdf	BOP-0126	11/01/95	Forms Editor
<a href="#">Changes in Working Conditions For PT to FT Candidate</a>	41k .pdf	BOP-1022	04/01/96	Forms Editor
<a href="#">Commendation</a>	354k .pdf	BOP-1204	09/07/09	Forms Editor
<a href="#">Consent for the Release of Confidential Information</a>	43k .pdf	OAS-1029	12/08/08	Forms Editor
<a href="#">Course Evaluation</a>	38k .pdf	OAS-1092	11/20/01	Forms Editor
<a href="#">Day Lockers</a>	156k .pdf	BOP-1006	12/09/09	Forms Editor
<a href="#">Extension of 1st Step Hearing</a>	55k .pdf	OAS-1018	02/27/06	Forms Editor
<a href="#">Failure to Provide Necessary Paperwork</a>	93k .doc	OAS-1081	09/02/08	Forms Editor
<a href="#">FLSA Sundry Sheet</a>	378k .pdf	PTS-3015	06/08/09	<a href="#">Ralph Keyport</a>

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<a href="#">FMLA -Federal Forms [Link to website]</a>		[Link]	Current	206-684-1556
<a href="#">FMLA -King County Leave Forms [Link to website]</a>		[Link]	Current	206-684-1556
<a href="#">Grievance Hearing Summary of First Step</a>	63k .pdf	BOP-0932	03/01/96	Forms Editor
<a href="#">Grievance Resolution</a>	95k .doc	OAS-1017	08/22/08	Forms Editor
<a href="#">How To Fill a Base Operations First-Line Supervisor Shift</a>	24k .pdf	OAS-1026	05/11/02	Forms Editor
<a href="#">How to Use the Cook Paging System</a>	21k .pdf	OAS-1027	05/11/02	Forms Editor
<a href="#">Incident Courtesy Card</a>	125k .pdf	BOP-0517	06/09/09	Forms Editor
<a href="#">Incident Information Card</a>	325k .pdf	BOP-0898	04/01/08	Forms Editor
<a href="#">Incident Report Summary</a>	69k.pdf	PTS-3075	05/29/01	<a href="#">Ralph Keyport</a>
<a href="#">King County Mandatory Training Program for Managers</a>	75k .pdf	OAS-1089	03/27/01	Forms Editor
<a href="#">Layoff Book for Part Time</a>	300k .pdf	BOP-1011	12/18/09	<a href="#">Ralph Keyport</a>
<a href="#">Layoff Book Waiting List</a>	242k .pdf	BOP-1012	09/09/09	Forms Editor
<a href="#">Leave Donation Form [Link to website]</a>		[Link]	Current	206-684-1556
<a href="#">Letter of Expectation</a>	131k .doc	OAS-1015	07/09/09	Forms Editor
<a href="#">Lost Articles Log</a>	182k .pdf	BOP-1015		Forms Editor
<a href="#">Miss Record</a>	291k .pdf	BOP-0628	08/09/09	Forms Editor
<a href="#">Neglect of Duty</a>	88k .doc	OAS-1013	06/05/09	Forms Editor
<a href="#">No-Pick Form</a>	44k .pdf	OAS-1039	09/30/05	Forms Editor
<a href="#">Notification of Miss</a>	391k .pdf	BOP-0935	05/09/09	Forms Editor
<a href="#">Notification of Operator Assignment Change</a>	60k .pdf	PTS-1000	06/08/09	<a href="#">Ralph Keyport</a>
<a href="#">Operations Training Request Form</a>	59k .pdf	OAS-1093	11/20/01	Forms Editor
<a href="#">Performance Report Docs [Link to Service Quality]</a>		[Link]		206-684-2728
<a href="#">PERS Retiree Returning</a>	48k .pdf	OAS-1002	02/01/00	Forms Editor
<a href="#">Personal Information Update [Link to website]</a>		PERUPDATE	03/09/09	206-684-1556
<a href="#">Physicians Letter</a>	150k .doc	OAS-1038	09/30/05	Forms Editor
<a href="#">Post Accident Drug Test [Link to Service Quality]</a>		[Link]		206-684-2728
<a href="#">Preventable Accidents Follow-Up</a>	297k .pdf	OAS-1003	06/01/06	Forms Editor
<a href="#">Probation Report</a>	79k .pdf	BOP-0071	10/01/95	Forms Editor
<a href="#">Probationary Termination Review</a>	44k .pdf	BOP-1366	12/01/95	Forms Editor
<a href="#">Provisional Designation Memo</a>	93k .doc	OAS-1052	09/02/08	Forms Editor
<a href="#">PTO Change Base Form</a>	45k.pdf	PTS-3080	06/03/02	<a href="#">Ralph Keyport</a>
<a href="#">Reasonable Suspicion Evaluation Form</a>	257k .pdf	BOP-1028	12/08/08	Forms Editor
<a href="#">Return to Base Travel Time Sundry Sheet</a>	63k.pdf	PTS-3095	07/22/05	<a href="#">Ralph Keyport</a>
<a href="#">Record of Accident Reports</a>	151k .pdf	BOP-0565	09/01/97	<a href="#">Ralph Keyport</a>
<a href="#">Security Incident Reports Summary</a>	103k .pdf	PTS-3085	12/09/09	<a href="#">Ralph Keyport</a>
<a href="#">Record Review - Part Time to Full Time Recruitment</a>	457k .pdf	OAS-0481	05/04/09	Forms Editor

## Subject: FORMS (Pg. 4 of 4)

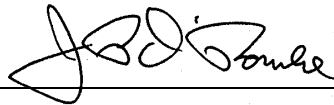
Issue Date: 5/01/84

Revision Date: 3/15/10

<u>Reimbursement Request for Shoe Purchase</u> *with below	37k .pdf	PTS-1242	2010	<u>Ralph Keyport</u>
<u>Employee Travel and Expense Claim</u> * goes with above	618k .pdf	PTS-1243	2010	<u>Ralph Keyport</u>
<u>Request for Retiree Bus Zone Sign</u>	45k .pdf	OAS-1057	03/01/05	Forms Editor
<u>Request for WAV Recording</u>	59k .pdf	OAS-1075	02/02/06	Forms Editor
<u>Resignation Retirement Discharge</u>	57k .pdf	BOP-1433	04/01/96	Forms Editor
<u>Return to Work Ride Check</u>	72k .pdf	BOP-0198	10/01/97	Forms Editor
<u>Security Incident Report Summary</u>	110.pdf	PTS-3085	08/01/02	<u>Ralph Keyport</u>
<u>See Me Slips</u>	560k .pdf	BOP-0744	05/09/09	Forms Editor
<u>Self-Assessment Check List Of Training Needs</u>	223k .pdf	OAS-1090	11/20/01	Forms Editor
<u>Shake-Up Relief Assignments</u>	18k .xls	PTS-3050	04/03/09	<u>Ralph Keyport</u>
<u>Shake-up Relief</u>	61k.pdf	PTS-3065	09/01/05	<u>Ralph Keyport</u>
<u>Summary Of Staff Training Needs</u>	339k .pdf	OAS-1091	11/20/01	Forms Editor
<u>Temporary Parking Permit</u>	50k .pdf	BOP-0749	05/01/78	Forms Editor
<u>Time Sheet Certification</u>	34k.pdf	PTS-3070	02/22/01	<u>Ralph Keyport</u>
<u>Trainee Performance Policy</u>	34k .pdf	OAS-1023	06/03/08	<u>Ralph Keyport</u>
<u>Transit Operator Call Record</u>	148k .pdf	BOP-1000	09/09/09	<u>Ralph Keyport</u>
<u>Transit Operator Rehire Record Review</u>	90k .pdf	OAS-1004	03/07/06	Forms Editor
<u>Uniform Purchase Voucher</u>	356k .pdf	PTS-3055	08/07/09	<u>Ralph Keyport</u>
<u>Uniform Voucher Request List</u>	99k .pdf	BOP-1501	11/01/95	<u>Ralph Keyport</u>
<u>Union Representation Waiver</u>	34k .pdf	OAS-1019	08/22/08	Forms Editor
<u>Unscheduled OT Sheet - Current Day</u>	50k.pdf	PTS-3050	06/08/09	<u>Ralph Keyport</u>
<u>Unscheduled OT Sheet - Previous Day</u>	50k.pdf	PTS-3040	06/08/09	<u>Ralph Keyport</u>
<u>W-2 Duplicate Request Form</u>	159k.pdf	OAS-5000	unknown	<u>Ralph Keyport</u>
<u>Witness Statement</u>	48k .pdf	OAS-1043	09/05/83	Forms Editor

Subject: **Group D** (Pg 1 of 6)

Approval by Manager:



Issue Date: 10/1/84

Revision Date: 8/22/08

Full-time operators may move to Group D status if they meet specific established criteria. This policy will be uniformly applied to all full-time operators requesting to be placed on Group D status.

### **General for all Group D**

1. A full-time operator may request transfer to Group D provided s/he has completed one continuous year as a full-time operator 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 fourteen (14) days prior to the first day of the full-time operator pick.
4. Group D operators will pick vacation at the full-time operator pick according to full-time operator 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. Medical/Dental/Vision benefits eligibility is based on part-time operator eligibility rules. All hours paid will be considered, including time as a full-time operator.
  - a. When transferring to Group D status, an operator will retain his/her existing full-time operator benefits until the next scheduled part-time operator benefit review.
6. Group D service will be treated as part-time service for purposes of pay step progression.
7. Group D operators will be paid at the overtime rate for any work that exceeds eight (8) hours in a workday, not including qualifying time. All time worked in excess of forty (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 part-time operator pick.
  - b. 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.
9. Complete the Group D Request Form at least 14 days prior to pick. The form is at the end of this policy.

**Subject: Group D (Pg 2 of 6)**

Issue Date: 10/1/84

Revision Date: 8/22/08

**Group D: Tripper Group D**

1. An operator requesting Tripper Group D must have his/her request approved at least fourteen (14) days prior to the first day of part-time operator 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 part-time operator pick by their full-time operator seniority after all part-time operators 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 be assigned to the bottom of the day extra board at the base currently picked.
6. Upon transfer to Group D, a Tripper Group D operator will have his/her A/C balance cashed out. Tripper Group D operators are not able to earn or use A/C time.
7. A Tripper Group D operator will receive the existing part-time operator 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 part-time operators 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 work the Additional Tripper List (ATL). Tripper Group D operators volunteering for the ATL will be in full-time operator seniority sequence at the bottom of the ATL (after all part-time operators).
11. A Tripper Group D operator may not bid on or work part-time operator vacation reliefs.
12. Trippers of Tripper Group D operators on vacation will be posted for part-time vacation relief pick.
13. 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.
14. 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.

**Subject: Group D (Pg 3 of 6)**

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Time off for funeral leave and jury duty will also be paid for the length of the Tripper Group D operator's picked tripper.

15. A Tripper Group D operator may request time off from his/her picked assignment via the part-time operator lay off book. Time off will be without pay unless the operator requests use of vacation pay to be paid for the length of his/her picked tripper. Tripper Group D layoff requests will be part of the part-time operator layoff book guarantee.
16. A Tripper Group D operator may request a personal holiday via the part-time operator personal holiday book and will be paid according to the length of his/her picked tripper.
17. Tripper Group D operators may participate in part-time operator move-ups by their full-time seniority after all part-time operators have had an opportunity to move up.
18. Tripper Group D operators will be governed by the miss policy for Part-Time Operators. 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.

**Group D: 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 selected base.
2. An operator requesting Flex Group D must have his/her request approved at least fourteen (14) days prior to the first day of full-time operator 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.
  - b. A full-time operator 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.
  - 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 twenty-one (21) days prior to the first day of full-time operator 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.

**Subject: Group D (Pg 4 of 6)**

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4. A Flex Group D operator who does not select a Saturday combo must select at least five (5) peak periods. S/he may select mixed AM and PM peak periods on any or all weekdays and may select up to ten (10) peak periods. As an example, the Flex Group D operator may pick the AM peak period Monday through Friday for his/her five (5) 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 full-time operator overtime assignments.
  - a. In addition to driving assignments, a Flex Group D operator may be assigned to qualify or other 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 to 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 full time operator seniority.
  - d. If the operator has selected both AM and PM peak periods in a day, the assignments must be within a sixteen (16)-hour spread.
6. Flex Group D operators will be guaranteed two hours and thirty minutes (2:30) 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 part-time operators 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 or other Sunday-scheduled days 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 (8:00) on Saturday if they have a picked Saturday combo; two hours and thirty minutes (2:30) for each picked, weekday peak period. Time off for funeral leave and jury duty will also be paid according to this same formula.

**Subject: Group D (Pg 5 of 6)**

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- b. Flex Group D operators may request to be excused from a weekday peak period or a Saturday combo, if applicable, via the full-time operator layoff book and will be paid from their available A/C time as follows: eight (8:00) hours on Saturday if they have a picked Saturday combo; two hours and thirty minutes (2:30) for each picked, weekday peak period. Flex Group D layoff book requests will be part of the full-time operator layoff book guarantee.
  - c. A Flex Group D operator may request a personal holiday via the full-time operator 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 losing their peak periods 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 full-time operator picks. The OSS Pick Coordinator will review each Flex Group D request and endeavor to ensure that this requirement is satisfied.
  14. Flex Group D operators will be governed by the miss policy for Full-Time Operators: 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.

***Flex Group D (Saturday Combo Option)***

1. A Flex Group D operator with a Saturday combo must select a day combo on Saturday. Such selection will be in his/her full-time operator 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.
2. A Flex Group D operator with a Saturday combo must select at least two (2) peak periods and may select up to ten (10) peak periods.
3. 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.
4. A Flex Group D operator who selects a Saturday combo will receive the eight (8) hour guarantee for that assignment, provided the combo is worked in its entirety.

## Subject: **Group D** (Pg 6 of 6)

Issue Date: 10/1/84

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5. 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 full-time operator picks. The OSS Pick Coordinator will review each Flex Group D request and endeavor to ensure that this requirement is satisfied.
  
6. The number of Flex Group D operators selecting a Saturday combo will be limited to two (2) at each base.

### **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
<b>Effective Date</b>	1 <sup>st</sup> day of Group D status	1 <sup>st</sup> day of FT status	
<b>Action Code</b>	DTA	DTA	
<b>Reason Code</b>	F2D	D2F	
<b>Comments</b>	Move to Group D, FT badge # _____	Move to FT, Group D badge # _____	
<b>Full/Part Time</b>	PT	FT	
<b>Standard Hours</b>	11.04 (if 27.5% FTE)	40.16	
<b>Elig Config 1</b>	Y	Y	
<b>Elig Config 2</b>	5PB	5FB	
<b>Union Code</b>	J2B	J2	
<b>Badge Number</b>	New Group D badge #	New FT badge #	Contact Training Center 4-2826

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:      Yes:       No:   
 (Cannot pick a Saturday Combo at Bellevue Base).

## 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:** \_\_\_\_\_

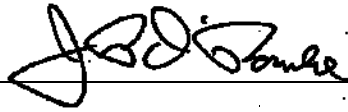
**Chief Approval:** \_\_\_\_\_

**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**

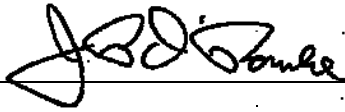
Any post-accident testing of the impounded vehicle, such as tapleys, steering, etc., will be done under the supervision of a representative of Safety and a representative from Vehicle Maintenance. This testing should be accomplished as quickly as possible.

**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: 9/1/05

**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 picking a vacation relief is 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.

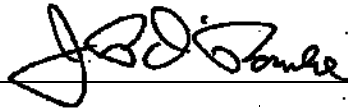
1. Except as noted above at the beginning of a shake-up, if a vacation week cannot be posted seven days before the start of the vacation, that vacation week will not be available for vacation relief pick. If the vacation is for multiple weeks, subsequent weeks of the vacation which can be posted seven 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 will be allowed to pick vacation work only on assignments that have the same days off as the regular operator.
4. Extra board operators picking vacation reliefs shall revert to their regular board position for an assignment when a holiday falls on their regular scheduled workday and the regular operator, for whom they are now working, has no assignment.
5. Extra board operators picking a vacation relief must work the entire 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 are not eligible to work vacation reliefs.

**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 he/she 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:

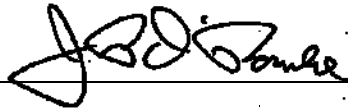
**Chief of Paint & Sign Group**

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: 7/3/01

### **Phase-In/Gradual Return to Work Program**

An operator who has been off work for an extended period of time due to industrial illness or injury may be recommended for the Phase-In Program.

1. The chief will coordinate with the following people to discuss and arrange the Phase-In Program.
  - The injured operator.
  - The claims representative.
  - The Training Chief.
2. Establish the date for return to work and identify any restrictions or concerns of which the base Training office should be aware:
  - Date and time the operator should return to the base Training office to begin phase-in.
  - Adjustments for any vacation time to assure both adequate return to work experience as well as on the job performance following the program.
  - A full explanation to the operator about the process and sequence of events that will take place during the phase-in.
  - Any arrangement for meetings or rehabilitation services after completing the program.
  - The appropriate time frames, route, and other information related to the regular work of the operator after completing the phase-in.
  - Clarification to the operator during this period he or she will drive the coach. Any unreasonable discomfort or pain should be communicated to the assisting operator, who will then relieve the operator. The chief or instructor 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 physician.
  - The operator must be able to drive for two hours without relief, by the end of the first week or the phase-in will be canceled. Risk Management will be notified. The operator will be referred to that office and the appropriate course of action determined.
3. When reporting to Training at the previously determined time, the operator will be in uniform and with The Book to begin a four-hour per day program. Two hours will be spent with an instructor driving various coaches in the fleet for a five-day period. The additional two hours per day will be spent in Training. Familiarizing the operator with procedural and informational changes that have occurred in her or his absence.

**Each phase-in shall be customized to meet the needs of the operator and align with the recommendation(s) of the employee's physician.**

Subject: **Phase-In/Gradual Return to Work (Pg. 2 of 2)**

Issue Date: 2/8/85

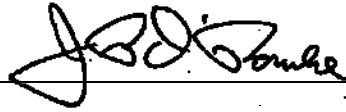
Revision Date: 7/3/01

**The following "Return to Work" schedule is an example.**

- In the second week, the operator will be assigned to her or his base and her or his chief will provide a work assignment of about four hours. An assisting operator will accompany the operator for this assignment.
  - In the third week, the operator will be assigned to a six-hour job assignment (when reasonably convenient, this assignment will be the work that he or she will perform once he or she fully completes the program). An assisting operator will accompany the operator for this assignment.
  - In the fourth week, the operator will be assigned to a full eight-hour job assignment (when reasonably convenient, this assignment will be work that he or she will perform once he or she fully completes the program). An assisting operator will also accompany the operator for this assignment.
  - The operator is carried on industrial injury status in BOSS (OSS) through the phase-in, even while driving. Dispatcher/planners are to use the JI code; the phase-in code loses the original injury date.
  - The base will track operator attendance and performance during this program.
4. Upon successful completion of the phase-in program, the original medical verification will be confirmed as a full release to return to regular work. The chief will complete the necessary return to work form and change the status from injured to regular transit operator. The operator is then prepared to begin the regular assignment at the selected base.
- An operator who cannot complete the phase-in, even with reasonable modification and time frame, will be removed from the regular work and referred to Risk Management. The Risk Administration Office will determine what course of action is needed to resolve the claim.
5. For all time loss during a phase-in (sick leave, doctor appointments, physical therapy or other treatments) the employee must submit a completed Metro sick leave 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:**

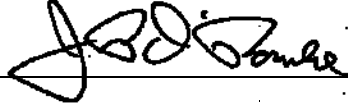
Upon being alerted to any circumstances which fits this situation:

- 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

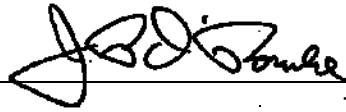
An employee who has left Metro for any reason can apply for unemployment insurance benefits through the Washington State Employment Security Department. Once the employee has made an application for benefits, the Employment Security Department contacts Metro in writing and/or by telephone to get information 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: <b>George Turner Award (Pg. 1 of 2)</b>	
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:**

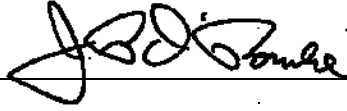
1. Base Supervisor will be notified of the operator selected by the committee chair or vice chair.
2. The base will receive a copy of the operator's commendation(s) from the committee chair.
3. The base will contact advocacy person of (PVA) coordinating the date and time of the award ceremony.
4. The 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 & Off-the-Job Injury (Pg. 1 of 5)**

Approval by Manager:



Issue Date: 9/3/85

Revision Date: 9/5/06

**Employee Responsibilities:**

1. Report all on-the-job injuries/illnesses to the immediate Supervisor at the worksite within 24 hours. Employee must provide a phone number(s) to the contact person (Dispatcher, Coordinator or Chief). This phone number must be valid for contacting the employee for at least the next three (3) business days. The employee must be reasonably available at the phone number provided to the contact person until contacted by a Safety and Claims Officer. The employee is required to inform the contact person if this phone contact number changes.

When Safety and Claims leaves a message, the employee is required to call back immediately upon receipt of the message during business hours. If the employee does not receive a call from Safety and Claims during the first business day after injury/illness, they are required to contact Safety and Claims at 206-205-8575.

2. Complete an Incident Report describing the incident/accident as soon as possible.
3. If there will be time loss and/or medical treatment is required:
  - a. Obtain a Workers' Compensation packet from a Base Chief, the Dispatcher or from a Firstline Supervisor. Complete the SIF-2 Report included in the packet within 24 hours of the injury/illness or as soon as physically able.
  - b. See a physician or licensed practitioner within 24 hours, but no later than three (3) days following the day of injury. Ensure that the physician or licensed practitioner completes and submits a Physician's Initial Report (PIR). These forms are available in the Workers' Compensation packet. Obtain a Metro Sick Leave Verification form and have a practitioner state that illness/injury happened while on the job and include approximately how long the employee will be unable to work.

In addition, if the employee will be cleared to return to work or to a transitional duty assignment, the physician/licensed practitioner must complete a medical release acceptable to King County Metro, which may include a Physical Capacities Evaluation (PCE) and/or King County On-Site Job Analysis (JA). If the employee is cleared to return to work on a reduced schedule, please have the physician/licensed practitioner set forth the schedule on the medical release form.

4. Assist the Chief in completing a Work Related Illness/Injury Supervisor's Report.
5. The employee must contact his/her Chief as directed while on injury status. Upon returning to work, the employee must have clearance from his/her Chief. The employee must provide return-to-work documentation acceptable to King County Metro from his/her physician/licensed practitioner stating s/he can perform the essential functions of his/her position. For transit operators, the Chief will determine if a return-to-work ride check is required.
6. Failure to meet the responsibilities outlined above may result in a delay of the processing of the claim and disciplinary action.

**Dispatcher/Planner Responsibilities for injured Transit Operators:**

1. Direct the operator to contact his/her Chief the day the injury/illness occurs or no later than the Chief's next workday. If an operator's Chief is unavailable, direct the operator to another Chief at the base. Obtain an employee telephone contact number for the next three business days. If you can, inform the operator'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 cc: Workerscomp e-mail address at workerscomp@metrokc.gov/ After hours and on weekends, issue a Workers' Compensation packet explaining the forms and the operator's responsibilities. If issuing a packet, include that information and SIF-2 number in the e-mail.
2. Send a copy of the claimant's Incident Report to his/her Chief and Safety Officer.

**Work Unit Chief/Supervisor Responsibilities:**

Keep all incident reports containing documented injuries/illnesses for two years.

1. Make arrangements to interview the employee as soon as possible after the injury/illness. If the employee is incapacitated, it is the Chief's responsibility to initiate contact.
2. Give the employee a Workers' Compensation packet. If necessary, assist the employee in completing the SIF-2 Report, ensuring that the employee signs both the medical release authorization and the acknowledgment of the legal warning. Give the employee the pink copy for his/her records.
3. Instruct the employee to take the packet to his/her physician/licensed practitioner for completion.
4. Remind the employee of his/her requirements as outlined on the "Employee Responsibilities" document enclosed in the packet.
5. Full-time employees represented by ATU Local 587 must read and sign a copy of the memo "Transit Compensation" which describes supplemental benefits.
6. Interview the employee and complete the Work Related Illness/Injury Supervisor's Report. Accurately describe events leading up to and occurring during the injury/illness as they were reported to you.

When appropriate, make an on-site investigation of the incident/accident scene with a Safety Officer, drawing diagrams or taking pictures. Work with the Safety Officer to coordinate any necessary corrective actions such as repairs, instruction, etc. Immediately after the investigation is complete, discuss the results with the work unit Supervisor and take action, as required.

7. Immediately after completing the Work Related Illness/Injury Supervisor's Report, fax and mail the following to Safety and Claims at (206) 296-0514, M.S. AIR-ES-0103, and when indicated (by an \*) send copies to Transit Safety at M.S. SAT-TR-0110:
  - Work Related Illness/Injury Supervisor's Report (original)\*
  - SIF-2 Report (original) \*
  - Copy of Operator's Incident Report \*
  - Signed "Transit Compensation" memo (original or copy; full-time, ATU Local 587 employees only)
  - A copy of any medical information provided by employee.

<b>Subject: Workers' Compensation &amp; Off-the-Job Injury (Pg. 3 of 5)</b>	
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Issue Date: 9/3/85	Revision Date: 9/5/06
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A copy of each of the above documents should be placed in the employee's medical file. 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. Delays are penalized by the State. **Do not let an on-site investigation delay faxing and mailing of the SIF-2 Report and the Work Related Illness/Injury Supervisor's Report.**

8. Notify the Base Dispatcher/Planner if a transit operator requires time off. Notify the appropriate personnel (work unit Chief or OSS Coordinator) if a Firstline Supervisor requires time off and fill shifts, as necessary.
9. Chiefs are to contact the employee at least once a week while s/he is off work as a result of the injury/illness. If appropriate, arrange an appointment schedule and direct the employee to contact his/her Chief on a regular basis unless confined by a doctor's order. Make sure the employee understands they must maintain contact with you, keep scheduled appointments, and the consequences for not doing so.
10. When contacting or meeting with an employee, do not ask for a diagnosis or ask leading questions that might lead to a disclosure of medical information. Ask the employee if s/he is getting the treatment s/he needs and when s/he may be returning to work. Encourage him/her to be active in his/her care and to work with his/her claims officer to address any problems. If s/he has been released to transitional duty or gradual return-to-work (light duty or phase-in), ask how that is going. Refer the employee with claims-related questions to their Claims Officer. Let the employee know you are looking forward to his/her return to work. Remind the employee that s/he will be required to submit a PCE, JA or other acceptable documentation from his/her physician/licensed practitioner stating s/he can perform the essential functions of his/her position prior to returning to work. Remind transit operators that they may also need a return-to-work ride check.
11. Chiefs are to contact Safety and Claims at least once every two weeks to review the status of employees who are off work. Discuss most recent employee contact(s), employee progress, Workers' Compensation information, alternative work possibilities, etc. The Chief at his/her discretion may contact the employee's physician for information. This must be coordinated with Safety and Claims and the Disability Services Coordinator.
12. If the employee fails to make scheduled contact, determine the cause. Confer with the Claims Officer or Transit Disability Services, if appropriate, to determine if there was a change in the employee's medical condition that caused the failure to make contact. If, in the judgment of the Chief, there was no reasonable cause:
  - a. Recommend discontinuation of supplemental benefits for the employee, if applicable.
  - b. Determine and take appropriate disciplinary action in consultation with Transit H.R. using the standards of "just cause" and the facts. A first time incident may be considered a "minor" infraction with more clearly defined expectations to be followed. In some instances a "Serious" negligence or misconduct infraction is warranted because the employee failed to follow rules which resulted in real delays in the process. However, if the employee demonstrates deliberate or repeated failure to follow the requirements, a "major" gross misconduct or gross negligence infraction may be warranted.

## Scenarios

1. *The employee is relieved on the road due to an on-the-job injury.*

### Actions:

- a. The employee is given a Workers' Compensation packet and transported by a Chief, Service Supervisor or medical aid personnel to a hospital or doctor, if necessary. Instruct the employee to provide his/her physician with the appropriate forms included in the packet (Physician's Initial Report and, as appropriate, a PCE and/or JA). Obtain a phone number from the employee where he/she can be contacted for at least the next 3 business days, e-mail the information to the Chiefs at the work site, and cc: Workerscomp e-mail address at [workerscomp@metrokc.gov](mailto:workerscomp@metrokc.gov)
  - b. If the injury/illness allows, upon completion of the doctor or hospital visit, transport the employee or have the employee transported back to the base or worksite to complete the forms listed below. If the employee is unable to write, ask if s/he would like assistance in completing the forms, or if s/he would like to bring the forms back later. Inform the employee the forms must be completed before payment for time loss is possible.
    - SIF-2 Report
    - Incident report
    - "Transit Compensation" memo (full-time, ATU Local 587 employees only)
  - c. Explain the return-to-work procedure.
    - 1) The employee must clear in person with a Chief and provide return-to-work clearance documentation acceptable to King County Metro from his/her licensed practitioner stating s/he can perform the essential functions of the his/her position.
    - 2) A return-to-work ride check may be required.
    - 3) Transit operators must call the base to clear from the industrial injury list by 10:00 a.m. the day before they are to return to work.
2. *The employee telephones or reports in-person an on-the-job injury/illness to the Dispatcher/Planner or worksite Chief or Supervisor.*

### Actions:

- a. When an employee phones in, the Base Dispatcher/Planner, worksite Chief or Supervisor must explain which forms are to be completed. The Base Dispatcher/Planner informs the operator that s/he must contact his/her Chief within 24 hours or as soon as physically able. Obtain a phone number from the employee where he/she can be contacted for at least the next 3 business days, e-mail the information to the Chiefs at the work site, and cc: Workerscomp e-mail address at [workerscomp@metrokc.gov](mailto:workerscomp@metrokc.gov)
- b. When an employee reports an injury/illness in person to the Base Dispatcher/Planner or worksite Chief or Supervisor, have him/her complete the necessary forms. Transit operators should be directed to see their Chief, if the injury/illness allows. If the operator's Chief is not available, the operator should see any available Chief at the base. If no Chief is available, the employee should be directed to call a Chief at the

**Subject: Workers' Compensation & Off-the-Job Injury (Pg. 5 of 5)**

Issue Date: 9/3/85

Revision Date: 9/5/06

base the next working day. Send e-mail to all Chiefs at the base explaining how you advised the operator.

3. *The Dispatcher/Planner or worksite Chief or Supervisor is notified of a serious accident requiring hospitalization.*

**Actions:**

- a. Determine which hospital the employee was taken to.
- b. Determine the nature of injury and the estimated length of hospitalization.
- c. For transit operators, get the information to the operator's Chief as soon as possible. If his/her Chief is not available, contact another Chief.
- d. If possible, the employee's Chief will visit him/her in the hospital. Any problems not covered may be discussed with the Chief. The Chief will deliver the Workers' Compensation packet to the employee in the hospital and go over which forms must be completed, if possible.

## **Industrial Medical Appointments**

An Employee who has returned to full duty in his/her regular position, and subsequently needs time off for treatment/doctor visits related to an open industrial injury claim, is eligible for job injury (JI) treatment pay of a maximum of 1.5 hours per day/4.5 hours per week. This benefit provides time off and allows an employee to follow up with a doctor or go for treatment without using his/her sick leave accruals. This JI treatment pay is intended to provide needed time off from work for medical appointments, and 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.

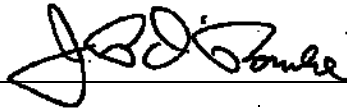
Medical appointments related to an open industrial injury claim for transit operators are scheduled through the layoff book and must be verified on an Industrial Doctor Appointment Verification form (# 0027) signed by the licensed practitioner and the operator. The form must be submitted within five (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.

## **Off-the-Job Injury**

Any employee, 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/her Chief. The employee must provide return-to-work clearance documentation acceptable to King County Metro from his/her physician/licensed practitioner stating s/he can perform the essential functions of his/her position. Chiefs are to contact the employee at least once a week while s/he is off work as a result of the injury/illness. The Chief will determine if a return-to-work ride check is required. All other appropriate, current King County Metro sick leave procedures as defined in current Policy # 10 apply.

**Subject: Workers' Compensation & Off-the-Job Injury (Pg. 6 of 6)**

Approval by Manager:



Issue Date: 9/3/85

Revision Date: 9/5/06

3. *The Dispatcher/Planner or worksite Chief or Supervisor is notified of a serious accident requiring hospitalization.*

Actions:

- a. Determine which hospital the employee was taken to.
- b. Determine the nature of injury and the estimated length of hospitalization.
- c. For transit operators, get the information to the operator's Chief as soon as possible. If his/her Chief is not available, contact another Chief.
- d. If possible, the employee's Chief will visit him/her in the hospital. Any problems not covered may be discussed with the Chief. The Chief will deliver the Workers' Compensation packet to the employee in the hospital and go over which forms must be completed, if possible.

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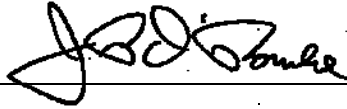
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Subject: Assignment of Overtime Extras (Pg. 1 of 1)

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.

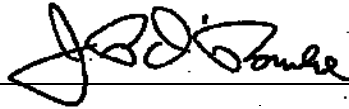
Extras will be assigned by maximum time to operators at the "home" base first, in seniority order. After the home base list has been exhausted, assignments will proceed through the operators' system-wide scrounge list in seniority order.

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.

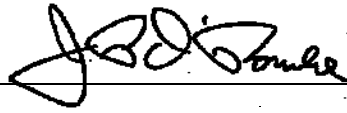
Therefore, we are returning your gift as required. However, your transit operator has been informed of your letter, and is appreciative. We will continue to strive to provide better service to you and your community, and we thank you once again for your support.

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

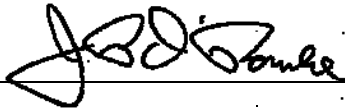
Revision Date: 12/11/09

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: 3/1/01

**The following procedures will be used when operators resign, are discharged or are granted a leave of absence:**

1. The operator completes an Employee Resignation/Retirement/Termination Clearance Form
2. The administrative specialist completes the Personnel Action Form (PAF).
3. On the last day of employment, the operator meets with her or his chief who conducts an exit interview and completes the Employee Termination Clearance form.
4. The operator turns in *The Book*, comfort station (T) key, base key, parking permit, employee bus pass, sweater, windbreaker and parka. (Retirees are allowed to keep their uniform items.)
5. The administrative specialist retains *The Book*, comfort station keys, and base keys.
6. The administrative specialist forwards the following items to OHRM records section:
7. Parking pass
8. Employee bus pass
9. Base file which includes PR's, CAO's and BOSS qualification record.
10. Any items not turned in by the operator at the time the exit interview is conducted will be noted on the Employee Resignation/Retirement/Termination Clearance Form and the cost will be deducted from the operator's final paycheck.

**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 Notification Form (PCN).
3. The operator turns in comfort station (T) key, base key, parking permit, and cleans out her or his locker. The parking permit is placed in the operator's base file.
4. A Return-to-Work Form must be completed when the operator returns from extended leave of absence.

Subject: <b>Separations</b> (Pg. 2 of 2)	
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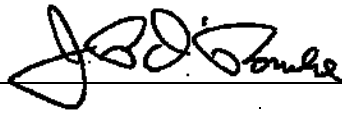
Issue Date: 8/15/06	Revision Date: 3/1/01
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**The following policy will be observed for operators requesting leave without pay except part-time annual leave and FMLA entitlement:**

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.
3. The following factors will be considered in determining whether or not to grant leave without pay:
  4. Individual performance record
  5. Staffing requirements of the base
  6. The individual's length of service
  7. The reason for the requested leave.
8. No leave of absence will be granted to an employee to accept employment with another employer except leaves for union business and leaves for government service in the public interest.
9. 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: 11/18/09

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*, Transit Operations Bulletins, Base Bulletins, DSTT training materials and DSTT operation manuals.

## 1. General Operating Procedures

- a. 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.
- b. 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.
- c. 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.
- d. 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.
- e. The standard 60-foot coach rule, requiring spacing of no less than 6 seconds, applies in the tunnel.
- f. 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

<b>Subject: Downtown Seattle Transit Tunnel Operations Procedure (Pg. 2 of 2)</b>
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Issue Date: 09/24/07	Revision Date: 11/18/09
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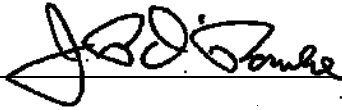
- g. Failure to obey the signal system in the DSTT could result in serious injury or death from a bus-train collision or other accident. Violations are a serious infraction and will generally call for a three-day suspension for the first infraction. Discipline for subsequent infractions may escalate in severity depending on the specific circumstances. Repeated violations will result in discipline up to and including termination.
- h. Operators shall not pass any vehicle in the DSTT, unless authorized by the LCC
- i. 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.
- j. 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-TEs) 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.

## **2. 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 6<sup>th</sup> 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: <b>Standards for Evaluating Probationary Full-time Operators</b> (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.

- |  |   |
|--|---|
| 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.<br><b><i>Operators are encouraged to schedule doctor and dentist appointments at times that do not conflict with their work assignments.</i></b> | 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 |

**Preventable Accidents**

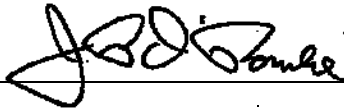
**Criteria for Preventable Accidents**

**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: 9/5/06

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. Please maintain a supply at the worksite and complete these forms when asked, as needed, or when appropriate.

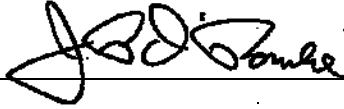
The ATU 587 represented/full-time employee's immediate supervisor/chief shall complete the *employer* portion of the application. The employee signs the *Authorization to Obtain Information* form and completes the *employee* portion of the application. The employee's physician completes the *Attending Physician* portion of the application. All completed forms are then mailed to *The Standard Insurance Company* in the pre-addressed envelope included with the forms.

To begin, print or type employee's full name, Social Security number and job title (a copy of the job description 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 1<sup>st</sup> day of the calendar month following the date of hire**
  - Is employee insured for Long-Term disability? **Yes**
  - Effective date: **Enter the 1<sup>st</sup> 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' Comp. 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. Percentage of STD premium = **0%**; Percentage of LTD premium = **100%**; Has percentage changed in last 3 years? **No**
13. **No**

Subject: **Short-Term Disability (STD)** (Pg. 2 of 2)

Approval by Manager:



Issue Date: 3/6/01

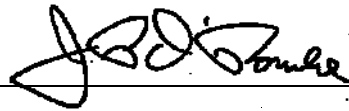
Revision Date: 9/5/06

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 \$400 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 (7) 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.

<b>Subject: Vacation/Annual Leave Part-time Operators (Pg. 2 of 2)</b>	
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**

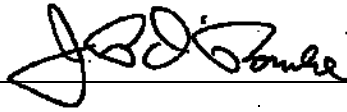
Each base will be responsible for posting and assignment of part-time vacation/annual leaves. Posting must occur twelve days prior to the start date. Postings shall appear in blocks of five days.

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: 1/7/05

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 Kathy Lee-Barnes or 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.

**Option #1: Call 1.800.362.4462**

- Hours of Operation: 8 a.m. – 5 p.m. (Central Time)

**Option #2: <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, birth date, social security number and e-mail address (if applicable);
- The reason the Employee is 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, 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 (i.e. Social Security, Employment Security, State Disability).

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, 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: 1/7/05

**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/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:

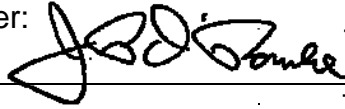
**972.997.8784**

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.)

<b>Subject: Operator of the Month/Year and other Recognition Programs (Pg. 2 of 3)</b>
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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

<b>Subject: Operator of the Month/Year and other Recognition Programs (Pg. 3 of 3)</b>
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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.

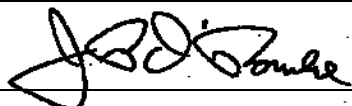
Presentation ceremonies may be held at the discretion of the individual unit supervisor.

**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	
<div style="border: 1px solid black; padding: 10px;"> <p><b>Specific Nature of Concern:</b></p> <p align="center" style="font-size: 2em; transform: rotate(-15deg); opacity: 0.5;">Sample Only - Click to Access Website</p> </div>					
Date Needed:					
Record Needed For:					
<i>For Service Communications Use Only</i>					
Date Received:		Date WAV Made/Mailed:		WAV Number:	
WAV Made By:					
Actions:					
Reviewed with Employee:					
Other:					

Subject: <b>Nepotism</b> (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  |

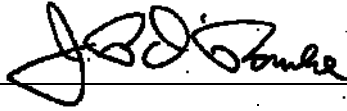
***In addition, the definition of close relative includes domestic partners and their children, step- and adopted children.***

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.

<b>Subject: Donation of Sick Leave, Vacation, or AC Time</b> (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 \_\_\_\_\_.

**Sample Only - Click to Access Website**

\_\_\_\_\_  
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.**

<b>Subject: Use of Personal Computers/Software (Pg. 1 of 2)</b>	
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.

<b>Subject: Use of Personal Computers/Software (Pg. 2 of 2)</b>	
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

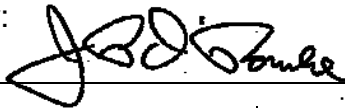
In accordance with Washington State law (RCW 4.28.080), King County Metro Transit does not accept service of legal documents to employees in the workplace. Individuals (process servers) seeking to deliver legal papers (e.g. subpoenas, summons, complaints) to employees should be informed that we do not 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: CDL Medical Waivers (Pg. 1 of 1)**

Approval by Manager:



Issue Date: 5/1/96

Revision Date: 2/3/10

As of February 13, 2006, King County Metro adopted heightened physical qualifications for Commercial Drivers 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 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 Department of Transportation (DOT) long-form physical with results of the medical exam. This form can be found at <http://www.dol.wa.gov/forms/520061.pdf>; and
- A completed Application for Intrastate Medical Waiver form. This form can be found at <http://www.dol.wa.gov/forms/520066.pdf>

Fax this information to (360) 570-4915 or

Mail this information to: Department of Licensing  
CDL Waiver Program  
PO Box 9030  
Olympia, WA 98507-9030

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

**Chiefs are responsible for:**

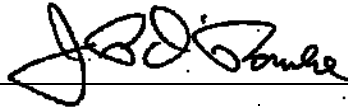
- Providing Employees with information on how to obtain a medical waiver. Both the DOT application form and the long-form physical are available on-line (see above) or at any DOL office.
- Ensuring Employees do not drive in revenue service while they are awaiting the waiver.
- Allowing Employees, who 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 or a specific Employee situation.

**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: 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: <b>FMLA/King County FML Process Checklist (Pg. 2 of 7)</b>	
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.

<b>Subject: FMLA/King County FML Process Checklist (Pg. 3 of 7)</b>	
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: <b>FMLA/King County FML Process Checklist (Pg. 5 of 7)</b>	
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



King County

TEMPLATE # 1 – Provisional Designation Memo

Letterhead

DATE:

TO: Employee's Name, Badge #

FR: 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.

**Sample Only - Click to Access Website**



King County

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.**

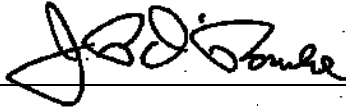
**Since you did not submit a completed Protected Family and Medical Leave Request and a Medical Certification form within the required time frame, this absence will not be granted the protections of FMLA/KCFML. As a result, your absence(s) may be negatively considered, in addition to other attendance 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.

Sample Only - Click to Access Website

**Subject: Employee ID & FlexPass (Pg. 1 of 2)**

Approval by Manager:



Issue Date: 1/1/98

Revision Date: 12/11/09

As approved by the County Executive and Council, eligible County employees are issued a combined employee ID and FlexPass. This pass entitles employees to ride on all regularly scheduled service provided by King County Metro, Pierce Transit, Community Transit, Sound Transit Express bus service, and ST Sounder Commuter Rail.

Employees must comply with certain program rules to retain the privilege:

- The employee is the only person authorized to use the flexpass. If someone else uses the pass, the employee shall forfeit eligibility to have the pass and may be subject to discipline.
- Employees can obtain a replacement for a malfunctioning, lost, or stolen ID card and FlexPass from the Department of Construction and Facility Management's Office of Employee ID Access Control located in the King County Administration Building, Room #206, 500 4<sup>th</sup> Avenue in downtown Seattle. ID cards can be replaced between 8:30 am to 3:30 pm, Monday through Friday. Call (206) 296-0104 for additional information and to make an appointment.



## 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 \_\_\_\_\_

Sample Only - Click to Access Website

### For FMD/Building Services-Security ID Access Unit Use:

Original Prox Number: \_\_\_\_\_ Replacement Prox Number \_\_\_\_\_

FEEES:     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: <b>ROMs</b> (Pg. 1 of 1)	
Approval by Manager:	
Issue Date: 1/1/98	Revision Date: 8/31/01

**Effective January 1, 1998 use the following guidelines for counting ROMS in the bases:**

### **Accidents**

Count one for each preventable accident charged to an operator in your work group. The count reflects when the accident judgment was given to the driver, as opposed to when the accident occurred. If an accident is subsequently changed from preventable to non-preventable or to incident via a reread, reduce your count by one at that time (Thus it is possible to have a negative total for the month). For an operator who has an accident at one base and then transfers to another base before the judgment is issued, the base where the accident occurred should be notified to count the accident.

### **Sick Leave**

Count one for each full day of the following: sick leave, sick child leave, sick adult leave, sick leave taken for required drug treatment, off-job injury, or doctor's appointment using sick leave. These are counted even if the employee has no sick leave balance until such time as the employee is placed on leave of absence. Do not count the following: sick funeral leave, medical LOA, any partial day sick.

### **Misses**

Count one for each late report, absence, or unexcused absence. When a miss is changed to excused or sick at a base staff meeting or because of error, such miss should be subtracted from the count. When sick days are changed to unexcused absences because of unverified sick leave, such days are counted as both misses and sick days.

### **Industrial**

Count one for each full day of industrial. This includes days of alternate work, phase-in, and gradual return. An employee who has been placed on a leave of absence while on industrial is still counted. Do not count partial days for doctor's appointments or the first partial day off when injured on the road.

### **Complaints**

Count one for each complaint issued as a "2" or "3" in the CAO system. Do not count non-CAO complaints (Send them through CAO). An efficient way to count CAO activity is to run the monthly activity report at the end of the month.

### **Commendations**

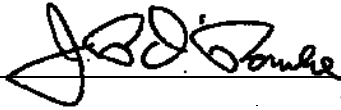
Count one for each commendation issued as a "3" in the CAO system. Do not count non-CAO commendation (send customer commendations through CAO).

### **Operator Count**

Count the number of operators in your group during the last week of the month. This should be the same as the number reported on that week's Operator Projection Report by your staffing chief.

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**

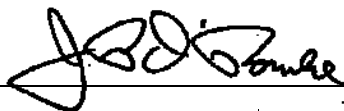
First-line Supervisors with picked shifts will be paid if the interview or exam is during their picked assignment. Supervisors will be paid for conflicts with overtime assigned only if the exam or interview was scheduled after the overtime was assigned to the Supervisor.

**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 &amp; Process</u>		
▪ <u>Communication Skills for Managers &amp; Supervisors</u>		
▪ <u>Conducting Performance Appraisals</u>		
▪ <u>EEO &amp; 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, &amp; 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 &amp; Analysis</u>				
▪ <u>Project Management Techniques &amp; 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

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:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sample Only - Click to Access Website**

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**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 &amp; Analysis</u>				
▪ <u>Project Management Techniques &amp; 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

# 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

**Sample Only - Click to Access Website**

# 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:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

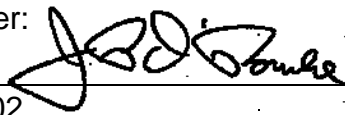
\_\_\_\_\_

\_\_\_\_\_

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**

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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

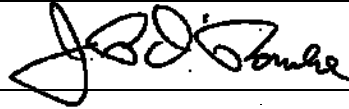
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Supervisor or designee

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)

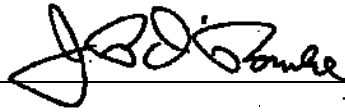
For these issues, please call or e-mail the payroll staff member directly. Amy Bills (x42082) in Transit HR is available to assist with research related to correcting service dates and step increase dates that control accruals and rates of pay. Only Transit HR can correct the service and payroll date 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

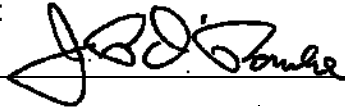
The federal Americans with Disabilities Act (ADA) of 1990 prohibits discrimination against persons with disabilities in providing public transportation services. In addition, state and local laws ban discrimination based on disability. Transit Operators and First-line Supervisors are required to comply 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

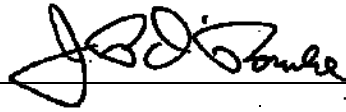
Revision Date: 11/2/09

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: 10/31/03

### **Purpose**

The purpose of the roving chief position is to back-fill vacancies created by regular base chief absences.

### **Selection**

Selection of the roving chief will be made by the base supervisors. 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.

### **Supervision and Performance Evaluations**

For purposes of documentation, the roving chief will be permanently assigned to Bellevue Base. The supervisor of Bellevue Base will be responsible for supervising the roving chief and will conduct performance evaluations based on input from the supervisors 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.

### **Assignments**

The base supervisors 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/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 Bellevue Base.

### **Transfers**

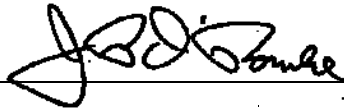
Roving chief is a permanent assignment. The roving chief may request transfer to a permanent base assignment whenever the transfer option is offered to all base chiefs. If the receiving base supervisor selects the roving chief to fill the vacancy at his or her base, it must be with the agreement of the other base supervisors.

### **Work Hours and Vacation**

The roving chief will be required to work hours that best suit the needs of the base to which he or she 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.

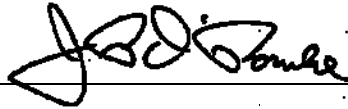
**If a first line supervisor receives a miss, the following guidelines shall apply:**

- 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**

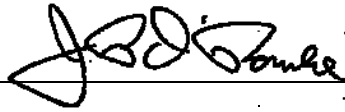
A Supervisor with a scheduled single vacation day, personal holiday or A/C day can cancel the time off and reclaim his or her regular assignment by notifying either a chief from her or his work unit or the on-call chief for her or his classification that he or she is canceling the time off and will be 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: **Firstline Supervisor of the Sign-Up (Pg. 1 of 2**

Approval by Manager:



Issue Date: 2/1/06

Effective Date: 2/1/06

**Description**

**Supervisor of the Sign-Up:** This program is designed to recognize and honor one First-line Supervisor per sign-up who has demonstrated dedication to superior customer service, exhibited a commitment to providing safe, responsible support to operators and co-workers and who promotes team work, job satisfaction, respect, and personal growth.

**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.

**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/operator complaints in the previous 12 months.
- Consistently displays professional behavior.
- Has 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 3 years experience as a First-line Supervisor.

The selection committee will include Transit Base Supervisors and the Supervisors of the following Sections: Training, Service Communications and Service Quality. Each section will forward one nominee. The Base Supervisors 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 Terri Lewis. At the end of each sign-up, the program administrator will forward the names of eligible supervisors to the Transit Operations Supervisors who will identify one for each section.

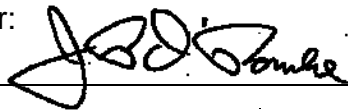
<b>Subject: Firstline Supervisor of the Sign-Up (Pg. 2 of 2)</b>	
Issue Date: 2/1/06	Effective Date: 2/1/06

**Awards include:**

- A commemorative plaque
- Letter of commendation signed by the Manager of Operations.
- A reserved parking spot for the next sign-up at the employee's work location.
- One paid day off
- Announcement in the Tops in Ops Bulletin
- Supervisor of the sign-up patch
- Recognition in King County publications
- The award will be presented at a recognition ceremony, e.g. operator of the month luncheon

**Subject: Photo Enforcement Program (Pg. 1 of 1)**

Approval by Manager:



Issue Date 2/1/07

Revision Date: 2/2/11

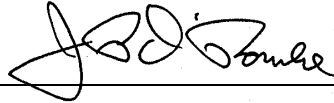
Several jurisdictions within the King County Metro Transit service area have a photo enforcement program in effect to reduce the number of infractions. Examples of infractions include, but are not limited to, running a red light and exceeding the posted speed limit. This policy is to clarify that vehicle 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 and/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. 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.

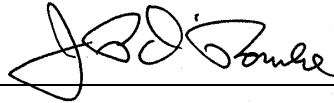
If the employee feels that the supervisor has not adequately addressed the issue, the employee should follow the chain of command and ask his/her supervisor's supervisor to address his/her concerns.

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>