Dallas Area Rapid Transit
Bus Operator Rule Book

Committed to Safety

Volume 7
To Our Operators

The Dallas Area Rapid Transit (DART) system has played a major role in making the North Texas region a more livable and mobile community. Our transit system helps to move hundreds of thousands of passengers each day to their destination by providing safe, reliable and courteous transportation services. Our challenge moving forward is to:

- maintain DART’s reputation as a leader, both nationally and in the North Texas Region;
- grow our ridership to maximize our impact on mobility, quality of life and economic development, and;
- gain the acceptance and support of new cities that are not currently part of the DART Service Area in order to grow our service and our economic base.

To meet this challenge, DART needs to ‘kick it up a notch’ in terms of customer service and operational excellence.

That’s why DART is on a journey toward excellence. DART would like to be among the elite corporations that are recognized for 5 Star Service. We want the customer experience with DART (internal and external) to be exceptional, professional and delightful.

How can DART become a 5 Star organization, providing world-class service with a WOW attitude? It will require a commitment on the part of all DART employees and departments to make the changes necessary to achieve this exceptional service.

Over the coming years, you will see an increasing focus on DART working to achieve 5 Star Service. We want "WOW" service to be our trademark. Operations was at the forefront of this cultural transformation to make spectacular service a part of our everyday work practice internally and externally. This new business model and process will encompass individuals, departments and teams throughout the entire organization.
Thanks in advance for all of your hard work and your commitment to our 5 Star Vision. Change is difficult and requires time. We do not want you to wait for anyone. Instead, “be the change you want to see.”

Sincerely,

Gary C. Thomas  
President/Executive Director  

Carol Wise  
Executive Vice President Operations Officer  

Tim Newby  
Vice President - Transportation  

Maurice R. Bell  
Assistant Vice President, Bus Operations
Mission Statement - Dallas Area Rapid Transit

The mission of Dallas Area Rapid Transit is to build, establish and operate a safe, efficient and effective transportation system that, within the DART Service Area, provides mobility, improves the quality of life, and stimulates economic development through the implementation of the DART Service Plan as adopted by the voters on August 13, 1983, and as amended from time to time.

Vision Statement - Dallas Area Rapid Transit

DART: Your preferred choice of transportation for now and in the future…

Values - Dallas Area Rapid Transit

DART employees value being…

- Focused on Our Customers
- Committed to Safety and Security
- Dedicated to Excellence
- Good Stewards
Mission Statement - Transportation Department

To provide safe, efficient, ever-improving, courteous, and on-time bus and light rail services to our customers.

To promote an environment that values the individual, seeks input from employees, rewards achievements, establishes trust, and thrives on teamwork.

Vision Statement - Transportation Department

Transportation provides proactive leadership within the organization, the region and the industry, with emphasis on team member development, accountability, innovation and operational excellence to facilitate our ultimate goal of exceeding customer expectations and increasing ridership.

Motto - Transportation Department

Customer service is our promise and profession. Customer satisfaction is our goal.
Five Star Program

Vision Statement

Each member of DART’s team strives every day to create an extraordinary customer experience when interacting with colleagues, riders, partners and the community.
**Five Star Definitions**

**5 Stars – Spectacular**
Employees hold themselves accountable for the customer experience, regardless of their role. Their knowledge makes them trusted advisers of our products and services.
- Personalized service
- Proactive attitude in all customer interactions
- National recognition

**4 Stars – Top Quality**
Employees deliver excellence on a daily basis at each touchpoint of the organization. They show great attention to detail, and they establish personal, empathetic connections to customers.
- Innovative, engaged and skilled employees
- Proactive attitude in most customer interactions
- Customer service-oriented culture

**3 Stars – Above Average**
Employees are knowledgeable and skilled, and they care about the customer experience.
- Diverse customer base
- Universal accessibility
- Consistent delivery of service that is reliable, clean, courteous and safe

**2 Stars – Routine**
Service is satisfactory. Employees are trained, but do not always prioritize the customer experience.
- Task-oriented culture
- Inconsistent customer information
- Little innovation or creativity
- Low sense of urgency
- Low levels of accountability

**1 Star – Embarrassing**
Services and customer experience are erratic and undependable. Employees’ knowledge and drive to serve the customer are minimal.
- Lack of customer service focus
- No sense of urgency
- “Not my responsibility” attitude
I. **General Rules**  
*General rules pertain to the general requirements to which Dallas Area Rapid Transit bus operators must adhere.*
1.00 **Knowledge of Rules**
All DART bus operators must be familiar with the rules and comply with their requirements. Not being aware or not having knowledge of the rules will not be accepted as an excuse for neglect of duty.

1.10 **Knowledge of General Bulletins/Special Instructions/Notices/Memos/SOPs**
Employees will be held accountable for knowing and adhering to instructions posted on bulletin boards, and for any other distributed instructions. When reporting for duty, operators shall examine the bulletin boards for any posted general bulletins, special instructions, notices, memos and SOPs.

1.20 **Compliance with Rules/Orders/SOPs/ Bulletins/Memos**
Operators shall carry out their duties thoroughly, efficiently, and in compliance with the rules in this book, orders, Standard Operating Procedures (SOPs), bulletins, and memos, except when a verbal instruction that contradicts the written rule is received from a DART management official in the operator’s chain of command or a law enforcement official. If an order, SOP, bulletin or memo conflicts with this rule book, the order, SOP, bulletin or memo will supercede the rule and will be incorporated as appropriate in the rule book replacement pages. Additionally, if there is a conflict with an order, SOP, bulletin, or memo and the Hourly Employment Manual (HEM), the HEM shall govern.

1.30 **Supervision of Operators**
While on duty, DART operators shall primarily be under the supervision of division management, Dispatch personnel and Field management personnel. Operators shall carry out
oral and written instructions from Dispatch personnel, Field management personnel or a DART management official.

1.40 **Hourly Employment Manual Compliance**
All DART bus operators shall conduct themselves in accordance with DART’s Hourly Employment Manual (HEM). The rules in this rule book and the HEM provisions shall be adhered to simultaneously. If the rules in this rule book conflict with the HEM provisions, the HEM shall govern.

1.50 **Availability of Rule Book**
A rule book will be provided to each operator and updates will be made available.

1.60 **Safety**
Safety is of primary importance in carrying out DART duties and responsibilities. Operators are required to perform their job in the safest and most cautious manner.

1.70 **Use of Best Judgment**
If an operator is required to make an immediate decision in a situation not covered by written rules or verbal instructions from a management official in the employee’s chain of command, the operator must use his/her best judgment in selecting the safest course of action. The operator must report the action to the appropriate official (Dispatch or management) as soon as practicable.

1.80 **Driver’s License**
While on duty, an operator must possess his/her valid Texas commercial driver’s license. The operator must renew his/her Texas commercial driver’s license prior to the
license’s expiration date. The operator must adhere to all restrictions noted on the driver’s license.

1.90 **Change in Status of Driver’s License**
Operators shall report any change in the status of their driver’s license (suspension, revocation, restriction, expiration, etc.) to their section senior manager or designee within 24 hours of the change in status.

2.00 **Change In Telephone Number and Address**
Operators are responsible for the update of personal information in the Lawson portal on DARTnet within 24 hours of the change. Operators may seek assistance from any member of the management staff if necessary.

2.10 **Statements to the Media**
Occasionally, the press or other media may contact operators for information. Operators should refer the press or media to DART’s media relations department.

2.11 **Statements to DART Official(s)**
Operators shall cooperate fully and not withhold information or make false statements while involved in an investigation of an accident, incident, rule violation, or complaint.

In the event of an accident, operators shall not give out any information, except to police officers investigating the accident and/or the appropriate DART official(s). Operators shall ask for DART I.D. from anyone who claims to be a DART employee and must not give out any information unless I.D. is provided.
2.20 **Training**
Operators must complete DART’s operator training program. In an effort to foster and to maintain a high degree of safety, skill, performance, and morale, DART shall administer a program of continuing training for all operators.

2.30 **Meeting Attendance**
Operators shall attend mandatory employee safety meetings and any other meeting deemed mandatory. Operators shall be compensated for attending any mandatory meetings.

2.40 **Selecting Runs**
During the markup process when runs are posted for selection, operators will sign for runs or the Extra Board on the date and at the time they are scheduled. Any operator who is not present at the scheduled date/time or who has not left available choices will have a run assigned to him/her by the supervisor in charge. The run assignment shall correspond as closely as possible to the operator’s current run assignment, line operated, hours worked, and regular days off. *If an employee has been on alternative duty, the employee must have returned to full duty for at least five (5) working days before the markup commences. For purposes of this rule, retraining or performing regular duties constitutes full duty.*

2.50 **Lockers**
Operators who use a DART-owned locker shall not store in lockers any perishable food for longer than a day, nor shall they store flammables (excluding lighters and matches), illegal or other harmful substances. Operators shall request a locker assignment from division supervision. Operators shall relinquish their lockers upon leaving a division, and
shall not have more than one locker during any markup period. DART reserves the right to inspect any locker at any time and will not be responsible for any lost or stolen items.

2.60 Exchange of Duties
Operators shall not exchange assignments, change or amend their scheduled assignment, hours, or duties without prior authorization from the Senior Manager of the division or his/her designee.

2.70 DART Photo Identification Badge
The DART photo identification badge must be worn with the photo visible while on duty and/or while on DART property. The loss of the identification (I.D.) badge must be reported to DART Police using the DART Police service request located on DARTnet. The operator must immediately take the necessary steps to secure a new I.D.

2.80 Unauthorized Postings
Official DART property (e.g., vehicles or facilities) shall not be used for posting or distribution of literature of any kind, such as advertisements, circulars, or other information unless specifically authorized by DART management.
II. Operating Rules

Operating rules pertain to the functional performance of each operator employed by Dallas Area Rapid Transit.
4.00 Reporting for Duty
When operators report for duty, they must be both physically and mentally alert and properly equipped to perform their job. They should be on time at the designated place of assignment or as instructed by a DART management official.

4.10 Uniforms
Operators shall exhibit high standards while in uniform and adhere to all personal appearance/grooming standards. Operators shall not wear the DART uniform into any place that could bring discredit to DART or the employee, whether on duty or not.

4.20 Glasses/Eyewear
Operators who are required to wear prescription glasses/eyewear, as indicated on their driver’s license, must wear such glasses at all times while operating any DART vehicle. When operating a DART bus, sunglasses may be worn during the daylight or as prescribed by a physician.

4.50 Equipment and Supplies
When performing duties, operators must have in their possession:

1. A current copy of the Bus Operator Rule Book
2. A current copy of the Operator Route Guide
3. A watch (must indicate seconds and be synchronized daily with Sign in Terminal)
4. Passenger schedules (when available)
5. DART Equipment Condition Report (Defect card)

6. Courtesy cards

7. Operator’s DART photo identification

8. Operator’s valid Texas CDL

9. Refund receipts

10. Current Pocket Schedule

11. Mobility Device Securement Webbing Loops (2)

12. A writing pen

13. Other items or information, as required

4.60 Revenue Vehicle Assignment (On the Lot)
DART management and/or the designated revenue personnel will determine revenue bus assignments. Operators are required to drive the assigned bus unless there is a mechanical defect that causes the bus to be unsafe for operation. Operators shall not refuse the assignment of a certain bus or take a different bus simply because they prefer a different bus. If an operator feels that a bus is unclean to the point that it is unsuitable for operation, the operator shall notify the spotter (revenue technician) of the condition of the bus. The operator shall abide by the supervisor’s decision to place or not place the bus in service.

4.70 Pre-Trip Inspection
For assignments that pull out, the operator shall conduct a pre-trip inspection and complete a defect card to ensure that
the vehicle and all pertinent equipment are in good operating condition before pulling out of the garage lot.

If there is a problem with the vehicle, proceed to the quick response bay for a mechanic to assess the problem.

The defect card remains on the bus and must be given to spotter when the bus returns to the garage.

4.71 **Road Relief Vehicle Review**
Prior to being relieved, the operator shall: make all efforts to be on time without passing timepoints early; check fares of customers waiting to board at the relief point; log off farebox and radio; leave operator’s area clean; and inform relieving operator of any route or equipment issues.

At the point of relief, the relief operator shall perform a curbside visual review of the exterior of the bus and report any defects found during the curbside visual review to Dispatch.

4.72 **Post-Trip**
Upon pulling into the garage, an operator must employ the parking brake for the spotter to safely administer the required revenue related procedures.

The operator shall perform a post-trip review of the bus interior and exterior for damage upon return to the garage and update the defect card. The operator shall update the defect card even if there are no defects found. Upon completion of the review, the operator shall turn in the completed defect card at the Spotter’s booth.
4.73 **Review for Suspicious or Unusual Items**
Operators shall inspect their assigned buses regularly for suspicious or unusual items. Operators shall also check for these items at the end of the line. If an operator finds a suspicious or unusual item on his/her bus, he/she shall contact Dispatch and report the suspicious or unusual item.

4.80 **Signage**
Operators shall check and display the correct signage unless the signage is inoperable or unless otherwise instructed by Dispatch or Field management personnel. The signs should show the current destination and route number the operator is working.

Either “Not in Service” should be displayed on a deadhead trip or “Garage” should be displayed on a pull-in.

Signage for charter service shall be provided in the charter bus order or by Special Events Transit staff.

If any of the signage equipment is inoperable and the vehicle is away from the division, the operator shall notify Dispatch as soon as it is discovered.

4.90 **Farebox**
Operators must test the farebox by printing a test ticket before leaving the garage. The test ticket must be inserted into the farebox.

5.00 **Radio Communication**
Prior to pull out, at the point of relief (if relieving), or when a coach change occurs, operators shall swipe their ID badge to access the radio and perform a radio check.
Operators are to use the bus radios for DART communication only. Operators shall not use the radio for unnecessary or personal messages.

5.10 **Use of Seatbelt**
An operator shall wear a seatbelt at all times while operating a DART vehicle. If the seatbelt is inoperable when a revenue vehicle is inspected at pull out, the operator shall request another revenue vehicle. If the seatbelt becomes inoperable while a revenue vehicle is in service, the operator shall contact Dispatch and request another revenue vehicle. If the seatbelt is inoperable or becomes inoperable in a non-revenue vehicle, the operator shall report the non-revenue vehicle to appropriate maintenance or operations personnel.

5.20 **Traffic Laws**
All operators must be familiar with and are responsible for strict adherence to all federal, state and local traffic laws and regulations.

5.21 **Request to Stop**
When an operator observes a field operations personnel or DART police with flashing bar lights in the rear view mirror and the apparent intent is to make contact with the operator, the operator shall respond to a request to stop. Once at a safe stop, the operator shall deboard and proceed to the rear of the vehicle.

5.30 **Speed on the Lot**
While operating a vehicle on the division lot, operators shall maintain a speed not greater than the posted speed limit.
5.40 Reckless Driving  
While on duty, operators shall not engage in reckless driving. Operating any DART vehicle carelessly and willfully or deliberately disregarding the rights and safety of others in a manner so as to endanger any person or property shall be considered driving recklessly.

5.50 Tampering, Altering or Obstructing On Board Cameras  
Operators shall not tamper, alter or obstruct any on board cameras.

5.60 Monitoring Gauges and Warning Lights  
Operators shall continuously monitor gauges and warning lights to ensure that proper air pressure is maintained, electrical systems are properly charging, and operating temperatures are within specifications. When a gauge or warning light indicates an abnormal condition, the operator must notify Dispatch as soon as practicable.

5.70 Buses Occupying the Roadway  
While occupying the roadway, buses will operate in the farthest right unobstructed curb lane to the degree possible except: (1) for the period of time actually needed to turn left; (2) when the route pocket schedule indicates otherwise; or (3) when directed by a law enforcement official, public fire official, Dispatch, or DART management official in the operator’s chain of command.

5.80 Stopping at Railroad Crossings  
Unless a railroad crossing is controlled by a traffic device or police officer, operators shall activate the hazard light flashers when approaching a railroad crossing and shall stop before the crossing. Operators shall look both ways to ensure that the track is clear and that it is safe for crossing.
Once that determination is made, the operator may proceed. For a railroad crossing controlled by a traffic device or police officer, operators shall act accordingly.

5.90 **Use of Hazard Light Flashers**

Hazard light flashers must be used when the bus is disabled, stopping at a railroad crossing, coming to a service stop, or at a service stop.

6.00 **Interior/Exterior Lights**

Interior lights (controlled by the operator) for vehicles operating in *non-express revenue service* shall be on at all times. Interior lights for vehicles operating in *express revenue service* shall be turned off after the last pick up point, and turned on prior to the first stop. However, the interior lights shall be on when the express revenue service vehicle is operating the pull out route from the garage or the pull in route to the garage. Exterior lights must be on at all times and the headlights must be on low beam. If interior or exterior lights are not working, the operator shall notify Dispatch as soon as it is discovered.

6.30 **Standing Passengers/Stepwell Sitting or Standing Transit Coaches**

For safety reasons on *transit coaches*, an operator must comply with standee line adherence by notifying passengers that they must stand behind the standee line. The operator shall also inform the passengers that they are not to sit or stand in the stepwell (if applicable). If a passenger refuses to comply, the operator shall inform Dispatch of the situation and proceed on the route unless otherwise instructed by Dispatch.
Over-the-Road Coaches

On over-the-road coaches, the operator shall notify passengers that they must stand in the aisle space behind the first row of forward-facing seats. The operator shall also inform the passengers that they are not to sit or stand in the stepwell. If a passenger refuses to comply, the operator shall inform Dispatch of the situation and proceed on the route unless otherwise instructed by Dispatch.

6.40 Boarding/Deboarding

When possible, passenger boardings and deboardings shall occur at a designated bus stop (marked with a DART bus stop sign or at a DART passenger shelter location). Operators shall allow 6-12 inches from the curb when boarding or deboarding passengers.

When boarding or deboarding passengers using mobility devices, operators shall board or deboard at the closest location to the designated bus stop that is safe and provides access to sidewalks or curb ramps.

When boarding and deboarding, buses shall not block crosswalks or intersections. Boarding and deboarding shall not occur where there is an obstruction on the curb, a hole or dip in the pavement, etc. When there is a parked car or other obstruction, the operator shall stop at a safe location closest to the stop, then board or deboard.

6.50 Deboarding of Children

Operators are required to have all children through age 17 exit through the front door unless accompanied by an adult.
6.51 **Deboarding of Adults**
Operators shall allow adults to deboard the bus through the front or the rear door based on the passenger’s preference.

6.60 **Leaving a Bus Stop**
Before leaving a bus stop, the operator shall be certain that all doors on the bus are closed, passengers are prepared for movement, and that it is safe to proceed.

6.61 **Boarding/Deboarding Passengers at Transit Facilities**
Once the operator pulls away from the bus bay, the operator shall not stop to pick up passengers unless it is the last line up or as instructed. If a passenger requests to deboard after the bus has left the bus bay, the operator shall inform the passenger that he/she cannot deboard until the next stop. The operator shall then deboard the passenger at the next scheduled stop.

6.62 **Boarding Passengers During Recovery Time**
Operators shall allow passengers to board the bus during their recovery time. Operators are expected to utilize recovery time in the bus bay assigned to the route they are operating.

The only exceptions to the above direction are as follows:

1. If the bus bay assigned to the route you are operating is shared with another route and the bay is already occupied upon your arrival at the transit facility, you may drop passengers off and utilize recovery time at an alternate location in the facility, out of the way of other vehicles, until the bus bay is vacated.
2. If your scheduled recovery time at the transit facility exceeds fifteen (15) minutes and there is an enclosed transit center building available and open for customers’ use, you may utilize waiting time at an alternate location in the facility, but you are required to pull back to the bus bay five (5) minutes prior to your departure time.

6.63 Mandatory Stop
All stops at transit center, rail stations, and passenger locations are mandatory stops. Operators must make a complete stop and open the passenger doors at these locations.

6.70 Defensive Driving
Operators must drive defensively at all times.

6.80 Collecting Fares
Operators are responsible for the proper collection of fares and must comply with DART's fare collection procedures as specified in bulletins and written instructions.

Operators shall keep the farebox in the proper "fareset" according to the fare zone.

An operator must not activate the coin bypass mechanism or cause the farebox to go into bypass unless authorized by Dispatch or a supervisor.

An operator must immediately notify Dispatch of any fare transaction that is not routine. An operator shall not collect fares by hand (handle money).
7.00 **Fare Refund Receipts (Upon Request)**
Upon request by a passenger, the operator shall issue a fare refund receipt.

7.10 **Reading While Operating a Vehicle**
All personal reading must be done at the end of the line or at a relief point, if time permits. Reading while operating the vehicle is permitted when the vehicle is not in motion and the subject matter and content of the literature are essential to the operator effectively carrying out his/her duties (e.g., reading the Bus Operator Rule Book, Pocket Schedule, or Route Guide).

7.20 **Route Adherence and Route Deviations**
Operators shall know and adhere to the routes for each line to which they are assigned, including routes to and from garages.

Route deviations or detours are prohibited unless:

1. prior approval is obtained from Dispatch by depressing the Request to Talk (RTT) button, or as directed by Field management personnel;

2. it is a detour listed on the detour board in the division;

3. it is an alternate route outlined in the Operator Route Guide and is warranted due to traffic congestion (use of an alternate route shall be reported to Dispatch as soon as possible);

4. there is standing water or flooding; or
(5) directed by a law enforcement or public fire official.

Should an operator find that he/she has mistakenly deviated from the appropriate route, he/she shall notify Dispatch as soon as practicable.

7.30 Detour Bulletin Board
DART approved detours that are in effect for one day or longer shall be posted on the detour bulletin board and Ops Web. DART approved detours that are in effect for less than one day shall be communicated by Dispatch. Operators are responsible for adhering to all detours that affect their work, whether posted on the detour bulletin board, or communicated by Dispatch or another DART management official. While operating on detour, operators shall board and deboard passengers at a safe location closest to the intersection.

7.40 Schedule Adherence
Operators shall not arrive at a time point more than 59 seconds early and may not leave any time point earlier than the scheduled departure time unless instructed to do so by Dispatch or Field management personnel except as follows:

**Exception:** Operators may arrive more than 59 seconds early without instruction from Dispatch or Field management personnel when the following applies:

1. the operator is arriving at the end of the line, Transit Center (please note this does not include the CBD East and CBD West Transfer Centers), Rail Station, Park and Ride, or Passenger Transfer Location (i.e., Bernal/Singleton, Malcolm X, or Cockrell Hill), providing he/she does not
arrive more than 59 seconds early at the previous time point(s),

\[\text{or}\]

(2) the operator is arriving downtown on his/her last trip prior to pulling into the garage or deadheading to another destination, and downtown is the last time point, providing the operator does not arrive more than 59 seconds early at the previous time point(s).

7.50 Notification When Operating Behind Schedule or Late Pulling Out
Operators shall notify Dispatch when they are operating 10 minutes or more behind schedule (late). If an operator is 5 minutes or more late pulling out of the garage lot, he/she shall notify Dispatch.

7.60 Employees Riding As Passengers
Operators shall not occupy a passenger seat while paying passengers stand. When riding as a passenger, operators shall not converse with the operator, interfere with the operation of the bus, sit or stand in the stepwell.

7.70 Others Riding Free
The following categories of riders may ride the bus without fare payment. (This section is not applicable to charters nor to Paratransit service, except as noted.)

** (DART photo ID cards are also honored on all flyer services and on Paratransit service with appropriate Paratransit certification and identification).

1) Active and retired DART employees and their spouses, or other designated family members, who display valid DART photo ID cards.**
2) Part-time DART employees with DART photo ID cards; temporary employees do not qualify under this category.

3) Current and former DART Board Members and their spouses with valid DART photo ID cards.**

4) Employees of contractors who operate fixed-route or demand responsive service on DART’s behalf, and certain engineering consultants, including the GEC, System Design, and Design Contract Integration consultants domiciled in the DART headquarters, who have been provided with valid DART photo ID cards.**

5) McKinney Avenue Trolley employees or operators with valid Trolley ID cards.

6) Uniformed police officers and plain-clothes police officers displaying badges issued by DART member cities.

7) Uniformed parking enforcement officers.

8) Downtown Safety Patrol personnel when in uniform and when traveling within the CBD.

9) Children under the age of five (maximum of 2 per trip) when accompanied by an adult (age 18 or older) paying the appropriate local, premium, or reduced fare.

10) Any voter displaying his or her valid voter registration card during the hours of 6:00 a.m. and 8:00 p.m. on a state or national primary or general election day.
11) Paratransit-eligible riders on fixed-route services with a valid Paratransit identification card.

12) Personal Care Attendants (PCAs) traveling with ADA Paratransit-eligible individuals whose Paratransit identification cards indicate that an attendant is required.

13) Denton County Transportation Authority and Fort Worth Transportation Authority board members, employees and eligible dependents, and certain DART contractors domiciled at DART Headquarters who display valid DART photo ID cards.

**7.80 Passing Up Passengers**

In-service vehicles may not pass passengers, at destination stops, unless:

1) the coach is filled to capacity, and the operator calls Dispatch or notifies a management official in the operator's chain of command and is granted permission to do so before passing the passenger;

2) direction to do so is received from Dispatch or Field management;

3) if you suspect that a passenger has been banned, call Dispatch immediately and follow instructions from Dispatch.

**7.90 Passing Up Buses Inside the Central Business District (CBD)**

The boundaries of the CBD are Cesar Chavez, Houston Street, Young Street, and Woodall Rodgers Freeway. While operating within the boundaries of the CBD, operators can
pass other buses on Elm or Commerce if one or more of the following six conditions are met:

1) a bus is disabled;

2) a bus is loading/unloading a passenger with a mobility device;

3) the bus being passed is a charter bus;

4) the bus is operating in a charter or special events service;

5) a supervisor instructs the operator to do so; or

6) the passing bus is not in service, i.e., deadheading.

Operators cannot pass other buses while operating on other streets within the boundaries of the CBD, unless one or more of the following three conditions are met:

1) a bus is disabled;

2) a bus is loading/unloading a mobility device passenger; or

3) a supervisor instructs the operator to do so.

The boundary streets are not considered within the CBD and are covered under Rule 7.91 Passing Up Buses Outside the Central Business District (CBD).
7.91 Passing Up Buses *Outside* the Central Business District (CBD)
Operators may pass another bus at a stop *outside* of the CBD as long as the designated stops are made. Care must be exercised to avoid passing waiting customers when passing another bus at a stop.

8.00 Passenger Transfer Points
Departing buses must wait up to two minutes after the scheduled departure time to allow for passenger transfers if an arriving bus or train at a Transit Center (except CBD East and CBD West Transfer Centers) or Rail Station is in sight, or if the signal light indicating an arriving train is activated. If an operator of another bus signals (by sounding the horn or by flashing the high beams) or a person indicates that he/she wants to ride, the operator must make an attempt to wait for the intending passenger.

8.10 Standing Water and Flooding
To ensure the safety of the passengers and the operator, DART buses shall not be operated through water that appears to be more than 12 inches deep. When operating through water, DART buses shall be driven very slowly, not to exceed a speed of 5 mph. When water is too deep to operate through (i.e., more than 12 inches high), the operator shall inform passengers of the situation first, detour around it, proceed, and notify Dispatch. Where a detour is not readily identifiable, the operator shall contact Dispatch for further direction.

8.20 Obstructions or Hazards
Low wires, overhanging trees, branches, or other obstacles which create an obstruction or hazard must be reported to Dispatch, Field management personnel or a DART
management official in the operator’s chain of command as soon as practicable.

8.30 Disabled Bus
When a DART bus operating on a street is disabled for any reason and conditions permit, the operator shall attempt to move the bus safely to the right lane. When a bus operating on a freeway is disabled and conditions permit, the operator shall attempt to move the bus safely to the right shoulder. Once the bus has been safely moved to the right lane or shoulder, the operator shall bring the bus to a complete halt, turn on the hazard lights, place the vehicle in neutral, activate the parking brake, notify Dispatch, and inform on board passengers of the situation.

After the initial call to Dispatch, the operator shall contact Dispatch at least every 30 minutes until the bus is changed out or the problem is resolved.

8.40 Reporting a Disabled Bus
Should an operator encounter a disabled bus, the operator shall notify Dispatch as soon as practicable.

8.50 Emergencies
Operators shall report to Dispatch any emergency including any suspicious activity or any activity that is potentially threatening to the safety or well being of self, passengers or DART equipment. Operators shall notify Dispatch of all emergency situations via the appropriate radio operating procedures or other authorized methods.

8.60 Accident/Incident Reporting
A report of every accident or incident (including injury) shall be completed on DARTnet by the operator after the
occurrence. The report must be printed and turned in at the station office the same day, except when other arrangements are approved by division management. Due regard shall be given to the physical and emotional condition of the operator.

8.70 **Courtesy Cards**
In the event of an accident or incident, operators shall pass out courtesy cards (unless unable due to injury or illness) to people on the bus and to other witnesses. Operators should count the number of people on the bus. Operators shall not rewrite courtesy cards. The operator must turn in the cards by the end of his/her shift along with the printed accident/incident report.

8.80 **Reporting Mishaps Near a DART Bus**
Operators shall notify Dispatch of any mishap near a DART bus, even when there is no apparent injury or damage involved.

8.90 **Backing a Bus**
When backing a bus, an operator shall be assisted by Field management personnel, another operator, a uniformed officer, or a mechanic.

9.00 **Pushing a Bus**
Under no circumstances shall operators push one bus with another bus.

9.20 **School Buses**
Unless operating on a divided roadway, operators shall not pass a school bus from either direction when school children are boarding or deboarding or when the school bus flasher
lights are operating. When stopping for school children that are boarding or deboarding a school bus, an operator shall stop his/her bus and wait for the school bus flashing lights to stop before proceeding.

9.30 Designated Rest Stops
Operators shall be familiar with all designated rest stops on their route. Designated rest stops are for the purpose of providing restroom breaks. Food and/or drink may be purchased at designated rest stops.

9.40 Urgent Stops
An operator may make an urgent stop to use the restroom if unable to make it to a designated rest stop. At urgent rest stops, operators may not purchase food or drink. The operator must notify Dispatch that he/she is making an urgent rest stop either before making the stop or immediately after the stop.

9.50 Late Road Relief
If an operator arrives at the relief point at the scheduled time or after the scheduled time, and the relief operator is not at the relief point, the operator shall continue operating on route. The operator shall also notify Dispatch that the relief operator did not appear. The notification to Dispatch shall be made when the operator discovers that the relief operator did not appear at the relief point.

9.60 Pull In/Pull Out (Not in Service)
Operators shall follow specified pull in/pull out routes noted on the pocket schedule unless otherwise instructed by Dispatch or Field management personnel. The operator must ensure that all passengers deboard by the last designated stop.
9.80 **Announcements**

Operators are required to use the automatic annunciator system to make announcements.

In the event of an inoperable or nonexistent *internal* automatic annunciator:

(1) *within the Central Business District (CBD)*, the operator shall announce all major intersections (major intersections are defined as those that are regulated by an electronic traffic control device), and transfer points at Elm/Griffin, Elm/Lamar, Commerce/Griffin, St. Paul and Pearl rail stations, and transfer centers.

(2) *outside the Central Business District (CBD)*, the operator shall announce all major intersections (major intersections are defined as those that are regulated by an electronic traffic control device), and transfer points along his/her route.

In the event of an inoperable or nonexistent *external* automatic annunciator:

(1) *within the Central Business District (CBD)*, the operator shall open the door and announce the route number and destination at all stops.

(2) *outside the Central Business District (CBD)*, the operator shall open the door and announce the route number and destination when servicing stops.

The boundaries of the CBD are Cesar Chavez, Houston Street, Young Street, and Woodall Rodgers Freeway. The boundary streets are not considered within the CBD.
9.90 **Slow Orders**
Operators shall be aware of and obey all slow orders that affect their routes. A slow order is a directive by Field management personnel or Dispatch that buses be operated at a reduced speed on a specific street(s).

10.10 **Rear Door/Proper Brake Usage**
Under no circumstances shall an operator use the rear door as a brake. An operator shall use the braking system appropriately.
III. Employee Conduct
These employee conduct rules govern the conduct of the DART Operator in general and are not all-inclusive. DART expects all Operators to be courteous and treat fellow employees, contractors, the public, and passengers with respect.
11.00 Conduct
DART operators are expected to exhibit high standards of personal conduct, both on and off the job.

11.10 Parking/Traffic Citations
Employees are responsible for the settlement of any fine or penalty imposed for traffic or other violations arising out of the use or operation of a DART vehicle, except when the violation is beyond the control of the employee. Operators should report any traffic citation that is incurred while on duty to their supervisor or designee not later than the day after it is issued.

11.20 Equal Employment/Affirmative Action/Sexual Harassment/ADA
Operators will comply with all applicable policies, rules, and regulations as they pertain to Equal Employment, Affirmative Action, Sexual Harassment, and the Americans with Disabilities Act (ADA). An operator shall not engage in any action or behavior that is contrary to such policies when dealing with the public, passengers, contractors, or employees.

It is the responsibility of all operators to act in accordance with DART’s Equal Employment Opportunity and Affirmative Action (EEO/AA) Guidelines. Each operator is also responsible for notifying the Diversity Department of any employment decision that the operator feels has violated
the letter or spirit of the law and/or objectives of the EEO/AA Plan.

11.25 Drinking and Eating on the Bus
While operating the bus, an operator shall not consume water or beverages when the vehicle is in motion. While in service, an operator shall not consume food (other than items such as gum or mints) when in the driver's seat.

11.30 Smoke-Free Workplace
Operators shall not smoke or use tobacco (i.e., cigars, cigarettes, electronic cigarettes, chewing tobacco, pipes, etc.) while operating or riding in a DART revenue vehicle or non-revenue vehicle, or while inside DART buildings. Additionally, smoking or using tobacco at DART is prohibited on or around DART property except in designated smoking areas. Passenger platforms, bus stations, and bus stops are not designated as smoking areas.

11.40 Solicitation
Soliciting money or public support by operators for political or religious causes while on duty or on DART property is not permitted without the written consent of the Vice President of Transportation or designee.

11.50 Use of Cellular Telephones, Cellular Telephone Accessories, and non DART Audio/Visual Equipment
Use or possession (possession is defined as being located on or attached to the person) of the following is prohibited:
(1) non DART audio and/or visual equipment such as a radio, CD, DVD, music device(s), tape recorder, digital recorder, television, etc. while operating a DART bus or shuttle van;

(2) cellular telephones and/or cellular telephone accessories while operating a DART bus or shuttle van except as indicated;

(3) ear devices such as earplugs, earpieces, hands-free headsets, headphones, etc., while operating a DART bus or shuttle van except as indicated (please note this does not apply to hearing aids or the DART radio).

While operating a DART bus or shuttle van, cellular telephones, cellular accessories, and audio/visual equipment are to be powered off (not in silent or vibrate mode), not attached or affixed in any way to any part of the operator or operator's clothing, and stowed away out of reach and sight.

Instructors are also prohibited from using cellular telephones, cellular telephone accessories, and non DART audio/visual equipment while training students/operators. Cellular telephones, cellular accessories, and audio/visual equipment are to be powered off (not in silent or vibrate mode), not attached or affixed in any way to any part of the instructor or instructor's clothing, and stowed away out of reach and sight.

Exception for Use of Cellular Telephones and/or Cellular Telephone Accessories:
While operating a DART bus or shuttle van, if the radio becomes inoperable and the operator has attempted to make
it operable, cellular telephones and/or cellular telephone accessories *may* be used to call Dispatch after satisfying the following conditions: safely move the bus to the nearest bus stop on the route, bring the bus to a complete stop, turn on the hazard lights, place the vehicle in neutral, activate the parking brake, inform passengers of the situation, and step off the bus. Then, the operator can use the cell phone to contact Dispatch while off the bus.

11.60 Workplace Violence
Operators shall not engage in workplace violence, including intimidation or threatening injury to another employee, a contractor, a member of the public, or a passenger. Operators must not deboard the bus or get out of the driver’s seat to pursue any individual for the purpose of conflict.

11.70 Weapons
Operators are not allowed to possess weapons while on duty and/or on DART property.

11.80 Attending or Caring for Children
It is not permissible for a bus operator to baby-sit children while on duty.

11.90 Conversation
Operators shall not engage in distracting and/or unnecessary conversation while the bus is in motion. Operators shall limit conversations to answering questions, giving directions, and extending courtesies connected with the job.
12.00 **Responsibility for Vehicle Operation**
In the performance of duties, an operator shall not permit anyone except an authorized DART employee to take over the controls of a DART bus.

12.10 **Care of Buses**
Operators are responsible for the care of the buses and any other equipment assigned to them. Operators shall regularly ensure that passengers are not subject to debris and other such articles on the bus, which may cause a safety hazard. Further, operators will not have any object (e.g., newspaper, lunch, coffee or trash) in the window next to the operator or on the dash in front of the operator.

12.40 **DWI/DUI Offenses**
When an operator is arrested or issued a ticket for DWI/DUI, he/she shall report it to the section senior manager or designee within five (5) working days of the date of the arrest or ticket. When an operator is convicted of a DWI/DUI offense, he/she shall report the conviction to the section senior manager or designee immediately (within 24 hours of said conviction).

12.60 **Sleeping on Duty**
Operators shall be fully alert at all times. Sleeping or appearing to be asleep while on duty is prohibited.

12.70 **Keys and Entry Devices**
Operators must not duplicate or cause to be duplicated any DART keys or card entry devices. In addition, access codes and ID badge decals must not be shared with other persons.
IV. **Passenger Relations**

Passenger relations rules enable operators to effectively assist passengers while projecting a positive image for DART.
13.00 General

DART passengers shall not engage in the following practices and, where appropriate, should be politely reminded of the Passenger’s Code of Conduct. If a passenger refuses to comply with the request, notify Dispatch.

**Prohibited Activities Inside DART Vehicles**

a. Smoking or expelling the residue of any tobacco product including chewing tobacco;

b. Consuming any alcoholic beverage or possessing an open container of any alcoholic beverage;

c. Eating unless medically necessary;

d. Engaging in disruptive, disturbing behavior including: loud conversation, profanity or rude insults, or operating any electronic device used for sound without an earphone(s);

e. Taking any animal onto a vehicle unless the animal’s purpose is to assist a person with a disability, or unless the animal is in training to assist a person with a disability, or unless the animal is secured in a container sufficient to contain the animal;

f. Carrying or possessing any illegal weapon;
g. Possessing or transporting any flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene or propane;

h. Littering;

i. Vandalizing by writing, marking, scribbling, defacing or causing destruction;

j. Begging or soliciting by forcing yourself on another person;

k. Spitting, urinating, defecating, or indecent exposure;

l. Possessing, using or selling any controlled substance;

m. Riding without evidence that the proper fare has been paid;

n. Unauthorized presence after hours of operation;

o. Unauthorized use for non-transportation related purposes;

p. Interfering with the operation of the vehicle;

q. Engaging in any other activity not listed that is prohibited by federal, state, or local law or ordinance.
13.01 **Priority Seating**
Upon request, operators shall ask passengers to comply with the priority seating posting.

13.10 **Animals on Buses**
When a non service animal boards, the operator shall visually assess the animal’s cage or container to ensure that the latch is secure and that the animal does not protrude through the cage or container.

13.20 **Disputes**
Operators shall not engage in disputes no matter what the provocation might be. Comments from passengers should not be taken personally. Operators shall not physically intervene in disputes or assaults between passengers. When there is an indication of possible violence, the operator shall call Dispatch for assistance.

13.30 **Refusing Transportation to Individuals or Ejecting Passengers**
An operator shall not refuse transportation to any individual or group of individuals. If the operator believes a passenger or group of passengers poses a risk, the operator shall notify Dispatch.

13.40 **Comments and Suggestions**
Customer comments/suggestions should be referred to the Customer Response Center at (214) 749-3333.
13.50 **Operator Identification**
Operators are required to give first initial, last name, and employee identification number upon request for identification from the passenger. The operator must show his/her employee identification number to the passenger or public upon request.

13.60 **Information**
Operators shall respond to questions from customers in a manner that is courteous, accurate, and as complete as possible. If an operator is unable to provide knowledgeable information, the operator should contact Dispatch for assistance.

13.70 **Injured Customers**
Operators are responsible for reporting any injuries sustained by a customer on a DART bus or on DART property. In the event of a customer injury, operators should verify if the customer needs assistance and notify Dispatch.

13.80 **Awakening Passengers**
The operator should attempt to wake a sleeping passenger without physical contact, and maintain a safe distance. If the person does not awaken, the operator shall notify Dispatch.

13.90 **Lost Articles (Excluding Suspicious or Unusual Items)**
Operators shall inspect their assigned buses regularly for articles that have been left by customers. These articles should be tagged and submitted to the station office at the
end of a working day. If the article is currency or contains currency, the station supervisor must be present to observe the operator count the currency and indicate the correct amount on the “Lost Article Ticket.”

This rule does not apply to finding suspicious or unusual items.

13.92 **Bicycles on Buses/Bicycle Racks**
Operators should check the bicycle rack on their assigned bus during Pre-Trip inspection to ensure that it is operating properly.

Prior to passengers stowing bicycles on the rack, or removing bicycles from the rack, and before operators exit the bus to operate or position the bicycle rack, operators shall place the bus in neutral and activate the parking brake.

After passengers have removed their bicycles from the bicycle rack, operators must ensure the bicycle rack has been returned to its proper position.

If there are any questions, the operator shall contact Dispatch.
V. **Americans With Disabilities Act (ADA)**

*The Code of Federal Regulations (CFR) 49, Part 37, mandates that DART provide accessible transportation to persons with disabilities and the assistance required or requested.*
14.00  **ADA Adherence**  
Operators shall comply with the Americans with Disabilities Act (ADA) when providing transportation services to DART passengers.

14.10  **Service Animals**  
The operator shall ask if the animal is a service animal or a service animal in training. Service animals and service animals in training (e.g., seeing eye/hearing aid dogs, monkeys, etc.) are permitted to ride on DART buses. Service animals are specially trained animals that assist persons with physical, mental, and emotional disabilities. Service animals and service animals in training must be properly harnessed and under the full control of the owner at all times.

14.20  **Passengers Using the Mobility Device Lift/Ramp**  
Upon request, Operators shall board and deboard passengers using mobility devices or scooters with the mobility device lift/ramp.

Operators shall not deny any passenger's request to use the mobility device lift/ramp. The operator shall ask the passenger to lower his/her head, if needed, for clearance. If the lift does not operate when deployed, the operator shall contact Dispatch for assistance. The ramp must be deployed manually when necessary.

14.40  **Central Business District (CBD) Bus Stops**  
Buses must be in the 1st and 2nd positions before clearing the bus stop. Buses that are in the 3rd, 4th, 5th, etc. positions must make another stop in the 1st or 2nd positions before leaving the stop.  
*(See exception below.)*
Exception:
When a passenger with a disability (indicated by the display of a white cane, mobility device/scooter, service animal, or DART Bus Identifier Kit), is in the 1st position, buses in the 2nd position shall stop in the 1st position. Then the operator shall activate the external automatic annunciator and board the passenger with the disability if the announced route is one that he/she desires to ride.

14.50 Securing and Transporting Mobility Devices/Scooters
An operator shall transport any mobility device, walker, scooter (including three-wheel) that fits on the lift/ramp. Securement of mobility devices/scooters is required; however, securement of the passenger is based on the passenger’s preference. If the passenger refuses to have the mobility device/scooter secured, the operator shall notify Dispatch before proceeding on the route.
Important Telephone Numbers

Administrative Offices……………………(214) 749-3278
Customer Information Center…………..(214) 979-1111
(routes and schedules)
Customer Response Center………………(214) 749-3333
(commendations, concerns)
Dispatch…………………………………(214) 928-6200
(Operators shall not give this number to the public)
Employee Assistance Program…………..(800) 227-2195
Human Capital People Center……………. (214) 749-3239
Lost and Found…………………………(214) 749-3810
Mobility Management Services…………..(214) 515-7272
(formerly Paratransit Services)
Passenger Amenities……………………(214) 928-6259
(report issues with bus stops, DART facility restrooms, etc.)
Transit Police (Emergencies)……………..(214) 928-6300
Non-Emergencies/Filing complaint…….(214) 749-5900

Station Offices:
East Dallas Station Office…………………..(214) 828-6763
Northwest Station Office…………………..(214) 749-3761
South Oak Cliff Station Office…………….(214) 749-5509
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