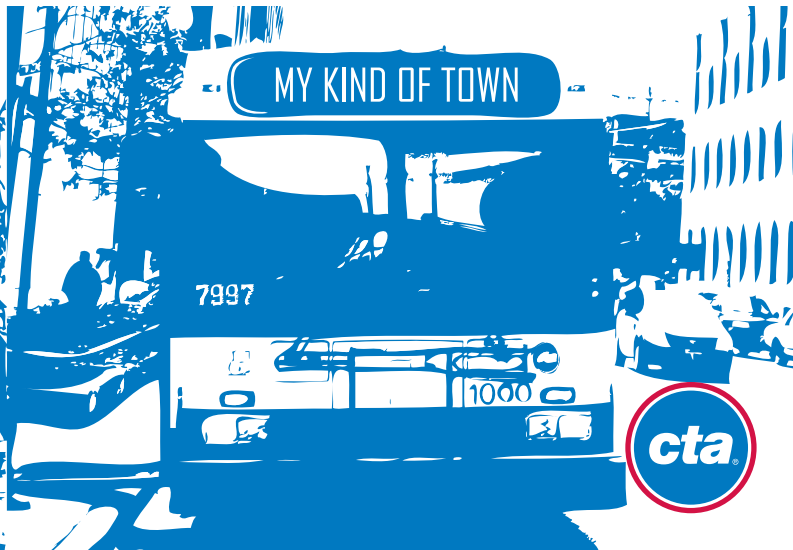


Chicago Transit Authority

Bus System Rule Book

In effect October 31, 2010

**We provide Safe, Clean, On-Time,
Courteous, and Efficient Service.**



Originally Issued June 20, 1977

Revised June 1, 1984

Revised October 4, 1987

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Changes or additions in this
edition are printed in *italics*.

FOREWORD

Safe, efficient public transportation is essential to the social and economic well-being of all the people of the Chicago Metropolitan Area.

Employees in every department of the Chicago Transit Authority can be proud of the essential public service they provide. We are all in the business of providing this service and we must always be mindful of our continuing obligations to our customers and to the general public. Through their fares and taxes, they pay our wages and expect employees to perform their duties in a diligent, competent, courteous, and safe manner.

To guide employees in the performance of their important tasks, the Authority has established rules governing conduct and work performance. These rules are the result of over a century of experience. They provide employees with practical guidelines for a successful career in transit and they help ensure that the public will have the reliable, safe and cost-effective service it rightfully deserves.

This **BUS SYSTEM RULE BOOK** contains rules which are binding upon employees providing bus services offered by the Authority. As such, each employee must know, understand and comply with every one of these rules. Other rules are set forth in the General Rule Book, executive orders and bulletins.

Terry Peterson
Chairman
Chicago Transit Board

Richard L. Rodriguez
President
Chicago Transit Authority

Jeanette Martin
Chief Operating Officer
Transit Operations

This Rule Book is issued
by order of the Chicago Transit Board
Ordinance 77-63 of June 1977.

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Section B1 – General Information

B1.1 Definitions

- B1.1.1 Operating Employee: The term operating employee includes but is not limited to any employee working as a Bus Operator, Bus Servicer, Bus Repairer, Bus and Truck Mechanic, Bus Laborer (hiker), Chauffeur, Box Puller, Bus Supervisor or Bus Instructor.
- B1.1.2 Non-Operating Employee: The term non-operating employee includes but is not limited to any employee working as a Clerk or Bus Janitor.

B1.2 Authority Over Operating and Non-Operating Employees

All employees must obey orders of the Bus Operations Managers. They also must obey orders of managers, controllers, instructors, supervisors, clerks and other Transit Operations and Authority officials.

B1.3 Assignment of Work

- B1.3.1 Operating and Non-Operating employees will pick according to their seniority in their current classification.
- B1.3.2 All Bus Operations employees who are returning to work from unscheduled time-off, not covered by a leave of absence, must report to the garage Manager prior to 1530 hours on the day prior to returning to work.

B1.4 Badges and Identification Cards

- B1.4.1 Employees must display their badge in the approved manner.
- B1.4.2 The CTA Identification Card must always be in the possession of the employee to whom it is issued.
- B1.4.3 Bus Operators must show their CTA Identification Card when reporting for duty.
- B1.4.4 Employees must use their CTA Identification Card when making reliefs, conducting pre-pullout checks, and riding CTA service. During pre-pullout checks employees must touch their card using the touch card feature on the Bus Farecard Machine to ensure that the card reader is working properly.

B1.5 Tools and Supplies

- B1.5.1 Before starting work, employees must have the proper tools, supplies and other equipment.
- B1.5.2 Employees must report defective tools, supplies and equipment to the Garage Manager.

B1.6 Turning In

Employees who collect fares must promptly turn in all reports in person at the end of the employee's work day, according to prescribed methods. These reports include, but are not limited to, defective bus slips, switchback/deviation slips, captured farecards, emergency transfer cards issued, confiscated fare media, etc.

B1.7 Lost and Found

- B1.7.1 Employees must turn in all articles found on Authority property as soon as possible to the garage clerk. This must be done, without delaying service, by the end of their work day.
- B1.7.2 Information regarding contents or description of articles found must be given only to Authority officials. Any person making inquiries regarding lost articles or claiming them should be referred to the designated garage representative in charge of the lost and found. *Exception:* If the article can be positively associated with the customer claiming ownership, the employee may return it to the customer. The customer must complete a courtesy card indicating that he/she has received the item.
- B1.7.3 Employees must be alert at all times for unattended and/or suspicious items and must report them according to established policy.

B1.8 Protection of Property

- B1.8.1 Operating employees must guard the Authority's property from fire, theft, damage, and abandonment.
- B1.8.2 In case of danger to Authority property, such as fire or vandalism, employees must immediately notify the controller.
- B1.8.3 Employees must immediately report suspicious persons and suspicious/unattended packages to the controller.
- B1.8.4 Operators must ensure that they are properly relieved and must notify the controller if their relief does not report. The bus must not be abandoned.

B1.9 Eyeglasses (Operating Employees)

- B1.9.1 Employees who are required to wear glasses on duty must wear satisfactory corrective clear eyeglasses when reporting for duty and must wear them continually while on duty. Sunglasses and tinted prescription glasses may be worn outside only during periods when sun or snow glare exist.
- B1.9.2 Contact lenses are not permitted.

B1.10 Driver's Licenses

- B1.10.1 Operating employees must have a valid driver's license, with the proper endorsements for their job classification and issued by their state of residence, in their possession at all times while on duty.
- B1.10.2 All CTA employees are required to:
- a) Be in possession of a valid driver's license from the employee's state of residence when operating a company or private vehicle in the performance of his/her duties.
 - b) Immediately report the actual and/or potential suspension, revocation, cancellation or disqualification of their driving privileges to their supervisor as soon as that information is known to the employee.
- B1.10.3 Employees operating a bus, in or out of revenue service, must have a Commercial Driver's License with the proper endorsements, issued by their state of residence.
- B1.10.4 Employees must notify the Control Center and their manager of any citations issued to them while on duty and/or operating a CTA vehicle.

Section B.2 – Dealing with Customers

B2.1 Fare Collection and Registration

- B2.1.1 Employees must observe that the customer deposits a fare in the farebox and must register fare media according to current Standard Operating Procedures. They must also observe valid identification and/or cards from any customer not paying a fare.

B2.2 Fare Discrepancies

- B2.2.1 Employees who collect fares must know and understand fare collection procedures and fare collecting equipment.
- B2.2.2 Employees must use good judgment in the collection of fares, as the customer may not be familiar with the proper procedure. In all cases of apparent error or doubt, the customer may be allowed to ride without payment of (another) fare and/or may be issued an emergency transfer card to complete his/her trip. The Operator should press the appropriate key on the fare box if the customer is allowed to continue his/her trip when there is a question regarding a fare.

B2.3 Information to Customers

- B2.3.1 Employees must answer all questions in a courteous, accurate and complete manner.
- B2.3.2 Employees must be familiar with Authority routes and have a general knowledge of metropolitan Chicago and principal points of public interest.
- B2.3.3 Employees must courteously explain the reason for a service change or delay.
- B2.3.4 Bus Operators and Supervisors must provide a customer delay slip upon request.

B2.4 Announcements

- B2.4.1 Bus Operators must distinctly announce all stopping places when the annunciator is not working. Manual announcements (with or without the PA system) must be clear, concise and loud enough to be heard throughout the bus.
- B2.4.2 When possible, Bus Operators must inform customers in advance when buses are leaving their regular route.
- B2.4.3 When seniors or customers with disabilities board a crowded bus, Operators must make the priority seating announcement, “Your attention please. Priority seating is intended for seniors and customers with disabilities. Thank you for your cooperation.”

B2.5 Assisting Customers

- B2.5.1 Employees must extend customers every reasonable courtesy and assistance consistent with practical operation. Employees must do whatever they can to be sure that seniors and people with disabilities are in a position of safety.
- B2.5.2 If a customer is ill or injured, the controller must be notified and the controller will determine what action should be taken. Employees must not leave ill or injured customers alone.
- B2.5.3 When serving customers with disabilities, Operators must offer assistance and ask how they may assist.
- B2.5.4 Bus Operators must kneel the bus and deploy the lift or ramp when requested.
- B2.5.5 When an offensive condition exists in a bus, employees must take steps to prevent damage to clothing or injury to customers.

B2.6 Prohibited Activities

Employees must use tact in the enforcement of these regulations and should call the controller for police assistance if required. By city ordinance, the following activities are prohibited on all CTA vehicles and property:

- B2.6.1 Smoking or spitting
- B2.6.2 Eating and drinking
- B2.6.3 Playing sound-emitting devices on buses
- B2.6.4 Harassment and disorderly conduct

B2.7 Ejectments

When a situation occurs that requires a customer to be removed from the bus or other CTA property or to be arrested, employees must call the controller for police assistance.

B2.8 Peddlers and Beggars

Unauthorized musicians, newsboys, peddlers, solicitors and beggars are not permitted on the bus. Employees should call the controller for police assistance if required.

B2.9 Baggage, Packages and Animals

- B2.9.1 Employees must not accept responsibility for articles, except lost and found.
- B2.9.2 Employees must warn customers not to bring on the bus articles which are improperly protected, might cause accidents, injure customers or soil clothing.
- B2.9.3 Employees must warn customers not to put luggage, packages, and other objects in aisles or other places which could cause discomfort or injury to other customers.
- B2.9.4 Employees must not permit customers to bring animals on the bus except service animals or small, non-offensive domestic pets in carriers.
- B2.9.5 Employees must follow all CTA policies, procedures, notices and bulletins regarding security awareness and for reporting suspicious and unattended packages.

B2.10 Customers Asleep on Buses at Terminals

Employees observing customers asleep on buses at terminals should attempt to awaken them and should notify the controller for police assistance if required.

Section B.3 – Equipment

B3.1 Knowledge of Equipment

- B3.1.1 Employees must have sufficient knowledge of the equipment to operate it, to identify trouble, and to make simple corrections. If an equipment defect occurs, the employee must refer to the troubleshooting guide.
- B3.1.2 If trouble develops on a bus, operators must make every effort to get to a location where customers can change to another bus, without damaging equipment or causing discomfort to customers.
- B3.1.3 Employees must use caution to prevent injury to themselves or others while making emergency repairs.

B3.2 Unauthorized Alterations to Equipment

- B3.2.1 Employees must not make unauthorized adjustments to equipment.
- B3.2.2 Employees must not disable any on-board systems, including, but not limited to, fare collection, security cameras, HVAC, communication or any other system or equipment without authorization from a manager, controller or supervisor.

B3.3 Condition and Care of Buses

- B3.3.1 Operators must observe the condition of their buses and report any improper condition which they cannot correct. Loose papers and other debris must be picked up and buses kept as neat as possible. Employees must not throw trash in the street.
- B3.3.2 When an offensive condition exists in a bus, employees must take steps to prevent damage to clothing or injury to customers. If a change of equipment is necessary, employees must notify supervisory personnel or the controller.

B3.4 Air Comfort

- B3.4.1 If heat or air conditioning fail, bus operators must notify the controller and open the manual vents as appropriate.
- B3.4.2 Bus operators must report heat or air conditioning failures on their Bus Operator's Daily Report and prepare a Defective Bus Slip.

B3.5 Lights

- B3.5.1 Operators must ensure that buses are properly lighted and that lights are not left on when not needed.
- B3.5.2 Operators must turn on headlights and interior lights at all times when the engine is running and/or customers are on board.

Section B.4 – Normal Operations

B4.1 Attention to Duty

Employees must devote full attention to the proper performance of their duties.

B4.2 Traffic Rules and Regulations

Employees must operate in accordance with applicable traffic laws and ordinances.

B4.3 Intersection Operation

- B4.3.1 Employees must closely observe the indication of traffic signals. Employees must not drive a vehicle into an intersection when the light has changed to yellow. On approaching traffic signals, employees must be prepared to stop regardless of the signal indication.
- B4.3.2 Employees must be prepared to stop at all intersections.

B4.4 Preparing a Bus for Service

- B4.4.1 When preparing a bus for service at a garage or storage lot or in a yard, operators must make certain that it is in safe and proper condition to operate.
- B4.4.2 Employees must perform a pre-pullout inspection per Standard Operating Procedure, making sure, for example, that there is a fire extinguisher and that all hatches and windows are closed. During adverse weather conditions, allow one trip for the bus to reach a comfortable temperature.

B4.5 Route and Destination Signs

- B4.5.1 Employees must keep signs adjusted to show the proper route and terminal.
- B4.5.2 Employees must log on to all on-board systems.

B4.6 Safe Operation of Vehicles

- B4.6.1 Employees must look ahead and be constantly alert for any condition which may cause injury or damage and be ready to bring their vehicle to a safe and smooth stop.
- B4.6.2 Employees must keep a safe distance and must operate at a speed which will enable a safe stop, should a vehicle ahead make a sudden stop. Collision will not be excused.
- B4.6.3 Employees must accelerate gradually, stop smoothly and operate in such a manner as to avoid discomfort to customers.
- B4.6.4 Operators must not engage in unnecessary conversation with customers or other employees.
- B4.6.5 Employees must not smoke, eat, drink or read while the vehicle is in service. Food, beverages, smoking and reading materials must be kept packaged and out of sight.
- B4.6.6 Employees must not move buses until they are certain that no one is boarding or alighting and that all doors are closed.
- B4.6.7 Employees must keep doors closed until buses are properly curbed at the bus stop.
- B4.6.8 Employees must request customers to move into the bus away from the doors and to refrain from leaning on the front or rear doors. Employees must also request customers to move toward the rear of the bus as space is needed for intending customers.
- B4.6.9 Employees must drive in the right-hand, curb lane or the designated bus lane whenever possible.
- B4.6.10 Employees must not start into an intersection unless the bus will clear the far side crosswalk.
- B4.6.11 The sending and receiving of text messages and e-mails, and using a cell phone or any other device is strictly prohibited. Unauthorized use or display of any cell phone or electronic device is strictly prohibited.

B4.7 Movable Bridges

Employees must approach all moveable bridges with caution and must operate across them at a reduced speed.

B4.8 Railroad Grade Crossings

- B4.8.1 Employees must bring their bus to a full stop at railroad grade crossings. The stop must be made clear of railroad gates and/or flashers. The stop must not be less than 15 or more than 25 feet from the nearest rail.
- B4.8.2 Employees must not proceed into grade crossings without first observing that the tracks are clear of approaching trains from all directions.
- B4.8.3 Employees must not pass flashers or lowered railroad gates unless flagged across by an authorized person.
- B4.8.4 Employees must not start across a railroad grade crossing while any bus or other large vehicle is in the crossing in either direction.
- B4.8.5 Employees must not start across a railroad grade crossing unless the vehicle will fully clear the far side.

B4.9 Stopping for Customers

- B4.9.1 Operators must keep watch for customers at all regular stopping places and bring the bus to a full stop for all intending customers.
- B4.9.2 Operators must stop for customers at authorized locations.
- B4.9.3 When there is a hazard of any kind at a bus stop, operators must stop clear of the danger and warn customers.
- B4.9.4 Operators must wait a reasonable length of time for customers to transfer from approaching trains or buses on another route, allowing more time in owl periods and on routes where there is a long headway.

B4.10 Turns

Operators must make all turns in accordance with current Standard Operating Procedures.

B4.11 Adherence to Schedules

- B4.11.1 Operating employees must carry a reliable watch adjusted to the correct time, and use the watch to operate in accordance with schedule.
- B4.11.2 Operators must drive in accordance with the schedules, running time and time points for their runs.
- B4.11.3 Operators must uniformly apportion running time between time points, and leave the terminal on time.
- B4.11.4 When behind schedule, operators must make a reasonable effort, consistent with safe operation, to restore scheduled headway without inconveniencing customers or abusing equipment.
- B4.11.5 Operators must report any deviation from schedule on the Bus Operator's Daily Report.

B4.12 Unauthorized Operations

Employees must not exchange duties or permit others to do any part of their work unless authorized by proper authority.

B4.13 Instructing Students

Line instructors must ensure that their student performs properly and they must be in a position to take control.

B4.14 Reporting Defects

Defects in equipment, roadways and traffic signals, and any conditions that imperil safety or cause service delays must be immediately reported to the controller.

B4.15 Passing Buses

- B4.15.1 Operators must pass buses which are behind schedule to assist in maintaining regular service, according to current Standard Operating Procedures.
- B4.15.2 When passing a standing or slowly moving bus in an adjacent lane, operators must sound the horn, reduce speed, be alert for pedestrians and other vehicles, and be prepared to stop.

B4.16 Caution at Certain Locations

When passing a fire, accident or other hazard close to the roadway, employees must be prepared to stop. If there is any doubt of clearance employees must stop and make certain that it is safe to proceed.

B4.17 Pull-Outs, Pull-Ins, Switchbacks and Reroutes

- B4.17.1 Operators must not switch or reroute without orders from the controller or proper authority. When rerouted, operators must make all designated stops and/or make stops at the request of the customer.
- B4.17.2 In all cases where buses are not being operated on their regular route or are not operated to the end of the line, operators must make announcements prior to the reroute and at each stop to inform customers of the destination of the bus.
- B4.17.3 A bus is in service on its pull-out or pull-in trip and must stop at all regular stops for customers, unless instructed otherwise.

B4.18 Routine at Terminals

Operators must:

- berth the bus in one lane, far enough forward to allow other buses to park or pass.
- set the parking brake and place the shift selector in neutral.
- shut off the engine on layovers of more than 5 minutes, except in extremely cold or hot weather.
- check that destination and route signs are correct.
- look through the bus and pick up lost articles.
- remove snow, ice and mud from steps.
- inspect tires.
- make the bus available for customer occupancy by pulling it up to the loading point as soon as possible.
- update the farebox log when changing routes.
- use issued gloves and bags to pick up loose paper and other debris during the required end of the line check.
- not throw trash in the street.
- adhere to all current Standard Operating Procedures.

Section B.5 – Irregular Operations

B5.1 Blockades

- B5.1.1 In case of a blockade, operators must notify the controller.
- B5.1.2 When approaching a blockade, operators must stop far enough away to not interfere with emergency work and must take care so that intersections, alleys or driveways are not blocked. Operators must not allow vehicles to become trapped in the emergency area.

B5.2 Door Interlock

Operators must not drive with the interlock cut out unless instructed by supervisory personnel. When operating with the interlock cut out, operators must use extreme caution and instruct customers to refrain from leaning on the front or rear doors. All interlock defects must be immediately reported to the controller.

B5.3 Disabled Buses

- B5.3.1 If a bus becomes defective, operators must notify the controller.
- B5.3.2 If a bus becomes disabled, operators must curb the bus, transfer customers to another bus and notify the controller.
- B5.3.3 Operators must remain with the bus until relieved by proper authority.

B5.4 Fire on Bus

- B5.4.1 In the event of a fire on a bus, operators must:
- stop the bus and open all doors.
 - apply the parking brake and shut off the engine.
 - discharge customers.
 - notify the controller.
 - use the fire extinguisher.
 - keep bystanders clear.
 - not allow smoking or open flame near the bus.
 - not attempt to restart the bus.
 - follow current Standard Operating Procedures.
- B5.4.2 All employees present must assist the operator in handling the emergency.
- B5.4.3 Operators must report the use of a fire extinguisher to the controller and transportation managers.

B5.5 Water or Fuel on the Street

- B5.5.1 Employees must not drive buses through underpasses with high standing water.
- B5.5.2 When the roadway is flooded, operators must drive slowly to avoid splashing.
- B5.5.3 Employees must not drive buses where fuel or other flammable liquids have been spilled.

B5.6 Slippery Road Conditions

When pavement is slippery due to weather conditions or substances on the road surface, operators must:

- exercise caution.
- avoid spinning the wheels when starting.
- slowly approach positive stop locations and intersections.
- avoid locking wheels when stopping.
- use caution when exiting expressways/the Outer Drive.

B5.7 Operating During Periods of Poor Visibility

Operators must reduce speed during periods of poor visibility or whenever the range of vision is restricted, so that a full stop can be made within the distance the street is seen to be clear.

B5.8 Backing Buses

- B5.8.1 Employees must bring the bus to a complete stop before moving the shift selector into reverse.
- B5.8.2 Employees must back the bus slowly and with extreme caution. Employees must be positive that no pedestrians, vehicles or obstacles are at the rear of the bus.
- B5.8.3 After dark, employees must turn off the interior lights when backing.
- B5.8.4 Employees must sound the horn repeatedly when backing and use the four way flashers.

B5.9 Riding Outside of Buses

Operators must not allow any person to ride on the bumpers or roofs of buses. Employees must call the controller if police assistance is required.

B5.10 Operating Snow Removal Equipment

Employees operating snow removal equipment are governed by all general orders, bulletins and rules which apply to buses in revenue service, as well as any special rules that may be issued.

Section B.6 – Garage and Yard Operations

B6.1 Safety at Garages and Yards

- B6.1.1 When operating in bays, garages, yards or terminals, employees must not exceed the posted speed limit. Where speed signals are not posted, employees must not operate faster than six (6) miles per hour.
- B6.1.2 Employees must make a complete stop at all doorways and at all entrances to pits. Employees must determine that it is clear before proceeding.
- B6.1.3 Employees must drive in accordance with stripes and signs defining clearances or stops.
- B6.1.4 When preparing to move equipment, employees must assure themselves that no one is working on or beneath the equipment or nearby where movement of the equipment might cause injury. Before starting the bus, employees must give warning by blowing the horn.

B6.2 Taking Buses Out of Garages or Lots

- B6.2.1 Operators must take from a garage or storage lot only the bus assigned.
- B6.2.2 Before starting any bus, employees must make sure that no one is working on or under the bus, that the shift selector is in the neutral position and that the parking brake is applied.
- B6.2.3 Operators must not “race” the motor when starting a bus or while building up air pressure.
- B6.2.4 Operators must not move buses until the required air pressure is indicated.
- B6.2.5 Before taking any bus out of a garage or storage lot, the operator must make a careful inspection of both the interior and the exterior to make sure that the bus is in proper condition and in correct working order for safe street operation, according to current Standard Operating Procedures.
- B6.2.6 Operators must report to the sign out at least 10 minutes prior to their scheduled leaving time and make every effort to leave the garage on-time.

B6.3 Turning Buses In at Garages or Lots

- B6.3.1 Operators must discharge all customers prior to arrival at the vault island.
- B6.3.2 All buses entering the garage must be vaulted when box pullers are on duty.
- B6.3.3 When a bus is brought into a garage or storage lot, employees must park according to the instructions of maintenance personnel.
- B6.3.4 Before leaving the bus, employees must:
- place the shift selector in the neutral position
 - set the parking brake
 - shut off the engine
 - turn off all switches
 - close all windows and doors
 - log off the mobile data terminal (MDT)
- B6.3.5 The bus numbers and condition of all buses operated must be recorded on the Bus Operator's Daily Report. Any defect, however small, must be noted in the appropriate manner.

Section B7 – Miscellaneous

B7.1 Special Duties for Employees Operating Portable Fareboxes

Employees must:

- wear the proper uniform with their badge number visible at all times.
- collect and properly register fares only when loading customers.
- hold the rear door of the bus open and face forward while customers are boarding and alighting.
- make announcements for load distribution, routes and destinations.
- signal the operator when boarding is completed and the doors are closed.
- attempt to keep vehicles from parking in the bus loading zone.
- assist the operator when necessary according to rules and regulations.
- report defective equipment to the supervisor or controller.
- perform duties according to current Standard Operating Procedures.

B7.2 Special Duties of Cash Box Pullers

Cash box pullers must:

- report to the garage clerk.
- wear the proper uniform, appropriate attire, regulation shoes and have their badge affixed to their outer garment.
- obtain equipment necessary to perform their duties.
- empty cash boxes and perform duties according to current Standard Operating Procedures.
- report defective equipment and unusual occurrences to the garage transportation manager.
- be properly relieved or be given permission by the garage transportation manager before leaving the vault island.
- return all equipment to the garage clerk when leaving his/her post or upon completion of his/her tour of duty.
- not leave CTA property with any equipment.
- not permit unauthorized persons in the vault area.
- request that all authorized personnel at the vault island sign the vault island log upon arrival and departure.
- ensure that only authorized personnel are at the vault island.
- report any suspicious/unauthorized personnel to the garage manager.
- wear the approved CTA safety vest at all times.
- return all equipment.
- record all bus information.

Notes

Notes

This book is the property of the Chicago Transit Authority. It must be returned upon request or when the employee leaves the service.

Issued to _____

**We deliver quality, affordable transit services
that link people, jobs, and communities.**



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