

CENTRAL INDIANA REGIONAL TRANSPORTATION AUTHORITY

WORKFORCE CONNECTOR DRIVER TRAINING MANUAL

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I. INTRODUCTION

A. PURPOSE OF THIS MANUAL

Transit operators in the Workforce Connector program are expected to have multiple competencies, most of which overlap with regular charter passenger service. Skills that are the responsibility of the vendor, and which therefore are **not** covered in this manual, include the following:

- **Technical skills**, including equipment and vehicle operations, and standard procedures for providing service and inspections;
- **Licensing and continuing education**;
- **Safety and security**, including safe vehicle operation, defensive driving, hazard recognition, emergency procedures;
- **Customer service**, including communication skills, ADA/sensitivity training, and customer/community relations; and
- **Company policies & procedures**, including reporting for duty, appearance, and code of conduct.

Being a transit operator has several additional requirements, including the following:

- Operational policies, including standards on how services should be provided;
- Fare policies, which specify the collection and on-board management of fares; and
- Miscellaneous policies on data collection and managing CIRT-owned equipment.

II. OPERATIONAL POLICIES

1) Stop policy

- a) Workforce Connectors are fixed-schedule, fixed-route services with pre-defined stops. Except as instructed by CIRT A, the vendor will not drop off or pick up passengers at any locations other than a predefined stop.
- b) The driver has some discretion to alter the route and/or designated stop location on a temporary basis due to unforeseen events such as weather, accidents, abnormal traffic, roadway construction and/or closures, etc. **Note that accommodating passenger requests is not a legitimate basis for deviating from the route or stopping at locations that are not a regular stop.**
- c) Should the driver encounter unexpected road construction, the driver should contact the supervisor/dispatcher immediately. The driver should then follow the instruction from the supervisor on how to proceed.
- d) Connector vehicles are expected to **come to a complete stop at each bus stop**, even if no waiting passenger is evident.
- e) Connector vehicles are **required to stop at all the stops** along their route for each run.
- f) Drivers are required to announce all stops.
- g) Drivers are required to assist customers requiring special assistance as per the Americans with Disabilities Act (ADA), and to be adequately trained on all vehicle equipment pertaining to accessibility.
- h) Any unusual activity (such as construction) that is causing a delay in service should be reported to a supervisor immediately.
- i) Generally, drivers should be delivering service in accordance with the printed service schedule. However, it is understood that there are circumstances that will be beyond the control of the driver (such as traffic, construction, weather conditions, etc.). Drivers are **not** expected to make up for lost time under these circumstances.
- j) Drivers should report when they are running late. If the driver reaches a threshold of halfway through the next run (15 minutes for Plainfield Connectors and 30 minutes for the Whitestown Connector), the driver should wait at the IndyGo connection stop (Bridgeport and West Washington for the Plainfield Connectors and Traders Point for Whitestown) until the next scheduled departure as to not continue to run behind for the remainder of the day.
- k) If there is a chronic condition that is regularly causing service delays (for example, congestion during the rush hour), the driver should bring the issue to his/her supervisor's attention.
- l) If customers complain to the driver that these policies are causing them to miss connections or work schedules, the driver may explain that these policies are outside his/her control, and refer the customer to CIRT A staff (317-327-7433).

2) Vehicle Dead-time Policy

- a. Drivers should check with their supervisors for acceptable locations for parking vehicles when they are not in revenue service, and for acceptable locations and times to accommodate breaks and restroom visits. However, locations that may reflect poorly upon CIRT A's public image are off-limits at all times, including (but not limited to):
 - i) Vendor's or driver's home or any private residence
 - ii) Any location outside the CIRT A service area
 - iii) Adult entertainment establishments, bars, liquor stores, gambling establishments, including racetracks
 - iv) Any location that may result in disturbing a residential area
 - v) Any location that may unnecessarily expose the vehicle to risk

III. FARE POLICIES

- 1) All fares for individual passengers are payable by cash (exact change only), or tickets at the time of boarding. Other fare options or fare media may be developed at a later time.
- 2) Fares must be collected at the time of boarding unless the driver waives the fare at his/her discretion because of extreme circumstances of the rider (e.g. the rider is not yet employed and going to orientation).
- 3) The cash fare is currently \$1.00 per one way trip, unless otherwise specified by CIRT A.
- 4) CIRT A is responsible for setting and changing the fare structure.
- 5) The following requirements also apply to the collection of cash fares:
 - There are currently no cash receptacles or fare boxes on Workforce Connector vehicles.
 - Collection and security of any receipts of cash and/or other fare media are the responsibility of the Vendor(s).
 - Vendors currently collect fares manually.
 - Vendors do not make change for customers.
 - Payments for 10-trip passes are collected with fares, and documented separately. Passes that have been exhausted should be collected and turned in to a supervisor. Vendors are responsible for returning exhausted 10-trip passes to CIRT A.
 - The vendor will record and/or verify the type of fare received or presented for each passenger at the time of pickup and through dispatch as necessary.
 - CIRT A reserves the right to audit and inspect the Vendor(s) revenue collection and verification process, including requiring changes in the process as CIRT A determines to be appropriate.
 - All riders must pay fares or use approved fare media.

IV. OTHER POLICIES

- 1) Data collection.
 - a) Drivers will collect ridership data using the method given by their supervisor (which is developed in cooperation with CIRT A). These data typically include vehicle boardings, by stop and by time of day.
 - b) Drivers are expected to record the data at the earliest opportunity, i.e., not while the vehicle is in motion, but during the next stop of acceptable length.
- 2) Equipment provided by CIRT A.
 - a) Drivers will be responsible for CIRT A-owned equipment that is in their vehicle for the duration of their schedule. Drivers will coordinate with their supervisors regarding deployment of the equipment.
 - b) CIRT A-owned equipment will be used for its stated purpose only (usually vehicle tracking, as an aid to CIRT A's customer service line), and is not for direct driver use.
 - c) The driver will use the equipment for each run, unless otherwise specified by CIRT A.
 - d) The driver will conduct an inventory of the vehicle to ensure there is an adequate number of schedules for all three connectors on board and the cellular device and Life360 app is working correctly at the beginning of each shift.