



Core Transit Operator manual



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Important Legal Notice

- Nothing in this Manual alters the at-will employment relationship described in the Core Transit Employment Handbook.
- This Manual is not a contract of employment and does not create a guarantee of progressive discipline.
- This manual supplements, but does not supersede, the Core Transit Employment Policies adopted by the Core Transit Board of Directors.
- Core Transit reserves the right to interpret, apply, modify, or discontinue this Manual at its discretion.
- Violation of any of these policies could result in disciplinary action, up to and including termination.
- Nothing in this policy is intended to prohibit or interfere with employees' rights to engage in protected concerted activities, including discussing wages, hours, or working conditions, or engaging in lawful labor activity, as protected by applicable law.



A Message to Our Operators

Serving our community is both a responsibility and a privilege. Every day, our passengers place their trust in you to provide safe, reliable, and professional service. Being fit for duty, following safety procedures, and staying informed are essential to honoring that trust. This manual is designed to give you the information and resources you need at your fingertips to support you in that role. We encourage you to ask questions, seek clarification when needed, and work with us to ensure we continue providing the highest level of service to our community.



Operational Checks and Responsibilities

Fitness for Duty

Employees assigned to safety-sensitive duties shall report to work fit for duty and remain fit throughout the duration of their work assignment.

Employees shall not:

- Report to work impaired
- Operate equipment while fatigued
- Work while under the influence of alcohol or prohibited substances
- Perform duties while affected by medication or medical conditions that impair safe operation

Core Transit reserves the right to remove any employee from duty when there is reasonable concern regarding fitness for duty.

Employees shall:

- Report fit for duty
- Notify supervisory staff of any condition that may impair safe performance
- Use medications responsibly
- Comply with medical evaluation requirements and return to work procedures following leave of absence, injury, illness, or safety concern
- Report fatigue concerns immediately



- Refrain from working while impaired

Employees must notify supervisory staff when prescribed medication may affect:

- Alertness
- Reaction time
- Judgment
- Coordination
- Vehicle operation

Removal From Duty

Employees may be removed from duty for performance issues that create a safety risk or for any change in license, certification, or medical status that affects their ability to safely operate a transit vehicle.

Impairment observations may include:

- Medical restrictions preventing safe work
- The employee self-reporting inability to safely perform duties
- Drug/alcohol testing requirements are triggered
- Fatigue creating safety risk

Removal from duty may be administrative and not disciplinary unless policy violations are confirmed.



Bus Operator Check-In Procedure

Operators shall report to the designated reporting location no later than 5 minutes past scheduled reporting time.

All operators are required to report to duty fit for service and prepared to safely operate a transit vehicle.

Prior to signing in, operators shall self-assess for fitness for duty. Operators shall not report for duty if experiencing:

- Fatigue or sleep deprivation
- Illness affecting safe operation
- Medication impairment
- Alcohol or drug impairment
- Any physical or emotional condition affecting alertness
- ***Operators must immediately report any changes to their CDL, endorsements, medical certification, or any traffic violations, suspensions, or legal actions that may impact their ability to safely operate a vehicle (see Licenses and Reporting Process on page 18).***

By checking in, operators certify they are:

- Alert
- Rested
- Physically capable of safely operating a transit vehicle

Operators must comply with all Hours-of-Service requirements.



Operators shall check in with dispatch either in person (If working from Gypsum MSC) or via approved phone line (if working from Swift Gulch or Leadville).

Operators are responsible for reviewing all operational updates prior to service, including:

- Detours
- Safety bulletins
- Weather advisories
- Road closures
- Service updates

Operators must check mailboxes and electronic communications before and after every shift for updates from Core Transit.

Operators must carry and present, upon request, all required credentials and identification while operating a Core Transit vehicle.

Valid Commercial Driver License (CDL)

- Agency identification badge

Operators with expired, suspended, or invalid credentials shall not operate revenue service vehicles.

Leaving the yard late may result in disciplinary action.



Uniformed Employees

Your uniform represents more than appearance — it identifies you as a trusted member of our team and helps passengers feel safe and confident in the service we provide. A professional and consistent appearance builds trust within the community, supports a positive customer experience, and promotes safety through visibility and accountability. As the face of our organization, operators are expected to maintain uniform standards that reflect the professionalism and responsibility of the role. This applies to all public facing roles.

Core Transit Clothing:

Core Transit issued and branded tops, jackets, or other uniform items must always be worn as the outermost layer with the Core Transit logo visible while on duty. All clothing must be clean, untorn, and suitable for a professional workplace. No imagery or messaging related to alcohol, drugs, or offensive content is allowed.

Safety Gear:

Reflective vests or jackets are required in bus yards, bus garages, on roadways, and when interacting in public spaces.

Reflective vests are not required inside vehicles, inside most buildings, or when walking to/from personal vehicles.

Footwear

Shoes must cover the entire foot and be secured with a heel strap.



Bus Pre/Post Trip Forms

Pre-Trip Inspection and Forms Policy

Every vehicle utilized in transporting passengers during a regularly scheduled shift is required to have a pre-trip inspection performed by the Bus Operator and a pre-trip form completed prior to the start of operations.

Post-trip inspections must be completed after each shift, including split shifts and any circumstance in which a bus is removed from service due to a defect.

The purpose of the pre-trip and post-trip inspection process is to ensure vehicles are safe for passengers, the public, and employees. All Bus Operators are expected to comply fully with inspection procedures and immediately report defects, safety concerns, or equipment failures to Dispatch for appropriate action.

Operators shall complete all required inspection steps, including but not limited to:

- CDL brake test
- Walk-around inspection
- Interior inspection
- Emergency equipment check
- Driver compartment inspection



If any safety-related defect, air leak, brake issue, warning light, or unsafe condition is identified during inspection, the operator shall notify Dispatch. Vehicles that fail any portion of the inspection shall not be operated until cleared by Maintenance or supervision.

Operators are required to:

- Ensure all sections of the Core Transit Pre/Post Trip Form are completed accurately and legibly
- Document all body damage on the pre-trip form
- Sign all forms at the bottom prior to submission
- Include all defect details as necessary

Form distribution and retention requirements are as follows:

- Pink copy: Submitted to Dispatch before leaving the yard at MSC or placed in the "To MSC" mailbox at SG
- White and yellow copies: Remain on the bus during the shift
- Previous driver's yellow copy: Must remain onboard during the current shift alongside the current operator's white and yellow copies
- At the end of the route or shift, operators shall:
 - Complete a thorough post-trip inspection
 - Leave their yellow copy onboard



- Turn in the previous driver's yellow copy and their white copy

Operators are responsible for ensuring all required safety equipment and documentation are present on the vehicle prior to departure, including:

- Safety packet
- Pre/post-trip forms
- Schedules & passenger information
- Emergency equipment
- First aid kit
- Fire extinguisher
- Reflective triangles

Failure to properly complete required inspections, accurately document defects, or submit required forms may result in removal from service and corrective action.

A/B Route and Support Vehicle Inspections

The same pre-trip inspection, post-trip inspection, defect reporting, and form completion requirements outlined in this policy apply to A/B route assignments, relief assignments, and support vehicles.

Some Core Transit routes are divided into "A" and "B" assignments to support scheduling and maintain continuous service. Each operator is responsible for completing required inspections and forms for any vehicle they operate.



A Drivers

- Complete a full pre-trip inspection at the start of the shift
- Complete a post-trip inspection before being relieved by the B driver
- Take the completed white copy of the inspection form
- Leave the yellow copy onboard for the next operator

B Drivers

- Complete a full pre-trip inspection before operating the bus
- Complete a post-trip inspection at the end of the shift
- Leave the completed yellow copy onboard for the next operator

Support Vehicles

Support vehicles must be inspected prior to use using the designated Support Vehicle Inspection Form.

Operators assigned to relief routes or using support vehicles to access assigned buses are responsible for:

- Completing the required pre-trip inspection
- Safely operating the vehicle
- Reporting any defects or safety concerns
- Returning completed forms to the designated turn-in location



When multiple operators use the same support vehicle, the first operator assigned to the vehicle each day is responsible for completing the pre-trip inspection.

Commercial Driver's License (CDL) and Traffic Violation Reporting

Maintaining a valid license and acceptable driving record is a condition of continued employment in a safety-sensitive driving position.

Reporting Requirements

Operators must report the following within 24 hours of occurrence:

- Any traffic citation, warning, or violation received in any vehicle, including personal vehicles.
- Any license suspension, revocation, cancellation, expiration, or restriction.
- Any change in CDL status, including medical certification status.
- Colorado CDL holders must report out-of-state violations to the Colorado DMV as required by law.
- Any other charges or convictions that are job-related including:
 - ♣ DUI, DWI, or other impaired driving offenses
 - ♣ Reckless driving or hit-and-run
 - ♣ Drug possession or distribution
 - ♣ Assault, battery, or domestic violence
 - ♣ Weapons offenses
 - ♣ Theft, burglary, robbery, or fraud
 - ♣ Embezzlement or other crimes of dishonesty



- ♣ Sexual offenses or crimes requiring registration
- ♣ Crimes involving children, seniors, or other vulnerable populations
- ♣ Bribery, corruption, or official misconduct
- ♣ Repeated offenses or probation violations

Core Transit conducts periodic Motor Vehicle Record (MVR) checks to ensure continued compliance. Failure to disclose a citation, violation, or change in license status that is later identified through an MVR review is considered a policy violation.

Because Bus Operators are entrusted with the safety of passengers and the public, driving record violations and failure to report required information may be treated as serious safety-related misconduct, and may result in disciplinary action up to and including suspension or termination of employment.

DOT Hours of Service Compliance

Operators must comply with all applicable Hours-of-Service requirements outlined in 49 CFR § 395.5 for passenger-carrying commercial motor vehicles.

Operators shall not:

- Drive more than 10 hours following 8 consecutive hours off duty



- Drive after being on duty for 15 hours following 8 consecutive hours off duty
- Exceed:
 - 60 on-duty hours in 7 consecutive days, or
 - 70 on-duty hours in 8 consecutive days, as applicable to agency operations

Core Transit shall not permit or require any operator to operate a vehicle in violation of Hours-of-Service regulations.

Operators are responsible for accurately reporting all hours worked and immediately notifying Dispatch or supervision of any condition that may place them out of compliance with Hours-of-Service requirements.

See 49 CFR § 395.5 for full regulatory requirements.

Mandatory Safety Meetings

All employees are required to attend four quarterly safety meetings each calendar year. In-person attendance is essential to ensure employees receive current safety information, operational updates, policy changes, and required training necessary to maintain safe and compliant operations.

Quarterly safety meetings support Core Transit's safety management practices and ongoing compliance with applicable federal safety regulations, including 49 CFR Part 385. These meetings provide



documented evidence that the agency is actively communicating, monitoring, and addressing safety concerns, operational risks, and regulatory requirements.

Failure to attend required safety meetings may result in corrective action unless prior approval or an excused absence has been granted by management.

Road Reliefs

Road reliefs are an essential part of operating A & B routes. Operators assigned to B routes are responsible for relieving A route operators as part of their regular duties.

Relieving operators should arrive at the designated relief point no later than five (5) minutes before the scheduled relief time.

If the relieving operator does not arrive as scheduled, the operator currently in service must notify Dispatch as soon as possible.

To maintain scheduled service to the public, the operator currently in service shall remain with the bus until properly relieved. If relief does not occur at the scheduled time or location, the operator shall continue in service until relieved or otherwise directed by Dispatch.

Lost and Found

Operators should inspect the bus each time it is emptied at the end of each leg. If an item is found, use the Clever Device canned message for lost items to inform Dispatch.



If an item is found, do **not** call a description of the item over the radio, especially for high value items like phones or wallets. This will prevent anyone who might hear a radio transmission from falsely claiming ownership of an item.



Driving Guidelines

Traffic Law Compliance

All traffic laws must be followed at all times. Operators are personally responsible for any traffic violations. This includes the payment of any fines/penalties; examples include camera-generated speeding tickets/citations or any other citations issued that result in a financial penalty, such as parking tickets. In line with existing procedures that relate to accidents, operators are required to report any infractions to Core Transit management as soon as the operator is made aware of the infraction.

Hand or arm signals to direct other vehicles or pedestrians, thus encouraging them to make specific traffic decisions, are not allowed.

If interacting with law enforcement or emergency personnel, operators must immediately contact Dispatch and complete an Incident Report upon returning to the MSC/SG or Leadville locations.

Safety Belts

Operators must wear all existing driver seat safety belts in Core Transit vehicles. This includes any lap belts, shoulder belts, and lap/shoulder belt combinations present in Core Transit vehicles. Shoulder straps must always be worn in front of the driver in all Core Transit vehicles, including support vehicles, while seated in the driver's seat.



Posted Bus Stops

Bus Operators will board and drop-off their guests only in areas where bus stop signs and/or shelters are permanently located, or where the Operations team has determined to be a safe temporary stop location.

Bus Operators must stop at all designated bus stops where guests are present, even if they do not signal the bus to stop, unless the operator's route does not service that location. A guest is considered to be waiting if they are within five yards of the bus stop.

Bus Operators must not stop to pick up potential guests who flag the bus outside of posted bus stops.

Stop Procedures

Near Curbs

When loading or unloading guests, position the bus approximately 6–8 inches from the curb to allow guests to step comfortably onto or off the bus.

If unable to stop near the curb, park at least 3 feet away, ensuring guests can step onto the street safely.

Rural Areas

Where no curbs are present and there is enough room, pull the bus completely off the roadway when stopping.

If space does not permit pulling off the roadway, follow directions for roadway stops.



Roadway Stops

Approach stops with the bus centered in the lane.

Activate 4-way flashers as you begin decelerating to warn other motorists.

When resuming travel, disengage 4-way flashers only after accelerating to at least 25 MPH.

Off-Roadway Stops (Pull-Outs, Shoulders, Far-Side Intersections)

Use the right turn signal when preparing to leave the roadway for a stop.

Activate 4-way flashers after coming to a complete stop.

Before re-entering the roadway, turn off 4-way flashers and use the left turn signal.

Once back in traffic, deactivate the left turn signal.

Kneeling The Bus

Operators will ensure the kneel function is used as needed for ADA passengers, the elderly, or upon request.

Safe Following Distance

Operators shall maintain a safe following distance at all times to allow adequate reaction time and safe stopping distance. Following distance shall be adjusted based on speed, traffic, weather, road conditions, visibility, passenger load, and other hazards. Under normal driving conditions, operators should maintain a minimum following distance of 4–6 seconds, increasing space as conditions deteriorate.



"The Second Rule":

Maintain at least one second of following distance for every 10 feet of bus length at speeds below 40 mph (e.g., a 40-foot bus requires 4 seconds).

Increase following distance during adverse conditions (e.g., rain, fog, snow, darkness, or heavy traffic). Under such circumstances, 5–6 seconds may be needed.

Rain: Add 1 second or more to the safe following distance.

Snow/Ice: Add 2 seconds or more to the safe following distance.

At Intersections/Stops

Do NOT follow another vehicle into an intersection unless you are certain your bus will clear the intersection or crosswalk during the signal cycle.

Lane Use

On two-lane freeways and four-lane highways, buses must operate in the far-right lane unless passing, the far-right lane is blocked, or it is a mandatory turn lane.

Passing Procedures

Freeway Passing

Passing is permitted when the bus is traveling at least 10 mph faster than the other vehicle, without exceeding the posted speed limit.

Buses must not operate side by side in through lanes. Both operators involved share responsibility for adhering to this rule.



If a pass cannot be completed quickly and safely, the maneuver should not be attempted. This includes passing semi-trailer trucks.

Left lane travel in a commercial vehicle is prohibited within certain milepost sections of I-70 according to Colorado Revised Statutes 42-4-1014. Left lane travel is only permitted when it is necessary to move over for emergency vehicles, if the right lane is closed entirely or when actively passing slower moving traffic. This applies to both low floor buses and the cutaways but does not apply to support vehicles.

The impacted sections of I-70 within Core Transit's footprint are:

- Between milepost 169.5 and milepost 173.0; **Dowd Junction.**

Two-Lane Highway Passing

Passing is prohibited on two-lane highways unless the vehicle or bicycle being passed is either stationary or moving at such a slow speed that it poses a traffic hazard.

Passing Oncoming Vehicles

Drivers of vehicles proceeding in opposite directions must pass each other to the right.

On roadways with a single lane of traffic in each direction, drivers must give at least one-half of the main-traveled portion of the roadway to oncoming vehicles whenever possible.

A driver must not pass a bicyclist moving in the same direction when oncoming traffic is present unless both of these conditions are met:

- Oncoming vehicles are provided at least one-half of the main-traveled portion of the roadway.
- The bicyclist is given a minimum three (3)-foot separation from the right side of the driver's vehicle, including mirrors or other projections.

Overtaking a Vehicle

Drivers overtaking another vehicle proceeding in the same direction must pass to the left of the vehicle at a safe distance and not return to the right until safely clear of the overtaken vehicle.

When overtaking a bicyclist, the same three (3)-foot minimum separation applies between the side of the motor vehicle and the side of the bicyclist.

Bicyclists riding on the left-hand side of a one-way road must also be given a three (3)-foot minimum separation when overtaken.

Crowding or Threatening Bicyclists

Drivers must not operate their vehicles in a careless or imprudent manner that unnecessarily comes too close to, threatens, or endangers a bicyclist.

Navigating Roundabouts

Yield to traffic already in the roundabout before entering.

Perform a thorough mirror check, especially on the right, and signal right before exiting the roundabout. Ensure no vehicles are in your exit lane.

Operators must use their judgment when operating in roundabouts and may straddle/occupy two lanes with the center of the bus centered on the



white line between lanes to ensure a proper space/cushion around the bus. However, if an operator chooses to travel in one specific lane in a roundabout, the operator should not change lanes once inside the roundabout. Operators should strive to keep at least four (4) feet away from other vehicles. Operators should also reduce speed while traveling in roundabouts.

Railroad Crossings

Buses must stop at all marked railroad crossings.

When 200 feet from the crossing, turn on four-way flashers and open the forward door and driver's window to check for approaching trains.

Stop the bus between 15 and 50 feet before the railroad tracks.

Do not pick up or drop off passengers at railroad crossings.

Backing a Bus

If backing becomes necessary, the following procedures must be strictly followed to ensure safety:

- Walk around the bus to check the surroundings (Get Out and Look; G.O.A.L.)
- Secure assistance from a responsible person to act as a guide if available.
- Turn on four-way flashers.
- Tap the horn twice to alert others.
- Back up slowly while using mirrors to monitor your surroundings.



Bus Parking Procedures

When parking at the MSC, Swift Gulch, or Leadville locations, operators must adhere to the following steps to properly secure and prepare the bus for its next use:

1. Secure the bus with park brake and engine in neutral.
2. Inspect the interior for damage or lost items.
3. Remove large trash items (Swift Gulch and Leadville drivers).
4. Collect all trash from the interior of the bus.
5. Turn off all switches, including interior lights.
6. Cover the Clever screen.
7. Complete the Pre/Post Trip Inspection Form, noting any equipment malfunctions or defects.
8. Close all windows and vents. Release the air from the front door.
9. Shut down vehicle from the master switch.
10. Exit and close depressurized front door.
11. Leave your post trip (yellow copy) and take all other paperwork to designated turn-in location.

Operators may only park in approved locations unless in an emergency.

Bus Barn Rules

When a bus returns from a run; it is to be parked in a designated spot determined by the Dispatcher on duty.

Only authorized Core Transit employees are allowed in the Transit areas of the yard.



Attended/Unattended Bus

When the bus must be left unattended by the operator, the following procedures must be observed:

- The parking brake must be set, and the transmission be put in neutral, and the vehicle should be kneeled.
- Bus Operators must use the “fast idle” setting when leaving or idling a bus for breaks 10 minutes or longer.
- If no guests are on board, depressurize air from the front door and close it manually; this will keep guests from boarding your bus.
- If any guests are on the bus while you are absent, inform them of the approximate waiting time.

Adherence to Schedule

Runs are to be operated according to the scheduled time points. Time points are departure times unless otherwise indicated on the trip sheet.

At no time is an Operator to turn back short of the scheduled end destination of their leg (considered route deviation) without authorization from Dispatch or a supervisor.

Bus Operators are required to be in their bus at the leave time. Bus Operators shall operate their runs to the end of the route according to the Trip Sheet before going “not-in-service”.

“Loading Rule”

As a standard operators must make every reasonable attempt to arrive at their initial departure location 5 minutes ahead of departure time. At this



point operators will ensure that correct head sign data is displayed to allow passengers ample time to identify their destination and board the bus.

In circumstances in which an operator arrives late to any initial departure location, the operator will ensure their head sign is displayed correctly and will allow for a 1 –2-minute courtesy period to allow passengers time to identify their destination and board the bus.

Recovery Time

Recovery time is the period between scheduled arrival and leave times at terminus. Its primary purpose is to provide headway spacing as well as to regain time lost by traffic delays. It permits a bus to depart as scheduled.

Recovery time may be utilized by the Bus Operator to rest between runs or direction of travel. However, recovery time is not a guaranteed period, and the operator must be back in the vehicle ready to receive guests 5 minutes before departure time.

Animals on Bus

Pets and Other Animals

Non-service animals must be transported in an approved pet carrier. The carrier must be secure, fully enclosed, and kept out of the aisle to ensure the safety and comfort of all passengers.

Bike Rack Usage

Bikes are only allowed on the bike racks provided, and only during daylight hours.



If the bike rack cannot safely accommodate the dimensions of a bike, the bike must be refused.

Lighting

Interior lights are to remain on when loading guests during non-daylight hours.

Buses may have interior lights off when the reflection hinders the safe operation of the bus.

Cell Phone & Distracted Driving Policy

No active phone use (including hands-free devices) is permitted while operating any Core Transit vehicle. Active phone use refers to the act of manipulating, handling, or interacting with any input on an electronic device/cellphone.

Phones may only be used outside the driver's seat. Calls must be kept private and at a low volume.

Operators are permitted to use a single earbud device while operating a Core Transit vehicle, after they have been driving with Core for two weeks of revenue service. The earbud must be worn in the left ear to ensure the operator can hear customer requests, questions, or other important external sounds.

Radio Communication

Radio communication should only be used for urgent or emergency situations, not for routine inquiries, such as questions about schedules or lost items. Follow all current radio use policies and procedures.



Operator Food & Beverage Consumption

No eating or drinking while driving.

Smoking and Vaping Restrictions

Smoking/vaping is prohibited on buses at all times but is permissible more than 25 feet away from facilities and vehicles.

Fare Policies and Procedures

All fares are to be collected in accordance with current fare policies through the Core Transit app or through physical fare cards.



Guests, Riders, Real-Time Challenges

Guest Service Guidelines

Be Present: Operators should be present for passengers to make a connection with their Operator while loading.

Greet Passengers: Welcome passengers with a friendly demeanor to create a positive experience.

Answer Questions: Be knowledgeable about routes and schedules, and maintain open, courteous communication.

Guest Safety and Accessibility

Always ensure the bus is stationary, and all guests are seated or securely settled before accelerating. This minimizes the risk of falls or injuries.

Prohibited Dangerous Items

Firearms on Public Transit Vehicles

In accordance with Colorado Revised Statutes § 18-9-118, firearms, explosives, and incendiary devices are prohibited on facilities of public transportation, including public transit buses and support vehicles operated by Core Transit. Employees are prohibited from possessing, carrying, transporting, or storing any loaded firearm, explosive, or incendiary device while on board any Core Transit vehicle.

Core Transit vehicles are considered facilities of public transportation under Colorado law. This policy is intended to support the safety of employees, passengers, and the public, and to ensure compliance with all applicable state laws regarding public transportation safety.



Literature and Handouts on Buses

Only Core Transit materials are allowed to be distributed or displayed on buses by passengers or by operators. Unauthorized materials placed on buses must be removed by the operator.

These rules apply to working time and work areas only and do not restrict lawful activity during non-working time in non-working areas.

Standees

Passengers are not allowed to stand or sit on the rear steps while the bus is in motion, nor may they stand or ride in front of the yellow lines.

Intoxicated Guests

Intoxicated guests are allowed to ride the bus but must board and exit on their own.

If a passenger falls asleep on the bus, do not touch them in order to wake them. If the passenger will not wake, law enforcement should be contacted to handle the situation.

If an intoxicated guest becomes disorderly or poses a safety risk, immediately contact Vail Dispatch at 970-479-2201 for law enforcement assistance.



Sick Guests

If one of your guests becomes ill and needs immediate medical assistance contact 911. After the 911 call, please call Dispatch. Begin the Incident Report and ensure it is completed before the end of shift.

Unsightly Messes/Vomiting on Bus/Biohazards

If a guest vomits, sprinkle absorbent material on the area and cover it with newspapers if available. Inform an on-duty Specialist of the situation.

For messes caused by animals allowed onboard, cover the mess with newspapers (or similar material if available) and apply available absorbent material for liquids. Notify an on-duty Specialist of the situation.

For biohazard situations involving bodily fluids on board the bus, notify Dispatch or a Supervisor immediately.

Disturbance on the Bus

Under no circumstances should you force or physically remove anyone from the bus.

Law enforcement officers will be the only persons permitted to physically remove any person from a bus.

Detaining Passengers – Not Allowed

Do not attempt to detain anyone on the bus under any circumstances.

Refusing Transportation Policy

Operators have the right to refuse service when necessary to ensure safety and compliance with transit policies.



Scenarios for Refusal:

Behavior that is offensive or threatens the safety of the operator or passengers.

Individuals not wearing shoes, a shirt, or pants (unless as a result of medical necessity or disability), If a passenger disrobes while in transit, stop at the next stop, and request they disembark.

Excessive use of profanity, racial slurs, threatening or demeaning speech.

Public consumption of alcohol or use of illicit substances.

Failure to comply with rider expectations or transit policies.

Refusal Procedure:

Refuse service discreetly and promptly.

If the passenger is already onboard, safely de-board them at the next stop or a secure location if safety is compromised.

Notify Dispatch as soon as possible via phone (use the radio for urgent cases).

Complete an Incident Form after finishing your route.



American's With Disabilities Act & Core Transit

PASS Training

All Core Transit drivers are required to complete Passenger Assistance Safety and Sensitivity (PASS) training as part of their initial onboarding process. This training covers ADA requirements, passenger assistance procedures, and Core Transit policies regarding accessibility and customer service expectations.

ADA Passengers on Fixed Routes

Operators should make every reasonable effort to stop for passengers who may have a disability, even when the vehicle is near capacity. Stopping allows the passenger the opportunity to determine whether space is available and helps ensure that passengers are not perceived as being denied service because of a disability.

Operators should always treat passengers with disabilities respectfully and in accordance with ADA requirements and Core Transit customer service standards.

Wheelchair Lifts, Ramps, and Securement Systems

All pre-trip inspection forms include required checks for wheelchair lifts, ramps, and mobility device securement systems. Operators must inspect these accessibility features to ensure they are functioning properly before beginning service.



If any defect or malfunction is identified, the operator must notify an Operations Specialist or another member of operations management immediately. Wheelchair lifts and ramps may be operated manually if necessary.

Operations management will determine whether the vehicle is safe and appropriate to remain in service or if a replacement vehicle is required.

Serving the Public

When assisting a passenger with a disability, operators should respectfully ask how they may best assist if the passenger's needs are not immediately apparent. Operators should never make assumptions about a person's abilities or required assistance.

When the designated priority seating or mobility device securement area is occupied, operators should politely ask — but never demand — that seated passengers move to accommodate a passenger using a wheelchair or other mobility device.

Under ADA requirements, operators are expected to provide reasonable assistance, including:

- Assisting passengers using manual wheelchairs by pushing the wheelchair up a ramp or onto a lift when requested or when necessary
- Offering an arm or verbal guidance to passengers who are blind or have low vision



- Properly securing wheelchairs and other mobility devices using the vehicle's securement system

Passengers using mobility devices may choose whether to remain in their wheelchair or transfer to a passenger seat. If remaining in their mobility device, the passenger may also choose whether to use the available occupant restraint system or seatbelt, if applicable.

Operators must never pull, lift, or physically carry a passenger, as doing so may result in injury to either the passenger or the operator.

The Clever system provides automated stop announcements. If the system is not functioning properly, operators are required under ADA regulations to make clear audible stop announcements manually. Operators should notify the Operations Specialist or dispatcher as soon as a malfunction is identified so that a replacement vehicle may be provided if available.

Service Animals

Under ADA regulations, operators may ask only the following two questions regarding a service animal:

1. "Is the animal required because of a disability?"
2. "What work or task has the animal been trained to perform?"

Operators may not request documentation, require the animal to demonstrate its task, or ask about the nature of a passenger's disability.



Under ADA regulations, a service animal may only be denied transportation or removed from the vehicle in the following situations:

- The animal is out of control, and the handler does not take effective action to control it
- The animal is not housebroken and urinates or defecates on the vehicle

If there is uncertainty about whether an animal qualifies as a service animal, operators should err on the side of providing service and allow the animal to board unless one of the conditions above applies. Operators should remain professional and respectful at all times when interacting with passengers accompanied by service animals.



Attendance and Leave

Calling Out from Work

Guidelines

Reliable attendance and timely notification are critical to maintaining safe and continuous transit operations.

What This Means for You

You are responsible for reporting to work on time and ready.

If you cannot report, you must follow call-in procedures as listed below exactly. Late or missed notification directly impacts service, safety, and coworkers.

Why Attendance Matters

Core Transit operates a fixed-route, time-sensitive public transportation system.

Reliable attendance and timely notification are essential to maintaining continuous passenger service, complying with DOT staffing requirements, and protecting service reliability and public trust.

Call-In Procedures

When a driver is unable to report for duty, they must call the on-duty dispatcher at least **two (2) hours** before their scheduled shift.

You must:

- Call Dispatch directly and speak to a person (no text/email/voicemail)



- Provide:
- Name
- Shift
- Reason (general)
- Expected return date

Employees must call in for **each day** they are unable to work. Voicemails are not permitted; drivers must speak directly with an on-duty Operations Specialist.

In the event a medical provider determines that an employee must remain out of work for four or more **consecutive workdays**, the employee is required to notify Dispatch immediately. A medical note stating the exact date range of your absence must also be provided directly to People and Culture.

Failing to report for a scheduled shift without prior notification, or arriving too late to service your route, is considered a "No Call/No Show."

Notification Requirements & Operational Impact

Situation	Required Notice	Operational Impact
Planned Leave / Appointment	24+ hours in advance	Allows proactive coverage and route planning
Same-Day Illness (known before shift)	Minimum 2 hours prior to shift start	Allows Dispatch to adjust staffing and minimize disruption



Emergency / Sudden Incapacity	As soon as practicable	Reactive coverage required; potential delays
No Call / No Show	No notice provided	Immediate service disruption, missed routes, emergency coverage required

Protected Leave (Colorado Compliance)

Nothing in this section limits your rights under:

- Colorado HFWA (Paid Sick Leave)
- FMLA / FAMILI
- ADA / Workers' Compensation

Employees are expected to follow established notification procedures as soon as practicable, unless circumstances prevent timely notification. Employees unable to follow notice requirements due to the protected reason itself will not be disciplined.

Late Arrival

Employees are expected to report for duty on time. Arriving, or calling in from remote locations, more than 5 minutes past the scheduled start time is considered "late."



Extra Time Worked / Additional Hours

All non-exempt (hourly) employees will be paid for all hours worked in accordance with the Fair Labor Standards Act (FLSA), Colorado wage and hour laws, and applicable state and local regulations. Employees must accurately record all time worked, including any work performed before or after a scheduled shift, during meal periods, remotely, or outside regularly scheduled hours.

When an Operator works outside their scheduled hours, they must leave a note in Paylocity at clock-in or clock-out explaining the reason for the additional time worked. This documentation requirement applies regardless of whether the work was self-initiated, requested by Dispatch, or assigned by an Operations Specialist.

Employees may be subject to corrective action for failing to follow scheduling or overtime authorization procedures; however, all hours actually worked will be compensated in accordance with applicable law.

Additional hours worked to assist operations, cover service needs, or reach full-time weekly hours may be assigned or approved as “show up” time. Operators assigned to “show up” status are considered on duty and must remain available for work assignments during that period. All “show up” time that restricts an employee’s ability to use the time freely for personal purposes will be treated as compensable work time and paid accordingly. Operators on “show up” status must notify Dispatch that they are available for assignment.



Scheduling Personal Leave

Vacation Leave:

- Must be scheduled using the Vacation Calendar
- Requests are confirmed based on availability
- Certain holidays and peak periods may be restricted

Employees are required to schedule Vacation Leave using the **Vacation Calendar**. Please use the following link for these types of requests:

<https://vacation.evta.org/index.php>

- Login = Core Employee ID
- Password = Last 4 digits of your driver's license

If there is a slot available simply click and confirm your desired dates and this will serve as reservation for your time off, pending manager approval.

Any requests for personal leave must be made at least one week in advance of the desired date.

Next Step

To ensure your time is accounted for payroll purposes; after using the vacation calendar, you must submit the requested time on Paylocity with the corresponding hours for your normal workday.



Vacation Bidding

A vacation bid is an annual process that breaks down pay periods into reservable vacation slots for the following calendar year. This process will take place in order of seniority. Seniority determines the order in which employees select available vacation periods but does not guarantee approval of a specific request if operational requirements cannot be met.

Scheduling Medical Leave

Employees requesting medical leave must notify Core Transit and submit the request through Paylocity as soon as possible.

Medical leave requests will be reviewed in accordance with applicable company policies and federal, state, and local leave requirements, including protected leave obligations.

When permitted by applicable law, medical documentation or certification may be required to support certain leave requests or extended absences.

Return to Work / Extended Absence

Core Transit supports employees recovering from illness or injury. Employees returning from an illness or injury have special requirements to return to duty based on the length of absence.



Worker's Compensation

Core Transit is committed to a safe work environment for employees. Employees should report any unsafe practices or conditions to their supervisor.

If employees are injured on the job, no matter how minor, they must report this fact in writing as soon as possible within 10 days to **P&C, Operations Supervisor or Manager.**

If medical treatment for an on-the-job injury is needed, it must be obtained from one of the Company's designated physicians. If not, the employee may be responsible for the cost of medical treatment.

Shift Trades

All trades between Bus Operators must have a Trade Request Form completed a minimum of 72 hours in advance and are subject to the following guidelines:

- Trades creating unscheduled overtime for either operator involved will not be approved.
- Work assigned to an Extra Board is not subject to trade with regular Bus Operators, unless approved by the Operations Supervisor or Operations Manager.
- Trades will only be allowed if trade takes place within the same pay week.



Accident Guidelines

Core Transit defines accidents as:

- Any contact between a Core Transit vehicle and any other vehicle, person, or object (including events that occur in the bus yard).
- Any action that leads to a driver losing control of the vehicle and leaving the roadway will also be considered an accident, even if the vehicle does not come into contact with anything.

All accidents must be reported **at the time and from the place of occurrence** to Dispatch by phone call (radio if necessary). Violation of this policy may subject you to disciplinary action, up to and including possible termination.

Accident Procedure Steps

Step 1: IF necessary, move your vehicle to the side of the road to prevent further damage or injury. Place road warnings as needed.

Step 2: Call 911 and report the accident immediately if there is an emergency. Call Vail Dispatch to report minor accidents (9704792201). Repeat your request after five minutes if help has not yet arrived. If police cannot respond to the scene, take a statement from the other driver(s) involved and file a police report as soon as possible.

Step 3: Inform dispatch of the accident and your current location



Step 4: Obtain names, addresses, driver's license numbers, and insurance information of drivers and occupants of all vehicles involved, especially when injuries have occurred.

Step 5: Make no statement concerning the accident to anyone except a police officer or Core Transit official. Get the responding officer's name and badge number.

Step 6: Secure and solicit the aid of witnesses at the scene. Get the information of any witness who will be of value to the adjuster in claims settlement.

Step 7: Take photos and videos of damaged property and accident location.

Step 8: Before leaving the scene of the accident check to determine if all information has been recorded

Step 9: Report the accident immediately to the police or other authorities as required by law.

Step 10: Complete the Accident Report

Reflective Triangles

Reflective triangles must be used alongside 4-way flashers if a bus becomes disabled.

Placement of triangles varies depending on the type of roadway and must prioritize providing sufficient warning to other drivers.



Placement on Two-Lane Roadways

Place one triangle on the traffic side at the rear of the disabled bus.

Place a second triangle 100 feet (approximately 33 paces) ahead of the bus.

Place a third triangle 100 feet (approximately 33 paces) behind the bus.

Placement on Divided Highways

Place one triangle 10 feet (approximately 3 paces) behind the bus on the traffic side.

Place a second triangle 100 feet (approximately 33 paces) ahead of the bus.

Place a third triangle 200 feet (approximately 66 paces) behind the bus.

Placement on Hills or Curves

Position triangles farther from the bus when on hills or curves to increase warning visibility for approaching traffic.

Triangles should be placed no closer than 100 feet and no farther than 500 feet from the bus, depending on the specific road conditions.

Accident Review and Preventable Accident Process

The Accident Review and Preventable Accident Process for Core Transit ensures accountability, fairness, and continuous improvement by addressing accidents systematically and providing a clear framework for evaluation and appeals.



Step 1: Post-Accident Procedures

Discuss accident with responding Supervisor.

Identify hazards and assess possible preventative actions.

Submit written accident report before completion of shift that day.

Step 2: Preventability Determination

Safety Supervisor Evaluation:

- Within 7 days of the accident, the Safety Supervisor will review all relevant evidence.
- Determinations will be made in accordance with the National Safety Council's Procedures and Guidelines.

Decision Notification:

- If the accident is deemed non-preventable, no disciplinary action will be taken.
- If the accident is deemed preventable, the Bus Operator will be informed of the determination and may face disciplinary action, up to and including termination. The Safety Supervisor will notify the Bus Operator of the decision within 7 days.

Step 3: Appeal Process (If Applicable)

Submit a Written Appeal:



- If the Bus Operator wishes to appeal the Safety Supervisor's determination, they may submit a written appeal within 10 days of receiving the determination.

Review by the Accident Review Committee:

- The appeal will be reviewed by the Accident Review Committee, which consists of the Safety Supervisor (Chairperson), two members of management, and two Operators appointed by the Safety Supervisor.
- If the determination is overturned, all disciplinary actions will be revoked, missed pay due to disciplinary actions will be reimbursed, and the Bus Operator's record will be cleared of the preventable ruling.

Follow-Up Actions for Preventable Accidents

If an accident is deemed preventable, a structured plan will be implemented. The Bus Operator will meet with the Safety Supervisor to review the incident and discuss strategies to avoid similar situations in the future. They may also be required to complete additional post-accident refresher training.

Escalation for Multiple Preventable Accidents

Core Transit reserves the right to make additional disciplinary determination up to and including termination when additional preventable accidents occur.



Audio and Video Recording Review

Company vehicles may be equipped with audio and video recording systems for safety, security, training, operational, and compliance purposes. Recordings are not routinely or randomly monitored for general employee performance evaluation purposes.

Review of audio or video recordings by authorized management personnel will be limited to legitimate business, safety, operational, or legal purposes, including but not limited to the following precipitating events:

- Customer complaints
- Vehicle accidents, safety incidents, or injuries
- Legal claims or threatened claims involving the Company
- Investigations of alleged misconduct, policy violations, or workplace safety concerns
- Requests from law enforcement or other authorized governmental agencies
- GPS-triggered vehicle alerts or other safety system notifications

To protect employee and passenger privacy, management review of recordings will generally be limited to the period beginning two (2) minutes prior to the precipitating event and ending two (2) minutes following the event.



All recordings will be handled in accordance with applicable federal, state, and local laws, including employee privacy and public records requirements applicable to Colorado governmental entities.



Shift Assignments & Seniority

Work Blocks

Work blocks are assigned through a bid process based on seniority.

- Bidding occurs prior to each seasonal schedule change
- Operators select from available work blocks in seniority order
- Selected work blocks remain assigned until the next bid

Operators must be prepared and available at their scheduled bid time. Failure to participate may result in being skipped therefore losing the opportunity to bid and being assigned leftover work.

Full Time Employees

Core Transit uses a static seniority system that is based on start date as a fulltime employee.

If multiple staff members start on the same day the seniority will be based on the date and time the job offer provided by Core Transit was accepted.

If multiple employees have the same accepted offer date the seniority will be set by the date of the original application.

Part Time and Seasonal Employees

Seasonal employees are in a separate seniority list. Seniority is based on the following terms:

- Seasonal employees will maintain their seniority based on the cumulative number of completed seasons served.



- If seasonal employees are tied for number of seasons served the original date of hire will decide the seniority.
- If seasonal employees are tied for number of seasons served with the same original date of hire. Seniority will be based on start date.

Returning Employees (Shift Assignment only)

If a full-time employee ends employment with Core Transit, their position in seniority will be frozen for 6 months.

If the employee returns to full-time status before the end of 6 months from their termination date, they will be reinstated with the seniority they had prior to their departure. This courtesy may only be extended to an individual once during their overall tenure with Core Transit.

If the employee returns 6 months and 1 day after their termination date, they will lose all previous seniority and be placed on the list based on the new start date.

Date of hire as a Bus Operator with Core Transit will be taken into account for employees that serve in any administrative/managerial position but later return to Bus Operator status.



Performance Evaluation and Training

Performance Evaluation

The Performance Insight process is designed to provide Bus Operators with a clear, fair, and consistent review of their job performance, safety practices, attendance, customer service, training compliance, and overall contribution to Core Transit operations. The process focuses on supporting employee growth, reinforcing expectations, recognizing strong performance, and identifying areas for improvement through coaching, feedback, and development conversations. Performance reviews are based on documented job responsibilities, operational standards, and applicable company policies, with an emphasis on safety, reliability, professionalism, and teamwork. Bonus eligibility and performance designations are determined using established performance criteria and documented performance during the review period.

Fill-In Duty

Core Transit is dedicated to helping employees grow and develop professionally. To support this, staff may be called upon to "fill in" by covering responsibilities, taking on specialized tasks, or learning new skills outside their regular duties. These are not permanent positions but opportunities to gain experience and expand expertise. Management will periodically assess the availability of and need for additional fill-in roles in terms of quantity and scope of work. Opportunities will be communicated



to all active staff members via internal channels and will be made available for application thereafter.



Problem Solving Process

Employees who have concerns regarding workplace practices, disciplinary actions, working conditions, or the interpretation or application of Company policies and procedures are encouraged to utilize the Company's Problem Solving Procedure outlined on Core Transit's Employee Handbook. Core Transit is committed to fostering open communication and encourages employees to raise concerns promptly so they may be reviewed and addressed in a fair, respectful, and timely manner.



ACKNOWLEDGEMENT OF RECEIPT OF POLICY AND PROCEDURES

I have received a copy of Core Transit's Policy and Procedure Manual. I understand this manual is also available as a digital copy and can be accessed online. I agree to become familiar with its contents. Further, I understand:

The language used in this manual and any verbal statements of management are not intended to constitute a contract of employment, neither expressed nor implied, nor are they guarantee of employment for a specific duration or under any particular conditions. I understand that my employment with Core Transit is "at will" and that my employment with Core Transit may be terminated by myself or Core Transit at any time.

I understand that nothing in this manual is intended to prohibit or restrict employees from discussing terms and conditions of employment.

The manual is not all inclusive but is intended to provide me with a summary of some of Core Transit's guidelines.

No Policy and Procedure Manual can anticipate every circumstance or question. After reading the manual, employees that have questions should talk with their Direct Support Supervisor, Operations Management or People and Culture (please follow this sequence). In addition, the need may arise to change the guidelines described in the manual. Core Transit therefore reserves the right to interpret the guidelines or to change them without prior notice.



This edition replaces all previously issued Policy and Procedure Manuals.

Employee Name (print) _____ Employee # _____

Employee Signature _____ Date _____