



West County Transportation

EMPLOYEE HANDBOOK

WEST COUNTY TRANSPORTATION AGENCY
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WELCOME TO WEST COUNTY TRANSPORTATION AGENCY

West County Transportation Agency is a public, Joint Powers Agreement or Agency formed to provide safe, economical, coordinated and child-centered school transportation service. This Agency has been in operation since July 1988 and currently has 17-member school districts. We are an extension of each of these school districts as their Transportation Department.

Our mission is to provide safe, coordinated, cost-effective and child-centered transportation for our member schools. School transportation is a crucial transition for students, and they are the individual most impacted by our service. A positive experience on the school bus can enhance a student's optimistic attitude and willingness to learn in the classroom. The ride home from school, field or activity trips are equally important and having the same positive experience will help promote successful growth and well-rounded development of the student.

Drivers and Transportation Aides are a very important member of this Agency and provide an invaluable service to the school or schools for which you serve. You are responsible for the health, safety, and good conduct of the students entrusted to your care. You must keep adequate records, maintain good public relations, ensure that your bus is clean, and in proper repair. Equally important is the Agency employees supporting the safe transportation of students. Mechanics, Office Staff, Dispatchers, Routers, and Instructors all work together in support of the safety and welfare of students. These combined efforts and teamwork allow the Agency to provide the highest quality school transportation services to our member school districts.

Safety is our primary objective at all times and is the individual responsibility of every person within our Agency. The school bus is the most watched vehicle by the public; therefore, we must live up to the high expectation of safety, service, and professionalism.

This manual is developed to assist employees and should be read carefully by everyone in the Agency. Due to the nature of the services our Agency provides, much of this manual is devoted to the school bus and Bus Driver. However, it is important for all employees to understand how their role supports the core mission of the Agency and is also aware of the included general employment rules covered in this manual. Each employee is responsible to read, understand, and strive to support the content within the manual.

SECTION I – GENERAL INFORMATION

1. **Handbook:** During the employment onboarding process all employees will be given a copy of this handbook. They will be expected to become thoroughly acquainted with the rules and regulations of the Agency, Department of Education, The Department of Motor Vehicles, and Passenger Transportation Safety Handbook (HPH 82.7) pertaining to pupil transportation in the State of California.

The Agency bus fleet is operated as a service to the school communities we serve, and it is important for each employee to evaluate their position in this respect. Each employee shall conduct themselves with decorum both in personal appearance and actions. Employees shall not do anything that will bring discredit to the school districts or the Agency. This applies when dealing with students, teachers, the general public, and fellow workers.

2. **Special Instructions:** Special instructions will be issued, and all such instructions will be followed during the time they are in force. These instructions may be verbal or written, to include notices posted on the bulletin board, employee mailbox, via email, text, and on mass communication platforms. All personnel are required to check for these types of communications daily. All questions regarding these notices or bulletins should be referred to the Dispatch Department or your supervisor for clarification.

3. **Route and Schedules of Bus Runs:** All information necessary for the proper performance of routes and scheduled times will be provided by the Dispatch Department or Routing/Scheduling Department. It is very important that Drivers maintain their schedules and stop locations. Do not leave a stop ahead of the scheduled time, or make changes to a route without authorization, except in an emergency. When a situation arises that is not covered by instructions, you are expected to use your professional judgment as to the safest course of action. In cases involving serious complications or hazards during work hours, the employee must telephone or radio Dispatch for instructions. At other times, such as evenings, Saturdays and Sundays, refer to your emergency card. Staff members are always on duty after normal business hours and can be reached at the cell phone number:
(707) 953-3019.

4. **Public Relations: Parents and the Community:** Do not argue with parents or school officials, even when you are in the right. Be professional at all times. If they are not satisfied, refer them to the Dispatch Department or other Management Team members.

5. **Staff Titles and Responsibilities:**

Standby Bus Driver – Operate a school bus over designated routes to transport school children; to assist in the general cleaning and servicing of school buses and do related work as required. Picking up and discharging school children and adherence to all applicable laws or procedures of the State of California or the State Department of Education. Maintains good order among the school children on buses. Accept different

assignments daily or combine multiple assignments daily. Manage a flexible schedule, different worksite locations, and multiple bus types within the same day/shift. Operate all school bus technology tools and data terminals installed on Agency buses. Upon hiring, be proficient in installing, securing, fitting, and operating all CSRS systems used by the Agency, to include proper security of wheelchair and occupant safety restraints.

Bus Driver – Operate a school bus over designated routes to transport school children; to assist in the general cleaning and servicing of school buses and do related work as required. Picking up and discharging school children and adherence to all applicable laws or procedures of the State of California or the State Department of Education. Maintains good order among the school children on buses.

Transportation Aide - Assist in keeping good order on school buses, supervising and disciplining students or attending to the special needs of specific students or groups of students; to assist in cleaning the bus(es) & facility, attending to related clerical work or record keeping and to do other related work as required.

Class C Driver - Operate a passenger vehicle, with a Basic Class C classification, over designated routes to transport school children; to assist in the general cleaning and servicing of vehicles and do related work as required. Maintains good order among the school children.

Executive Director – Chief Executive Officer and Secretary to the Board of Directors. Responsible for the overall operation of the Agency, long and short-term planning, personnel actions, Board relations, assets, equipment, property, insurance, fiscal direction, and operations direction.

Operations Manager – Directs the day-to-day operation of the Agency. Provides oversight for the Driver Instruction Program and the development of driving staff. Primary supervision for all school bus transportation supervisory staff and associated personnel.

Business Manager – Responsible for all areas relating to accounting functions, financial reporting and budget development. Primary Supervision of Business Office Staff.

Fleet and Facility Maintenance Manager – Responsible for maintenance of buses, facilities, and equipment. Primary supervision of Mechanics and Service Person classifications.

Operations Supervisor – Primary supervision of Dispatch and Router-Scheduler Departments.

Driver/Aide Supervisor – Primary supervision of Drivers, Standby Drivers, Transportation Aides, and Driver Instructors.

Human Resources and Payroll Supervisor – Responsible for employee payroll, absence tracking, and short and long-term leave rights. Provides oversight to the Human Resources Department and staff.

Human Resources Specialist – Responsible for employee recruitment, retention, and compliance. Provides oversight for field/activity trip scheduling.

Lead Driver Instructor – Primary coordinator of Driver Training Department and Driver Instructors. Assists in all aspects of the Driver Training Department.

Dispatchers – Cover daily assignment of routes and field trips, answers phones, operates two-way radios, maintains routes, bus stop, and field trip data.

Router-Scheduler – Routes all students, maintains route sheets, and student databases.

Instructors – Provides original, renewal, upgrade, and proficiency training for all Drivers. Checks bus stops for compliance and safety (with and without CHP). Conducts semi-annual Driver Safety Observations.

Technology Support Specialist – Responsible for all technology within the Agency, to include Website, social media, and software maintenance.

Account Technician – Responsible for accounts payables and assists in payroll processing.

Operations Office Technician I – Processes transportation bus applications, schedules and invoices field trips. Performs front office and telephone operator duties.

Lead Mechanic – Responsible for performance and productivity of assigned shift and Mechanics.

Mechanic II and Mechanic III – Responsible for maintenance of all Agency vehicles

Operations Office Technician II – Responsible for vehicle maintenance data input, shop office support, ordering of parts, and processing work orders.

Lead Service Person – Responsible for performance and productivity of the Service Person classification for all shifts. Performs Service Person classification duties as assigned.

Service Person – Performs a variety of duties related to Fleet and Facility Maintenance.

SECTION II – SAFETY PROCEDURES

1. **Driver:** The School Bus Driver is an important factor in our student transportation program. Precious human lives depend on the knowledge, attitude, skill, and judgment of our Bus Drivers.
2. **Speed Limit:** Agency buses shall always comply with the speed limits set forth by the State, County, City, and the Agency. Operators of school buses shall always operate such vehicles in a safe, prudent, and careful manner with due regard for traffic, weather and road conditions as well as the time of day. School buses must never exceed 55 M.P.H., with or without students aboard.
3. **Fire on the Bus:** If a fire occurs on the bus, the safety of the students is the first consideration. Bring the bus to an immediate stop in a safe location and evacuate the students to a safe location at a minimum of 200 feet from the bus. Notify the fire department and use your fire extinguisher if it is safe to do so. Never expose yourself to undue danger to save an empty bus.
4. **Escorting Students:** One of the most dangerous functions of student transportation is the street crossing of students. As per the law, the Driver of a school bus shall always operate the required flashing red signal lamps when children are loading or unloading from the school bus. Please familiarize yourself with all applicable laws and regulations regarding this hazardous procedure.
 - a) The Driver, at school bus stops requiring the Driver to escort students, shall escort all students across the street or highway. This rule is specific to this Agency, as we may have students of junior high and high school age getting off at the same stops.
 - b) During loading and unloading, the Driver should take extra caution to be aware of the presence of all students, children or animals around the bus. Be aware that children may remain close to the bus, go under the bus, or otherwise be a hazard that you may not see when you set the bus in motion. When loading or unloading, check traffic, operate your amber warning lights, if your bus is equipped, at least 200 feet prior to the stop, signal your intention at least 100 feet before the stop, activate the red lights once stopped, cancel your signal after you stop, set your parking brake, and place your vehicle in neutral. Open the door to load or unload. As you depart the loading area, complete a 5-way mirror check around the bus and in it, activate the turn indicator, cancel the red lights, check traffic again, and pull back on the road. For an escorted red light stop, the procedure is the same, except when setting the parking brake, you place the vehicle in neutral, active the red lights, take the key with you, and check the red lights and traffic before stepping into the traffic lane; all the

while controlling the students. Again, we cannot stress enough the seriousness of performing a perfect student loading or unloading procedure.

5. **Clearances:** Before passing any obstruction with doubtful clearance, the Driver must be sure that the bus will clear. If in doubt, stop. Any dangerous obstruction that offers a potential hazard to bus operation on any route should be reported to the Dispatcher or Driver Supervisor.
6. **Pedestrians:** The school bus must come to a complete stop whenever pedestrians are in the crosswalk, whether marked or unmarked, and remain stopped until the pedestrian is safely on the curb or sidewalk. Disregard any signals by the pedestrian for the bus to go ahead.
7. **Backing of Buses:** The backing of buses should be eliminated whenever possible. If you must turn around by backing, back into the least traveled road. Always pick up your passengers before making a backing movement or make the backing movement before unloading passengers. Never back a bus at or near a school unless there is a responsible adult present at the rear of the bus to direct you.
8. **Overloading:** Never exceed the rated capacity of the bus. Leave any extra students at the bus stop. Tell them to wait for another bus and the expected time of arrival of that bus. The Driver is to notify the Dispatcher as soon as possible of the condition.
9. **Fog Driving:** Be sure to utilize the bus fog light, if equipped, as needed and within the rules of operations. Any time that it becomes too foggy to proceed safely, it will be the responsibility of the Driver to pull off the road entirely into a safe location and wait until it has cleared up sufficiently to go on safely. Keep your feet off the brake pedal. Notify dispatch of the situation and current location immediately after securing the bus in a safe location. In poor visibility conditions, the students shall remain on the bus.
10. **Animals:** No animals, insects, reptiles, or fowl shall be permitted on a school bus, except for approved student guide dogs or signal dogs.
11. **Walk-Through:** Drivers shall secure the bus after every route, run, and field trip. A walk through the bus must be performed to ensure that all personal possessions of the students are collected and to ensure that there are no students who have fallen asleep or who are stowaways in accordance with Vehicle Code VEH 28160, Child Safety Alert System.
12. **Driving With the Door Open:** Drivers shall never drive the bus with the passenger-loading door in an open position, either with or without passengers aboard.
13. **Seat Belts:** Drivers of buses or Agency vehicles must always wear seatbelts.

SECTION III – STUDENT CONTROL

1. **Control of Students on Buses:** All students must behave appropriately as passengers of a school bus. Clearly understood and well-enforced rules are necessary for the successful management of students who ride the school bus. Drivers should clearly explain the rules and their expectations to the students at the beginning of each school year and at the beginning of each field trip. Do not let frustration overcome good judgement. Ask your supervisor for help.
 - a) Students must keep all body parts inside the bus.
 - b) Students must refrain from boisterous conduct, unnecessary noises, or loud conversations. Nothing may be thrown on any bus. All profanity is prohibited.
 - c) Students must not eat on the bus.
 - d) Students must remain seated while the bus is in motion.
 - e) Students are not to talk unnecessarily with the Driver.
 - f) Unloading passengers at school: Students shall be unloaded from front to back, alternating from side to side, with each student remaining seated until his or her turn to enter the aisle. This procedure is also recommended for emergency evacuation of the bus.

2. **Student Conduct:** The following rules are to be always observed:
 - a) No student will be permitted on a bus until the Driver is present and ready to remain at his or her station until the end of the bus run.
 - b) Buses will pick up and discharge students only at regularly assigned stops.
 - c) Drivers will carry only those students who are regularly assigned to their bus. Any student wishing to get off at a different stop must have written permission from their parents.
 - d) Students are required to be at the scheduled stop at least five minutes before the scheduled stop time.
 - e) One or two lines are to be formed at the bus stop, at least twelve feet back from the roadway, if possible.

3. **Report of Misbehavior on the Bus:**
 - a) Verbal explanation of expected conduct is required by the Drivers to all students on the bus. This will be done at the beginning of each new school year and the beginning of each field trip.
 - b) Copies of the Report of Misconduct on the school bus will be given in writing to your supervisor. The supervisor will properly distribute copies to appropriate school officials and guardians. Each Driver is encouraged to keep a copy for themselves. Adequate notice should be given to the parent prior to the denial of transportation privileges to the student.

1. Be very careful never to embarrass a student on the bus in front of their fellow students for misconduct or for any other situation that may arise. This should be done privately.
 2. Issuance of the citation should be thoroughly explained to the student and the issues involved should be discussed.
 3. If it is decided that a student may not ride the bus for the stipulated time, the student may not return to the bus at an earlier date unless directed to do so.
- c) No Bus Driver shall require any student to leave the bus before each student has reached their assigned destination.
- d) If a student appears to be under the influence of drugs or alcohol, is violent, belligerent, threatening, is possessing or brandishing a weapon, call Dispatch immediately for instructions. The Dispatcher will instruct you to return to school or secure the bus and wait for the proper authority.
- e) Disciplinary rules and regulations:

The following list of student actions constitutes violations of the established rules and regulations:

1. Abrasive body contact (slapping, hitting, poking, shoving, pulling hair, etc.)
2. Fighting on the bus or at the bus stop
3. Using other than the student regularly designated stop
4. Using profane language or obscene gestures
5. Using unauthorized exits (emergency doors, windows, etc.)
6. Putting any part of the body out of the window at any time
7. Any movement out of the seats while the bus is in motion
8. Riding the bus after being denied the riding privilege
9. Legs, feet, and objects obstructing the aisle or facing to the rear in the seats
10. Creating excessive noise
11. Any improper bus stop procedures (Not lining up, rock throwing, playing in the streets, any property damage at the bus stop, etc.)
12. Unauthorized opening, closing, or tampering of any kind with the bus doors, windows, or emergency exits
13. Any type of damage or defacing of the bus
14. Lighting of matches, cigarette, or smoking of any kind
15. Throwing any objects in, out of, or at the bus
16. Littering of any kind
17. Transporting live animals, reptiles, or insects on the bus
18. Eating, drinking, or chewing tobacco on the bus
19. Disrespectful to the Driver
20. Transporting of any object the Driver feels is unsafe
21. Giving improper identification when requested by the Driver
22. Tampering with radio or bus controls
23. Failure to obey the Driver's instructions or directions
24. Failure to remain quiet at all railroad crossings

25. Endangering life or limb of other people
26. Other unauthorized or unsafe actions

The authority of the Bus Driver as explained in Section 14263 of the California Code of Regulations, Title 5, states that:

“Students transported in a school bus shall be under the authority of, and responsible directly to, the Driver of the bus, and the Driver shall be held responsible for the orderly conduct of the students while they are on the bus or being escorted across a street, highway, or road. Continued disorderly conduct or persistent refusal to submit to the authority of the Driver shall be sufficient reason for a pupil to be denied transportation. A Bus Driver shall not require any pupil to leave the bus enroute between home and school or other destinations.”

SECTION IV – OPERATING PROCEDURES

1. **Bus Inspection:** All Drivers must report early enough before bus departure time each morning to enable them to have a warm-up period for their buses. During the warm-up period, all Drivers must stay with their buses. Before leaving on their run, the Driver must check the vehicle as required by law.
2. **Oil, Fuel, and Water:** The fuel shall be checked daily. The Driver shall be responsible for having sufficient fuel on board to complete the assigned trip. The Driver will stay with the bus while it is being fueled. Please check with the Dispatcher for the fueling policy at your yard or park-out location. Generally, diesel buses must be fueled at half a tank. CNG buses are fueled daily.
3. **Cleaning Buses:** The Driver of each bus will be responsible for the cleanliness of the bus they have been assigned. Each bus must have the inside and outside of the window glass cleaned as needed and the bus swept at least once daily. This should be done more often, if necessary, in order to maintain a high standard of cleanliness. Dashboards should be dusted daily and there should be no article of any kind on the dash as it can become a serious safety hazard. In the same fashion, any stickers, magnets, etc. should be approved before placement on the bus, as they too can be a serious safety hazard. In addition, the seats should be tipped as necessary, or at least once a month to clean out any accumulated debris. Washing the exterior of the bus should be done at least once a week. A clean bus conveys many positive messages to the community. Any articles of value should be removed from the bus and stored in a safe place until claimed by the owner. Items should be returned to the student the next day or delivered to the school of attendance. If you are unsure of the ownership or school, please bring the article to Dispatch.
4. **Breakdown Procedures:** If possible, secure the bus off the roadway in a safe location. When a bus has trouble on the road, the Driver should report this to the Dispatcher or other Management Team member. If students are on the bus when the breakdown occurs, the Driver should remain on the bus reporting the breakdown, the Driver should be as careful as possible to give the Shop as much information as possible as to the cause of the breakdown. Make certain that the correct location of the stalled bus is given. All Drivers shall carry an emergency card (name tag) with pertinent telephone numbers to call after hours. Please use the emergency on-duty cell phone number first at **(707) 953-3019**. If the Dispatcher, Mechanics, or other personnel cannot be reached, call another Driver to relay the information for you.
5. **Field Trips:** Once a Driver accepts a field trip, it is that individual's responsibility to plan, with the assistance of the Dispatcher or other qualified personnel, the safest route and stops for that trip. Any deviation from the planned route or destination should first be cleared through the Dispatcher or other management personnel.

Drivers should become familiar with the bus they are driving, especially if it is not a bus that they regularly drive. A pre-trip inspection must be made per state law.

Drivers should arrive at the school at least five minutes before the scheduled departure time to allow for loading of luggage and passengers. Luggage should be loaded by the passengers and under the direction of the Bus Driver. In no event shall aisles or emergency exits be blocked or shall luggage be loaded above the seat levels. Caution should be taken in loading unusual athletic equipment, such as shot puts and pole-vaults to ensure that they do not cause a hazard on the bus to passengers, the driver, or the bus.

The Driver shall meet with an adult chaperone, verify trip details, and give the mandatory safe riding and evacuation instructions to the students as per Education Code 39831.5.

Once you are at your destination, secure the bus whenever you will be away from it. The bus is your responsibility, and you will be charged with any damage or vandalism that occurs due to your neglect or unexcused absence from the bus.

Meal reimbursement is available when a work assignment includes mealtime away from the Agency. An itemized receipt and meal reimbursement request for must be approved by the Driver Supervisor. Current reimbursement rates may be located in Article 4.9 of the Collection Bargaining Agreement.

6. **Park-Outs:** If you are requesting to park your bus at your home or another safe location for a short period of time or as a convenience, you need to have an approved “Park-Out Responsibility and Consent Form” on file in Dispatch (Appendix A). Overnight Park-Outs are prohibited.

SECTION V – ACCIDENTS

- 1. Accidents:** A school bus accident is any accident with students aboard where you strike any other fixed or moving object, regardless of how minor, or any injury to a student due to quick starts, stops, etc. Any time you hit any object with students aboard, you must stop and report the accident immediately.
- 2. Notification:** Immediately report a school bus accident to the Dispatch Office. If there is no response, or it is a night or weekend trip, immediately call the on-duty cell phone number for assistance **(707) 953-3019**. If there is no response, immediately notify the California Highway Patrol (911) to report the accident. Do not leave the students except in the case of a dire emergency. Be sure that the location of the accident is given and if there are any injuries or not, and if any other equipment is necessary (ambulance or fire equipment).
- 3. Exchanging Information:** The Driver should not discuss the accident in any manner, except with the Director, Dispatcher, Instructors, or any other Agency official, or the responding first responder(s). Accident information kits are located in each vehicle. Drivers cannot require another motorist to stay at the scene of the accident, but you must at least exchange the following information: Driver's License number, Driver's name, vehicle license number, fleet number, address, telephone number, and insurance information. Do not enter into arguments and be courteous at all times. Please get a list of all passengers on the bus, their grade (birthdate), and seating location.
- 4. Accident Reports:** A full and complete accident report covering every accident or incident, however small, must be made by the Driver and submitted to the Transportation Supervisor the same day.
- 5. Accident Procedures:** Following an accident, do not move a school bus from the scene of the accident until approved by an Officer of the Highway Patrol or any Police Officer, or if in your reasonable estimation, you must move the bus for safety or traffic reasons. Follow all laws and regulations; put out reflectors, if necessary, administer first aid if necessary, and evacuate the bus if necessary. Do not release any students until you receive permission by an Agency Administrator or California Highway Patrol.

SECTION VI – PERSONNEL PROCEDURES

1. **Licenses:** Every Driver must always carry, while on duty, a valid California Driver's License of the appropriate class and all appropriate certificates as required by the State and the Agency (no copies). If any license or certificate is allowed to expire, the Driver will be relieved of duty and may face discipline as per Article 16 of the Collective Bargaining Agreement.
2. **Change of Address:** Employees must inform the Human Resources Department of any change of address or phone number.
3. **Absences:** Employees must request future absences from their Supervisor. Requests will be approved in order of receipt. Requests may be denied by the Supervisor for various reasons. If the employee disregards the denial and takes the time off, his or her pay will be docked for the date of absence and the employee will be subject to discipline. Should an employee call out due to illness, it is the responsibility of the employee to contact Dispatch prior to the start of their morning route so that Dispatch can schedule coverage of the route.

Sick leave is granted in July of each year and is pro-rated depending on the employee's work calendar (10-month = 10 days, 11-month = 11 days, 12 month = 12 days). Accumulated sick leave will roll over to the subsequent fiscal year and may be calculated towards retirement service credit. Five of the sick leave days may be used for Personal Necessity leave and two of the sick leave days may be used for Personal Reasons per Articles 10.7.2 and 10.7.3 of the Collective Bargaining Agreement. Vacation days are granted in July, as well. Three days are "banked" for employee use and the remaining days are paid to the employee on the Regular monthly pay cycle or may be deferred and paid in full on the June Supplemental pay cycle.

4. **Appearance:** While on duty, Drivers will always maintain a clean and neat appearance and dress properly, per Article 11 of the Collective Bargaining Agreement. Drivers must always wear an identifying name tag on the outer portion of their clothing. Uniforms are required for Drivers, Transportation Aides, and Mechanics. A dress code is required for all other employees.
5. **Attitude of Employees:** While on duty, Drivers and all employees are expected to cooperate with all Agency Operations personnel and co-workers. Bickering among employees will not be tolerated. The use of profane or vulgar language by employees during work hours is forbidden.
6. **Smoking:** Smoking on buses or Agency vehicles is forbidden. Smoking is only permitted in designated areas and during break times.
7. **Drug and Alcohol Testing:** All employees are subject to drug and alcohol testing as per the policies and procedures outlined in Article 15.8 of the Collective Bargaining

Agreement. Employees are required to go immediately when notified to take the drug or alcohol test. A refusal or inability to report to the collection site is construed by Federal Regulation as a positive test. The use of dangerous drugs or intoxicants either before reporting for duty or while on duty is grounds for immediate dismissal.

SECTION VII – TWO-WAY RADIO USE

1. **Radio Use:** Two-way radios are to be used for routine business and emergency use only.
 - a) Keep the frequency clear of all extraneous communication so that in the event of an emergency, we can have immediate transmission.
 - b) Drivers are required to always keep radios on and monitor all transmissions
 - c) Drivers should report when they are off duty, available for additional assignments, or on duty.
 - d) All regulations regarding the types of transmission should be followed.
 - e) Profanity shall not be used on the air.

How they work: Two-way radios are not like am/fm radios, nor are they like Citizen Band radios (CB). They are a semi-private form of communicating through the air. Our radios are relatively simple. The communication goes from our base to an antenna to one of three repeaters located on Mt. Jackson, Sonoma Mountain, and on Geyser Peak. The bus radio will communicate the transmission from the strongest signal repeater and utilize the additional repeaters to communicate to/from the Dispatch base.

You may use 10 Codes to make communication more quickly and save air time. You cannot talk if someone else is speaking. Turn the radio off after your shift in order to save battery life.

2. **Cellular Telephone Use:** Most employees have their own cell phone. Never use the cell phone while you are driving your bus or any Agency vehicle. If necessary, pull over, secure your bus or vehicle, and use the cell phone. Your cell phone should only be used in case of an emergency when the two-way radio is not operable, or you are out of the area of the repeater or at night or weekends. Bluetooth earpieces or hard-wired earpieces shall not be worn while driving Agency buses or vehicles. An emergency would be an accident, breakdown, or a serious medical emergency or student issue.

10 CODES:

- 10-1 Receiving poorly
- 10-2 Receiving well
- 10-4 Message Received
- 10-5 Student discipline emergency
- 10-6 Standby
- 10-7 Out of vehicle
- 10-8 In vehicle
- 10-9 Repeat message
- 10-12 Student attending school
- 10-13 Student not attending school
- 10-17 Enroute returning to base
- 10-19 Returning to base
- 10-20 What is your location?
- 10-21 Make telephone call to _____
- 10-22 Disregard last message
- 10-24 Time check
- 10-26 My ETA is _____
- 10-30 Clear the air (inappropriate broadcast)
- 10-33 Emergency
- 10-99 Observed accident

SECTION VIII – EMERGENCY AND DISASTER PREPAREDNESS AND RESPONSE

- 1. **Need for Emergency and Disaster Preparedness and Response Plan:** Natural or man-made disasters or emergencies need to be planned for to provide for the safety of the students at school, on the bus, and for the safety of the general community.

The State of California Government Code, Chapter 8, Division IV, Title I states that all public employees become emergency service workers in the event of a declared emergency. This means that all Agency employees will be required to work in this capacity in case a disaster occurs, and a state of emergency is declared.

As it is difficult to plan the response to potential emergencies or disasters, this plan offers a guideline for Agency employees to follow.

- 2. **Important Telephone Numbers:**

American Red Cross.....	707-577-7600
California Highway Patrol.....	911 or 707-648-5550
Emergency Broadcast System.....	707-545-3313
Fire Department.....	911
Emergency Public Information Hotline.....	707-527-3856
Office of Emergency Services.....	707-565-3856
Pacific Gas and Electric Company.....	800-743-5000
Salvation Army (Administrative Office).....	707-542-0981
Sonoma County Sheriff.....	911 or 707-527-2121
Santa Rosa Police.....	911 or 707-528-5222
Sebastopol Police.....	911 or 707-823-6446
Paramedics.....	911
R.A.C.E.S. (Ham Radio Operators/Emergency Comm.).....	707-823-7947

- 3. **Emergency Notification:** In the event of a disaster or emergency, it will be difficult to communicate with emergency agencies. The Emergency Broadcast System will be our best source of news and information. Agency personnel should listen to Radio Station KSRO (1350 AM) or KCBS (740 AM). Additional communication from the Agency to all Agency personnel will be made through a push notification software.

- 4. **Transportation Services:** In the case of most emergencies or disasters, we will be relied upon by the schools and school districts to provide transportation services as needed to transport students’ home or evacuate students and faculty to central care facilities. These decisions will be made by school Administrators in conjunction with emergency officials and this Agency. Taking care of the needs of the schools and students will be our first priority. That being accomplished, we may be called upon by local authorities to evacuate the general public to disaster shelters or other areas.

5. **Releasing Students:** When we are not in an emergency, students are released only at their designated bus stops or at a location approved in writing by the student's parent or guardian. In times of an emergency or disaster, we may release students without prior notice from parents or guardians. Drivers will have to use their best judgement in releasing students. For example, if students are to be transported home, but the road the student lives on is flooded, radio Dispatch to report the condition and keep the student aboard. In any event, these directions will be generated by each school district.
6. **Special Instructions:** All special instructions to Agency personnel will be given over the two-way radio or made through push notification software.
7. **Specific Situations:** Since it is unlikely that we could cover every conceivable type of disaster or emergency, the following instructions are provided to assist the bus Driver or Agency employee:
 - a. **Criminal Violence, Civil Disturbance While Traveling in a School Bus**
 - Secure the bus, do not allow anyone on the bus
 - Immediately contact Dispatch to notify of the situation
 - Drive away from the disturbance, if possible
 - If students live in the affected area, notify Dispatch and return the student to their school.
 - b. **Hostage Situation, Active Shooter**
 - Immediately have students DROP and COVER
 - Contact Dispatch to notify of the situation
 - Drive away from the situation, if possible
 - Never endanger yourself or students; DROP if you are in danger
 - If on the bus, follow all instructions of the hijacker; do not try to be a hero and be sure to get a description of the individual
 - c. **Earthquake**
 - Follow DROP, COVER, and HOLD commands if ordered
 - Drivers in buses may not be aware of an earthquake
 - Be alert for cracked road surfaces
 - Always keep two-way radio on for instructions
 - Transport to shelter if ordered
 - d. **Flood**
 - Follow instructions on two-way radios
 - Never drive through water when unsure of roadbed
 - Look for the centerline of the roadway
 - After the flood, bridge approaches and bridges should be checked
 - Do not allow students to walk through water if depth is unknown

- Check brakes periodically if driving through water
- Gas engines will stop when submerged, diesel will not
- Flooding generally builds up over a long period of time and advance planning and school closures can be made
- Areas of first flooding are: Green Valley Rd. near Graton, Todd Rd. and Llano Rd, Dell Rd. on Old River Rd., Ross Rd., Occidental Rd. and Mill Station Rd., River Rd., and Sanford Rd.
- Drivers should immediately notify Dispatch of areas flooded

e. Chemical Accident, Hazardous Spills, Nuclear Emergencies

- Follow directions of Dispatch
- Protect the students
- Avoid the affected areas, if possible

f. Enroute Bus Disasters or Emergencies

- Inform Dispatch of any breakdowns, accidents, student injuries or other disasters or emergencies
- While driving your route on a daily basis, identify safe locations and pull-outs along the route. Know areas of your route that have good visibility and areas where the two-way radio operates and where it does not. Be prepared to utilize these in an emergency
- Remain calm as students will take their cues from you
- Properly park the bus and set the brake, if necessary, evacuate the bus following the procedures you have discussed with students and/or set out warning reflectors
- Take appropriate First Aid and CPR courses and utilize those skills, if necessary
- Know where the nearest hospital, clinic, and shelter is located

8. General Instructions and Directions

- There is no substitute for being prepared
- Identify safe locations on your route to protect the students in the event of an emergency or disaster
- Know where hospitals, clinics, and shelters are located. Fire Departments may also assist with first aid
- Remain up to date on First Aid and CPR certification
- Know your bus; what it is capable of and any limitations
- Take evacuation drills and students riding safety drills seriously and involve your students to they can be prepared for any emergency
- Have students unload in an orderly fashion (row-by-row) so that it becomes habit and will allow orderly evacuations in the event of an emergency or disaster

- In most cases, the students will be safer on your bus, however, if the bus is in danger of catching fire or exploding, immediately evacuate the students to a safe location, turn your two-way radio all the way up and hang the microphone out of the window so that you may communicate as needed. Utilize the accident/emergency kits on each bus.
- In any emergency, only certified school bus Drivers will be allowed to drive school buses. Inexperienced drivers would place our students in more danger
- Your dedication and commitment to the safety of students every day will protect these same students in an emergency. You will truly be the “Captain of your ship” in an emergency or disaster and your split-second, common sense decisions may be necessary to avert further danger to your students. Be prepared!

9. Location and Contact Number of Hospitals and Clinics

Sutter Hospital of Santa Rosa – 30 Mark West Springs Rd. Santa Rosa.....	707-576-4000
Kaiser Permanente – 401 Bicentennial Way Santa Rosa.....	707-571-4000
Santa Rosa Memorial Hospital – 1165 Montgomery Dr. Santa Rosa.....	707-546-3210
Sonoma Valley Hospital – 347 Andrieux St. Sonoma.....	707-935-5000
Healdsburg General – 1375 University St. Healdsburg.....	707-431-6500
Petaluma Valley Hospital – 400 No. McDowell Blvd. Petaluma.....	707-778-1111

10. Location and Contact Number of Fire Departments

Cotati/Rancho Adobe Fire Protection District – 1 E Cotati Blvd.....	707-576-1365
Healdsburg Fire – 601 Healdsburg Ave.....	707-431-3366
Petaluma Fire – 198 D. St.....	707-761-4545
Rohnert Park Fire – 500 City Center Dr.....	707-584-2611
Santa Rosa Fire – 2373 Circadian Way.....	707-528-5151
Sebastopol Fire – 7245 Bodega Ave.....	707-823-2434
Sonoma Fire – 630 2 nd St. W.....	707-996-2101
Windsor Fire – 8200 Old Redwood Hwy.....	707-838-1170

11. Location and Contact Number of Police Departments

Cotati Police – 203 W. Sierra Ave.....	707-792-4614
Healdsburg Police – 238 Center St.....	707-431-3366
Petaluma Police – 969 Petaluma Blvd. No.....	707-778-4372
Rohnert Park Police – 500 City Center Dr.....	707-584-2611
Santa Rosa Police – 965 Sonoma Ave.....	707-528-5222
Sebastopol Police – 6850 Laguna Park Way.....	707-829-4400
Sonoma Police – 175 First St. W.....	707-996-3601
Windsor Police – 9291 Old Redwood Hwy. #300.....	707-838-1234

12. Location and Contact Number of Sonoma County Sheriff

Sonoma County – 2796 Ventura Ave.....	707-527-2121
Bodega Bay Sub-Station – 510 CA-1.....	707-875-3561
Guerneville Sub-Station – 1 st and Church.....	707-869-0202
Sea Ranch Sub-Station.....	707-785-2338
Sonoma Valley Sub-Station – 810 B Grove St.....	707-996-9495

Appendix A

WEST COUNTY TRANSPORTATION AGENCY

PARK-OUT RESPONSIBILITY AND APPROVAL FORM

Driver's Name: _____ Bus #: _____

Address of Park-Out: _____

I attest to the following:

1. The vehicle will be secured while parked and keys will be placed in the lock box.
2. The vehicle will be properly "pre-tripped" or inspected prior to leaving the Park-Out location to ensure it is in good working condition and has not been vandalized.
3. Complete communication with Dispatch will occur including getting approval, signing off, and reporting to duty again.
4. The assigned vehicle will be parked in this location and may not be used for private errands or business.
5. There will be no unauthorized passengers.
6. If there is any problem with this Park-Out whether theft, vandalism or any violation of the above responsibilities I will not be allowed to Park-Out in the future.

Driver Name

Date

Driver Signature

_____ Park-Out Approved

_____ Park-Out Denied

Comments: _____

Supervisor Name

Date

Supervisor Signature

APPENDIX B

Payroll Timeline for 10 and 11 Month Employees

8/10 Pay Cycle – Additional hours outside of Contract worked in July, including Independence Day if worked day before or day after.

8/31 Pay Cycle – “Pay the Days” – Contract at new route hours per day for half of the month, Orientation hours, Bid-Day, In-Service hours. Sick Leave and Vacation grant using these hours.

9/10 Pay Cycle – Additional hours outside of Contract worked in August as well as Training Modules (Mandated Reporting/Blood Bourne Pathogens/Anti-Harassment).

9/30 Pay Cycle – Equalized Contract through May 31 plus Vacation Pay. Health and Welfare deduction, if employee is over Agency Cap deducted at rate from previous year premium.

10/10 Pay Cycle – Additional hours outside of Contract worked in September.

10/31 Pay Cycle – Equalized Contract through May 31 at “Window Period” weekly hours added and dived by 5 days to create employee F.T.E. (Full Time Equivalency to 8 hours per day) plus Vacation Pay. Sick Leave and Vacation Pay adjust using these hours. Health and Welfare deduction, if employee is over Agency Contribution at new rate as established by C.V.T. Insurance.

11/10 Pay Cycle – Additional hours outside of Contract worked in October at new F.T.E.

11/30 Pay Cycle – Equalized Contract through May 31, plus Vacation Pay; same gross earnings as October if no change to assignment.

12/10 Pay Cycle – Additional hours outside of Contract worked in November.

12/31 Pay Cycle – Equalized Contract through May 31, plus Vacation Pay; same gross earnings as October if no change to assignment.

1/10 Pay Cycle – Additional hours outside of Contract worked in December.

1/31 Pay Cycle – Equalized Contract through May 31, plus Vacation Pay; same gross earnings as October if no change to assignment. Federal and/or State Income Taxes may change net pay if tax thresholds are changed by Government Agencies.

2/10 Pay Cycle – Additional hours outside of Contract worked in January.

2/28 Pay Cycle – Equalized Contract through May 31, plus Vacation Pay; same gross earnings as October if no change to assignment.

3/10 Pay Cycle – Additional hours outside of Contract worked in February.

3/31 Pay Cycle – Equalized Contract through May 31, plus Vacation Pay; same gross earnings as October if no change to assignment.

4/10 Pay Cycle – Additional hours outside of Contract worked in March.

4/30 Pay Cycle – Equalized Contract through May 31, same gross earnings as October if no change to assignment. Vacation Pay is no longer paid out monthly as it is 1 of 3 “banked Vacation days”.

5/10 Pay Cycle – Additional hours outside of Contract worked in April.

5/31 Pay Cycle – Same gross earnings as October if no change to assignment. Final Contract pay for 10 Month employees. Final equalized pay for 11-month employees. Employer annual 457 Plan Contribution for 10 year or more employees.

6/10 Pay Cycle – Additional hours outside of Contract worked in May.

6/30 Pay Cycle – Contracted 4 hours per day for 11-month employees, Bid-day pay.

6/30 Pay Cycle – Deferred Net Pay, if chosen by employee, from September through May paid to employee in two entries (1st Summer Pay and 2nd Summer Pay).

6/30 Pay Cycle – 10 Month employee Deferred and/or Banked Vacation Payoff, Sick Leave Incentive Payout

7/10 Pay Cycle – 11 Month employee Deferred and/or Banked Vacation Payoff. Additional hours from August through June affect Sick Leave and Vacation Pay. Sick Leave Average is posted to employees Sick Leave balance, Average Vacation Pay is paid off.

7/31 – No pay cycle.

Additional information: Calendars are subject to change annually based on District session.

10 Month – Calendar = 196 Paid Days (185 Work Days plus 11 Paid Holidays included in Gross earnings)

11 Month – Calendar = 213 Paid Days (201 Work Days plus 12 Paid Holidays included in Gross earnings)