



MOTOR CARRIER ATTACHMENT

Greyhound Driver Rule Book (Excerpts)

Highland, IL

HWY23MH015

(19 pages)



DRIVER'S RULE BOOK



RECEIPT

**I acknowledge receipt of the revised
Driver's Rule Book (02/19). I understand it
is my responsibility to be familiar with and
comply with all rules contained herein.**

Signed:

Date:

Delivered to Driver by:

Date:

**Note: Please place in driver's personnel file.
Revision 02/19**

PREFACE

The Driver's Rule Book is provided as a general outline of your duties and responsibilities.

You must be familiar with and observe all rules contained in this rule book.

Nothing in these work rules is intended or will be construed in a way which interferes with, restrains, or coerces employees in the exercise of their rights guaranteed under Section 7 of the National Labor Relations Act.

CONTENTS

SECTION 1 - GENERAL RULES

<i>Rule</i>	<i>Number</i>	<i>Page</i>
RULES	1-1	1
DISCIPLINE	1-2	2

SECTION 2 - DRIVER BEHAVIOR AND IMAGE

<i>Rule</i>	<i>Number</i>	<i>Page</i>
HOSTILITY	2-1	2
HARASSMENT & DISCRIMINATION	2-2	2
PERSONAL CONDUCT / COURTESY	2-3	3
DISHONESTY	2-4	3
ALCOHOLIC BEVERAGES & DRUGS/ CONTROLLED SUBSTANCES	2-5	3
GAMBLING	2-6	6
COMPANY INFORMATION	2-7	6
COMPANY PROPERTY	2-8	6
COMPANY SECURITY	2-9	6
SMOKING/USE OF TOBACCO	2-10	6
IMAGE STANDARDS	2-11	6
UNNECESSARY CONVERSATION OR DISTRACTION	2-12	7
DRIVER'S EQUIPMENT	2-13	8
REFUSALS TO OBEY INSTRUCTIONS	2-14	8
ENGAGING IN OTHER BUSINESS	2-15	8
MAINTAINING LOGS	2-16	8
REPORTING FOR WORK	2-17	9
UNAUTHORIZED TRANSPORTATION	2-18	9
REPORTING OF ARRESTS & CITATIONS	2-19	9
WEAPONS	2-20	10
SIGNS OR BANNERS ON BUSES	2-21	10
COMMERCIAL DRIVER'S LICENSE	2-22	10
CREDIT ON COMPANY'S ACCOUNT	2-23	10
DRIVER SAFETY AND INJURIES	2-24	10
DRIVER PHYSICALS	2-25	11
COMPANY DORMS AND HOTELS	2-26	11

SECTION 3 - SCHEDULE PERFORMANCE

<i>Rule</i>	<i>Number</i>	<i>Page</i>
STOPS TO BE OBSERVED	3-1	12
SCHEDULE PERFORMANCE	3-2	12
DEVIATION FROM ROUTE	3-3	12
ANNOUNCEMENTS	3-4	12
PROPER STORAGE OF BAGGAGE & PACKAGES	3-5	12
EMPLOYEE PASSES	3-6	13

MEAL AND REST STOPS	3-7	13
LOST ARTICLES	3-8	13
ARRIVAL AND DEPARTURE INFORMATION	3-9	14

SECTION 4 - CUSTOMER SERVICE

<i>Rule</i>	<i>Number Page</i>	
LOADING AND SEATING PASSENGERS	4-1	14
HANDLING OF DISORDERLY PASSENGERS	4-2	15
SMOKING BY PASSENGERS	4-3	17
PASSENGER SEATBELTS	4-4	18
ANIMALS	4-5	18
ADA	4-6	18
CHECKING BAGGAGE	4-7	18

SECTION 5 - BUS OPERATIONS/SAFETY

<i>Rule</i>	<i>Number Page</i>	
HIGH-VISIBILITY VESTS	5-1	19
PRE- and POST-TRIP INSPECTIONS	5-2	19
DRIVER SEATBELTS	5-3	19
DRIVERS' RESPONSIBILITY	5-4	19
IN CASE OF A COLLISION	5-5	20
THERMAL EVENTS	5-6	21
IN CASE OF BREAKDOWN	5-7	21
ENROUTE INSPECTIONS	5-8	21
COASTING PROHIBITED	5-9	21
RAILROAD CROSSING	5-10	21
PASSING OR FOLLOWING ANOTHER GREYHOUND BUS	5-11	22
BUS PARKING	5-12	22
BACKING	5-13	22
NARROW BRIDGE LOCATIONS	5-14	22
SPEED	5-15	22
SCHEDULE TIME	5-16	23
HAZARDOUS CONDITIONS	5-17	23
USE OF HEADLIGHTS	5-18	23
RIGHT-OF-WAY	5-19	23
LIGHTS-SIGNALS	5-20	24
TOWING OR PUSHING BUSES	5-21	24
BOARDING AND ALIGHTING PASSENGERS	5-22	24
MAINTAINING SAFE FOLLOWING DISTANCE	5-23	24
NIGHT DRIVING/REDUCED VISIBILITY	5-24	24
FIXED OBJECTS	5-25	25
SAFETY TRAINING COMPLIANCE	5-26	25

SECTION 1

GENERAL RULES

1-1 RULES: The duties and responsibilities of the driver are prescribed by the rules contained in this rule book and by such additional policies, orders, instructions, bulletins, and directives as may be issued by management.

From time to time, the Company may issue revised and/or new bulletins and directives that may modify these and/or other rules. Drivers must routinely check the area in their home terminal where Company information is customarily posted to be familiar with these new and/or revised rules or policies.

Drivers must be familiar with and comply with all federal, state/provincial and local laws and regulations governing motor coach transportation in the territory in which the driver is performing his or her duties.

Whenever a situation arises that is not covered by policies, directives, or bulletins, proper judgment must be exercised in determining the safest and most prudent course of action. If immediate direction is needed, the driver should promptly call dispatch. Drivers must make a prompt written report of the situation to their supervisor.

The Company is in the business of providing transportation to the public. It is important that drivers clearly understand their role in providing professional and polite service to those customers.

Further, safety is a primary concern of the Company. It is extremely important that drivers follow all safety rules and training provided by the Company, as well as; rules, regulations, and laws pertaining to safe operation of a commercial vehicle.

C. Drivers will not install/use any electronic device of any type on a Company-operated bus or van/shuttle.

D. Drivers are prohibited from placing any material on any part of the driver's compartment, including the security shield that would limit the driver's view of the passengers or passengers' view of the driver.

E. Drivers are prohibited from obstructing the view of the DriveCam camera.

2-13 DRIVER'S EQUIPMENT: Drivers are responsible for all equipment and supplies issued to them. When leaving the service of the Company, drivers must return all equipment, supplies and other property of the Company to the proper office.

Drivers shall carry working cell phones at all times while on duty. Drivers must have a reliable, working timepiece while on duty.

2-14 REFUSALS TO OBEY INSTRUCTIONS: Insubordination or the refusal to obey a written or verbal order from management may be cause for discharge.

2-15 ENGAGING IN OTHER BUSINESS: Drivers shall not engage in any other business in competition with the Company or in conflict with its interests or any other business or activity that will interfere with the performance of Greyhound duties or that will not allow proper rest prior to reporting for duty. Drivers must report to the Company any activity that would affect hours of service in accordance with the Federal Motor Carrier Safety Regulations. As required by DOT regulations, all time working for another company, including self-employment, must be logged.

2-16 MAINTAINING LOGS: Operators must comply with Federal DOT regulations for logging as found in FMCSA regulations by using the Company's manual or electronic logging procedures. Operators who are found to be out of compliance with the logging of their duty status will be subject to discipline. Operators who are found to be out of compliance in logging their duty status by more than

the current day, have a previous history of non-compliance or who have falsified their log may be subject to immediate discharge. The Company policy is that the driver be able to show the previous eight days of logs.

2-17 REPORTING FOR WORK: Drivers shall report for duty well rested, with proper equipment and uniform, and in sufficient time as may be required and prescribed to perform his/her duties. If a driver is unable to report for work at the prescribed time, the driver must promptly notify a Company supervisor of the inability to do so.

Drivers may be disciplined up to and including discharge for attendance issues.

2-18 UNAUTHORIZED TRANSPORTATION: Drivers must make certain that all passengers have valid tickets, vouchers or authorization to travel and are boarding the proper bus. Unauthorized transportation of passengers, baggage or package is prohibited.

Drivers must follow all federal laws, statutes, and rules regarding prohibitions against knowingly transporting or concealing, harboring, or shielding from detection any person or persons who are in the United States illegally or to act in reckless disregard of evidence that a customer is illegally in the United States or is smuggling illegal persons.

Drivers may never transport nor should they knowingly allow passengers to transport illegal or prohibited substances or items on any bus.

2-19 REPORTING OF ARRESTS & CITATIONS: Drivers arrested, given a citation, or given a CSA warning or violation for any reason while either on or off duty shall immediately or as soon as possible make a report to his/her supervisor or MRD and will submit a written report of such arrest or citation to his or her supervisor within 24 hours.

In addition to the above, an annual report of moving vi-

ulations will be required in accordance with the Federal Motor Carrier Safety Regulations.

2-20 WEAPONS: Except where prohibited by law, the possession of any weapon, including self-defense devices or chemicals, while on duty, on or about the vehicles or premises of the Company or any facility provided by the Company is prohibited at all times. Violation of this rule will be cause for discharge.

2-21 SIGNS OR BANNERS ON BUSES: The display of signs or banners on buses is prohibited unless authorized by the Company. Unauthorized advertising material is not to be distributed on buses.

2-22 COMMERCIAL DRIVER'S LICENSE: Drivers must maintain a valid, current commercial driver's license (CDL) while employed to operate Company buses. Any driver whose commercial license is suspended for more than 90 days will be subject to immediate discharge.

Drivers who operate Company buses without a valid CDL will be subject to immediate discharge.

2-23 CREDIT ON COMPANY'S ACCOUNT: Unless specifically authorized, drivers shall not charge any purchase to the Company's account, nor spend any of their own money for a Company purchase.

2-24 DRIVER SAFETY AND INJURIES: Drivers must work in a safe manner in accordance with all applicable federal, state, and local laws and regulations, safety policies and procedures, and training so as not to pose a danger to themselves or others.

Drivers must report all work-related injuries to a supervisor immediately, or as soon as practical, and must cooperate with any investigation into the cause of the injury.

Drivers must follow all directives and instructions of the Company and/or the Company's workers' compen-

sation carrier or its representatives with regard to treatment of injuries and return to work.

Unsafe or careless acts that result in injury will be subject to discipline up to and including discharge.

Drivers who falsify claims of injury or the severity of the injury will be subject to discharge.

2-25 DRIVER PHYSICALS: Drivers must obtain their physical from the designated Company physician. They must take the appropriate form with them. The driver portion of the form must be completed accurately and must contain current and prior injuries or medical conditions. All medication must be listed. On return to work physicals, the driver must list the illness or injury that caused the absence. Failure to completely disclose all information is a violation of DOT regulations and may be cause for discharge.

2-26 COMPANY DORMS AND HOTELS: All rooms provided for the driver, by the Company, are specifically for the use of the driver to obtain rest. Drivers are not allowed to have unauthorized individuals in the room. Drivers are not allowed to have alcohol, weapons or prohibited drugs in dorms or hotel rooms.

Drivers must stay at authorized Company hotels.

Drivers are not allowed to stay at hotels in their home domicile unless authorized in writing in advance in each instance by a Company supervisor/manager.

SECTION 3

SCHEDULE PERFORMANCE

3-1 STOPS TO BE OBSERVED: Drivers shall confirm with agency/terminal personnel on duty at each stop that all passengers and all inbound/outbound baggage and packages are properly handled. Drivers must comply with all bulletins and directives regarding passengers picked up and discharged en route.

3-2 SCHEDULE PERFORMANCE: The Company's schedule/stop times shall be adhered to as closely as safety will allow. Delaying at terminals and stops or running ahead of scheduled time is not permitted. Unauthorized stops are prohibited.

3-3 DEVIATION FROM ROUTE: Drivers must know the routes and stations in their assigned service. Drivers shall not deviate from the route prescribed by the Company, except in emergency situations, which must be reported to a supervisor. By-passing of scheduled stops without supervisory approval is prohibited. Except in the case of an emergency, passengers will only be boarded and discharged at authorized Company stops.

3-4 ANNOUNCEMENTS: Drivers shall make all announcements using the automated announcement function on their Company cell phone. Additional announcements must be made as needed to provide schedule/stop information.

3-5 PROPER STORAGE OF BAGGAGE & PACKAGES: Drivers must make certain that baggage and parcels inside the bus are stored safely. Parcels or baggage that cannot be stored safely inside the bus must be checked and stored in the baggage compartment.

Personal baggage being transported by the driver must be stored in the first baggage bin compartment.

Prior to departure and periodically en route, drivers must

from the bus at the next safe location.

4-4 PASSENGER SEATBELTS: On buses equipped with passenger seatbelts, drivers should recommend that passengers wear a seatbelt but will not demand nor prohibit them from doing so.

4-5 ANIMALS: Animals (except service animals for persons with disabilities) are not permitted on buses. If a service animal appears dangerous or otherwise questionable by driver as a legitimate service animal, the driver should immediately ask a supervisor or manager for assistance. If none is available, the driver must call the ADA/Fleet desk and must follow their instructions.

4-6 ADA: Drivers shall comply with the Company's policies and procedures concerning the Americans with Disabilities Act (ADA). Failure to allow passenger with a disability to sit in a vacant front seat will be considered a serious violation of this rule.

4-7 CHECKING BAGGAGE: Drivers shall make certain that all baggage and express on the schedule being operated is picked up and delivered to stations en route.

If a Driver is unable to deliver checked baggage or package express at an intermediate point and the agency is closed, the Driver shall carry such baggage or package express to the next major station.

Drivers shall maintain a lockbox key as part of their equipment and use lockboxes provided at agencies or terminals when closed.

Drivers shall provide reasonable assistance to passengers who wish to carry their unchecked baggage on board the bus, unless it puts the driver at risk of injury to do so. Drivers are expected to be able to lift 35 pounds overhead, lift 50 pounds, and move/handle 100 pounds.

SECTION 5

BUS OPERATIONS/SAFETY

5-1 HIGH-VISIBILITY VESTS: High visibility vests must be worn whenever walking/standing in vehicle traffic areas (i.e.: terminals/maintenance facilities). High visibility vests are not required when standing at bus door-side and actively boarding/alighting passengers except at locations where such is performed in traffic lanes.

5-2 PRE- and POST-TRIP INSPECTIONS: Drivers must complete a thorough pre-trip and post-trip inspection of his or her bus according to existing policy. Drivers must make sure that there is sufficient light to see all aspects of the bus, including the tires and other equipment, in order to properly perform the inspection.

A driver terminating at a remote or non-garage location with a bus that has mechanical issues that might prevent further operation of the bus must complete the M-7 and contact the Maintenance Response Desk to advise the Company of all equipment issues.

Drivers will perform a brake system pre-trip inspection on any bus they drive for the first time each day. Running tests of brakes will be performed, where and when it is safe to do so, by applying a hard brake test as soon as possible after leaving the garage, terminal or other bus pickup point.

5-3 DRIVER SEATBELTS: Buses must not be driven unless the driver is properly restrained with the driver's seatbelt. Seatbelt extenders will not be used. If so equipped, the shoulder strap must be worn across the chest as designed and the lap belt must be worn across the hips as designed. Failure to do so is considered a serious safety violation.

5-4 DRIVERS' RESPONSIBILITY: Professional Greyhound drivers must drive in such a manner as to ensure the safe operation of the bus and take reasonable action to identify accident-producing situations soon enough to avoid a collision.

with the provisions of the Company's policy. Drivers are required to make a full, complete stop at all railroad grade crossings, unless exempted.

5-11 PASSING OR FOLLOWING ANOTHER GREYHOUND BUS: Passing another Greyhound bus moving in the same direction is prohibited except on multiple-lane, divided, limited-access highways, where the speed differential between buses is a minimum of 10 mph.

When following another Greyhound bus, a minimum of one (1) city block will be maintained between buses in cities, towns and villages, and a quarter of a mile (1/4) between buses on the open highways. The only exceptions to this rule are:

1. When passing another bus as provided above.
2. Where traffic is preparing to stop or is stopped.
3. At major terminals where the high frequency of schedule arrivals or departures makes this requirement impractical.

5-12 BUS PARKING: Drivers must properly park their bus in a designated safe, legal place according to Greyhound policy.

5-13 BACKING: Prior to any backing maneuver, drivers must use a trained ground guide to assist in the safe backing of the bus unless none are available in the location. In all locations, the driver must conduct a walk-around inspection, turn on the four-way flashers, and sound the horn loudly. Drivers must back the bus safely.

5-14 NARROW BRIDGE LOCATIONS: When approaching or driving on narrow bridges or other locations where clearance is doubtful, stop and yield the right-of-way to all traffic.

5-15 SPEED: Buses are not to be operated in excess of the posted speed limit. Regardless of the governed setting on the bus or posted speeds that exceed 70 m.p.h., the bus should never be operated in excess of 70 m.p.h. It will be

the driver's responsibility to maintain the bus's speed on downhill grades in accordance with these guidelines.

Under no circumstances is a bus to be driven at a speed greater than is reasonable and prudent under the existing weather, road, and traffic conditions.

5-16 SCHEDULE TIME: Schedules are set using legal speed limits for normal weather, traffic and road conditions. Rain, snow, ice, fog, and other abnormal traffic conditions may force a delay in the schedule. When departure and/or en route delays develop, drivers must not attempt to make up time on regular schedule operations by operating the bus at an unsafe speed or failing to observe all safe driving practices according to Company procedure, training and directives.

It is expected that drivers will operate late under abnormal conditions.

5-17 HAZARDOUS CONDITIONS: Extreme caution in the operation of the bus must be exercised when hazardous conditions, such as those caused when snow, ice, sleet, fog, mist, rain, dust, or smoke adversely affect visibility and/or traction. Speed shall be reduced and following distance increased when such conditions exist. If road and/or weather conditions become so severe as to make continuation of the schedule unsafe, the driver shall immediately find a safe place off the roadway in which to properly park the bus, and remain stopped until the schedule can be continued safely. When safely stopped, the driver must immediately notify dispatch.

5-18 USE OF HEADLIGHTS: In compliance with the Company's "Lights-On" policy, the headlights of the bus shall be turned on whenever the bus is moving. High beam headlights will be used at night whenever possible.

5-19 RIGHT-OF-WAY: In circumstances where a conflict with another vehicle or with a pedestrian exists, drivers shall take reasonable actions to yield the right-of-way.

5-20 LIGHTS-SIGNALS: The use of headlights for emergency signals between approaching buses and other vehicles is permitted only as follows: Two headlight flashes-“Slow down, Danger Ahead,” three headlight flashes-“Stop.”

Bus marker/clearance lights or headlights shall not be used for any signaling purpose other than for an emergency.

5-21 TOWING OR PUSHING BUSES: A bus with passengers aboard shall not to be towed or pushed, nor shall a bus with passengers aboard be used to tow or push any other bus, except where the failure to do so would increase the hazard to passengers. In such circumstances, the towing or pushing should continue only to the nearest point where safety of the passengers is assured.

5-22 BOARDING AND ALIGHTING PASSENGERS: Drivers will bring their bus to a complete stop before allowing passengers to board or alight.

Drivers must not place their bus in motion until the door is closed and latched, and all passengers are behind the driver shield or the line separating the driver area from the passenger area.

5-23 MAINTAINING SAFE FOLLOWING DISTANCE: Drivers are to maintain a sufficiently safe following distance which will allow the bus to be stopped within the assured clear distance ahead. Under no circumstances should the following distance be less than: 6 seconds on dry road surfaces; 7 seconds on wet road surfaces; 8 seconds on snow; 9 seconds on icy road surfaces.

5-24 NIGHT DRIVING/REDUCED VISIBILITY: Drivers will add at least (1) second of following distance when driving at night. When driving in reduced visibility, speed will be reduced accordingly:

VISIBILITY	SPEED
5 SEC	40 MPH
4 SEC	25 MPH

When visibility is reduced to (2) seconds or less find a safe off-road location to park until conditions improve.

5-25 FIXED OBJECTS: Drivers shall avoid contact with all fixed objects.

5-26 SAFETY TRAINING COMPLIANCE: Drivers are responsible for knowing all safe driving practices and safety policies/procedures that have been communicated to them in training courses, refresher courses, bulletins or directives, safety meetings, or in any other way safety information is given to drivers by the Company. The safety rules and procedures that are included in this Driver's Rule Book are not to be considered the only policies, procedures, and practices that drivers must use in the safe operation of their buses.



GLI-428 (Rev 02/19)