

Welcome to Lextran



**WE SERVE
PEOPLE AND
OUR COMMUNITY
WITH MOBILITY
SOLUTIONS.**



The History of Lextran

Mass Transportation has been an integral part of the growth of Lexington and has been in existence here since 1857. Lexington was the first city west of the Appalachian Mountains to have trolleys powered by electricity. For many years, the mass transportation system was operated by the local electric company and was privately operated until 1973.

As stated above, the Transit Authority of the Lexington-Fayette Urban County Government, Lextran, was established in 1973 as the publicly-owned mass transportation company serving Lexington, Kentucky area. The Lexington-Fayette Urban County Government (“LFUCG”) purchased the system from the privately owned Lexington Transit Corporation which at the time was on the verge of bankruptcy.

It was deemed by the LFUCG that public transportation was a necessary and essential element in the future growth of the community and that many citizens depended on public transportation to get to work and for mobility in general. Lextran immediately began to upgrade the system by building a new facility and by purchasing new buses. Funding for these projects was obtained from the federal government.

Lextran receives funding from five sources: the federal government, state government, tax referendum, fare revenue and advertising revenue.

As well as being a Lextran employee, you are also a public servant and as such you work for and are paid by the general public. You must always strive to maintain the public’s trust, something that Lextran has been doing for the past forty-five years.



Introduction

Congratulations on officially beginning your Lextran training. Our aim is to get you prepared for a career at Lextran. We will make any reasonable effort to make your training as comprehensive and beneficial as possible. After you have successfully completed our course, you will be ready for a new, rewarding career.

Student Dress while Training

Student Operators/Employees are expected to wear clothing appropriate for a customer service-oriented business. As a public servant it is important we look professional and approachable at all times. Clothing such as recreation/athletic wear, sweatpants, sleeveless shirts, basketball jerseys, halter-tops, overalls, blue jeans, sandals or tennis shoes are not acceptable.

Your Performance

Each day the Daily Performance Evaluation form is filled out for each trainee. The Comments and Activities section will list all activities for the day, routes and loops traveled, equipment or procedures studied, items discussed for instruction and points of concern the instructor may have. Behavior may also be listed if it impacts the training or future performance of the student.

The check off portion indicates whether the student did acceptably well in an area in comparison to others at the same stage of their training. No one always scores “acceptable” on every item. If the scores are often “needs work”, a behavior was unsafe, or the form doesn’t cover something, the instructor will list it in the comments section. Discussions of deficiencies and agreed upon solutions will also be listed. If a student believes the instructor has been too harsh in his/her judgment, the student may make a written statement to be signed by the instructor and the student then submitted to the training department with the report.

On the back of the form is a more detailed list of behaviors. If a behavior is not severe, repetitive or of great concern, a checked box is the only mention needed. A repetitive “needs work” may be cause for special training or further discussion and will be listed in the comment section along with efforts made to correct it. Each checked box and comment will be explained to the student every day.



EMPLOYEE JOB DESCRIPTION: COACH OPERATOR

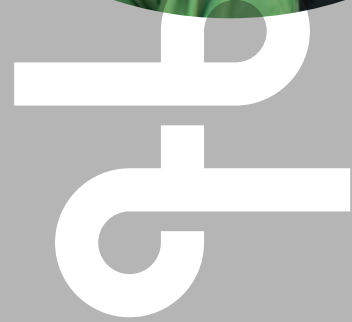
Reports To: Director of Operations; Transportation Supervisors | Department Name: Operations

JOB SUMMARY

The primary responsibility of the Coach Operator is to operate a transit vehicle while maintaining a high degree of safety and ensuring that all local, state and federal regulations are met or exceeded. The Coach Operator must follow policies and procedures to ensure safety and a high degree of customer service and quality for passengers, pedestrians and other drivers on the road.

ESSENTIAL FUNCTIONS OF THE JOB

- Adheres to safety rules, regulations, policies, and procedures to ensure the wellbeing of customers, employees, and community members.
- Assists passengers in a friendly, courteous and helpful manner.
- Assists passengers in boarding, riding and alighting in a safe manner, especially for passengers who need or request assistance as required by the American's with Disabilities Act.
- Complies with all local, state and federal laws and any company safety rules, regulations, or procedures; including carrying United States Department of Transportation (DOT) card and Driver's License while working.
- Understands and follows route maps, time schedules, and instructions for pullouts, line service, pull-ins, and off route trips.
- Operates the transit vehicles in many and various conditions including inclement weather, noisy conditions, fumes and various other distractions
- Performs driver vehicle inspections for pre-trip/post-trip as well as safety checks as needed while in service.
- Provides schedule, route, fare and transit information to passengers seeking assistance.
- Uses onboard technology including but not limited to voice radio, mobile data computers, fare boxes and other vehicle technology.
- Communicates to Transportation Supervisors and Dispatch any hazardous or dangerous conditions along bus route and at passenger loading zones, including such hazards as unusual traffic, road conditions, obstructions, construction, and potential criminal activity
- Works in a cooperative manner with co-workers and supervisors.
- Reports hazardous or dangerous conditions along bus route and at passenger loading zones, including such hazards as unusual traffic, road conditions, obstructions, construction, and potential criminal activity.
- Writes reports and completes forms, including, but not limited to accident, incident and motor coach discrepancy reports, run sheets, and passenger counts.



MICHAEL

Driving for 8 Years

“The thing that I would advise a new person is just to give it time. There’s a learning curve for everything. It’s gonna take some time to learn the routes. Don’t be too hard on yourself.”

MYTHBUSTERS

Myth: The operator I'm replacing won't mind if I relieve them just a bit later if I'm running behind.

Fact: If you're late, you not only force a co-worker to extend their shift, you keep our customers waiting and throw off the schedule.

Myth: Miss-outs aren't that big of a deal. A minute can't make that much of a difference.

Fact: Yes, they are a big deal. Besides being inconvenient for everyone, if you accumulate enough miss-outs, you could be terminated.

Myth: My supervisor is checking in on me a lot. He must not trust me.

Fact: Supervisors check on all drivers from time-to-time to ensure they are performing all their duties. They also handle customer problems and complaints.

Myth: The passengers ask repetitive, annoying questions.

Fact: Part of your role is providing excellent customer service. That means you treat all riders with respect and help them in any reasonable manner.

Myth: I hear so many different things from everyone. I don't know what to believe!

Fact: Always follow instructions from your trainer or supervisor. If you have a question, don't hesitate to ask!

Myth: I'm just here to drive the bus. That's it!

Fact: While operating the bus is your primary responsibility, you are still a public servant and customer service is vital to your job. Always be respectful, helpful and friendly to all passengers.

DRIVER'S LICENSE / DOT

Each Operator shall have the correct license and current medical card required by law. It is the duty of the operator/employee to keep the license current. Report all updates and renewals to the Dispatcher/Human Resources and bring a receipt for partial reimbursement of costs. CDL medical exams are available from Lextran's contract facility.



TO ALL NEW EMPLOYEES IN TRAINING

If you are late two times from the date of hire through the training period, or have two absences, or a combination of the two, you will be automatically terminated.

You must call in personally at least forty minutes before designated reporting time in order to avoid a miss-out. Thirty seconds will be allowed in case of any miss-out for variance in watches.

Your performance will be evaluated to determine if you meet the required standards of performance (i.e. - required, trainee behaviors and skills, and the employee's job description). Evaluations are on a pass-fail basis. In order to successfully complete the New-Hire training period, trainees must receive passing grades on written tests and riding evaluations.

Please sign below if you accept these terms and conditions of employment. You are also certifying that you have received a copy of the current New Hire Training Manual and Training Packet, and that you have been made aware that you are expected to know their contents.

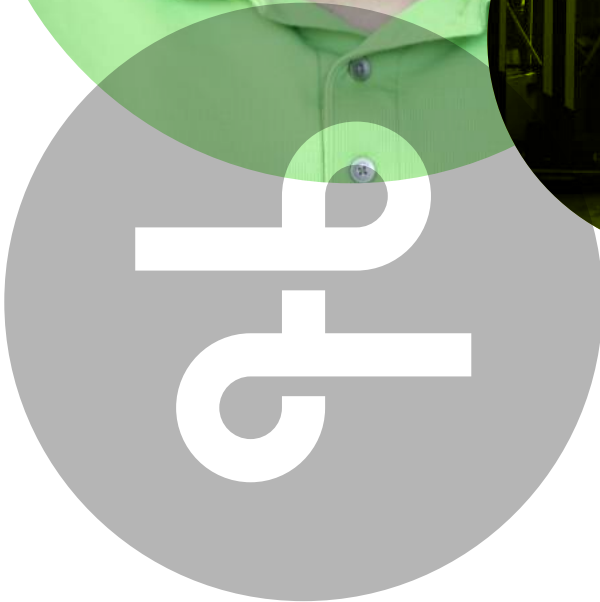
Print Name: _____

Signature: _____

Date: ____ / ____ / ____

Witnessed by: _____





VIVIAN

Driving for 6 Years

“My favorite part of my job is the customer. If you treat them right, then they’re gonna treat you right and take care of you.”

SAFETY, HEALTH AND SECURITY MISSION

It is the goal of the Transit Authority of the Lexington-Fayette Urban County Government to have the personal safety, health and security of each employee, contractor and customer as a top priority. We will maintain safety, health and security programs, conforming to applicable state and federal laws and best practices in use nationwide. Every employee shares the responsibility of working safely and promoting safety among their co-workers. It is the intention of Lextran's management to provide a work environment free from recognized hazards by establishing, and insisting upon, safe and healthful work practices at all times, by all employees.



Carrie Butler, General Manager



John Givens, Director of Risk Management



NEW EMPLOYEE ORIENTATION CHECKLIST

- History of Lextran
- Lextran Vision/Mission Statement
- Employee Info/Employee Verification/W-4 & K-4
- Introduction to Training
- Job Description
- Mythbusters
- Driver's License/DOT & Social Security Card
- New Employee Trainees Standards of Performance
- Lextran Safety, Health and Security Mission Statement
- Time Sheet/Pay Period Ending
- Seniority Draw
- Tobacco Policy
- Cell Phone Policy
- Fitness Waiver

The above information has been reviewed with me. Any statements, information or procedures that I did not understand were explained to me. I acknowledge receipt and retention of a copy of this statement and all of the material shown above. A copy of this signed statement will be placed in my training file.

Print New Employee Name: _____

New Employee Signature: _____ Date: _____

Received By: _____ Date: _____



DAILY CLASSROOM PERFORMANCE EVALUATION

Trainee Name: _____

Date: _____

Comments and Activity

	Acceptable	Needs Work
Reports on-time		
On-time from lunch/breaks		
Classroom Participation		
Appearance		
Attitude		

Student: _____

Instructor: _____

