

Memorandum of Understanding
Between the
Amalgamated Transit Union, Local 268
&
The Greater Cleveland Regional Transit Authority

Operator Refresher Training Program

Effective upon the execution of this Memorandum of Understanding, the Amalgamated Transit Union, Local 268, confirms the acceptance of the Operator Refresher Training Program. The Greater Cleveland Regional Transit Authority and the Amalgamated Transit Union, having met and conferred, agree to the Operator Refresher Training process as described and outlined in the attached flow chart dated January 2, 2002.

1. In the event that an operator does not successfully complete the training after a third attempt and the failure may be due to a medical reason, that operator will be permitted to take a medical exam provided that the operator did not receive a biennial exam within the previous 3 months. For those operators that did receive a biennial physical within the previous three months, the results from that examination shall be used. If the operator chooses not to take a medical examination, they may be separated or reassigned as discussed below.
2. Following a review of the operator's medical results by the Medical Services Office, operators that do not have a medical reason for not successfully completing the training will be subject to separation or possible reassignment. Reassignment will be considered only if a vacant position exists, there is no eligible list, and the operator is qualified to perform the essential functions of job.
3. If a medical reason does exist and explains the operator's failures in the program, the operator, if possible, will have an opportunity to correct the medical condition. Once the medical condition is corrected the operator will again be assessed. If the operator does not successfully pass the program for a fourth time, the operator will be separated or reassigned as noted above. If there is no way to correct and cure the medical condition, the operator may request to be accommodated under the Americans with Disabilities Act or the Authority's Transitional/Alternative Work Procedure.

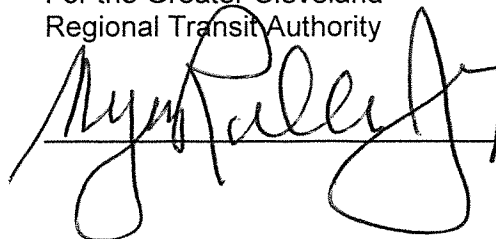
The GCRTA and the ATU acknowledge that they have had ample opportunity to confer and bargain over all negotiable matters of the Operator Refresher Training Program. This agreement represents a complete and final understanding between the GCRTA and the ATU on all bargaining issues regarding the Operator Refresher Program.

Executed in Cleveland, Cuyahoga County, Ohio, this 16 day of January 2002.

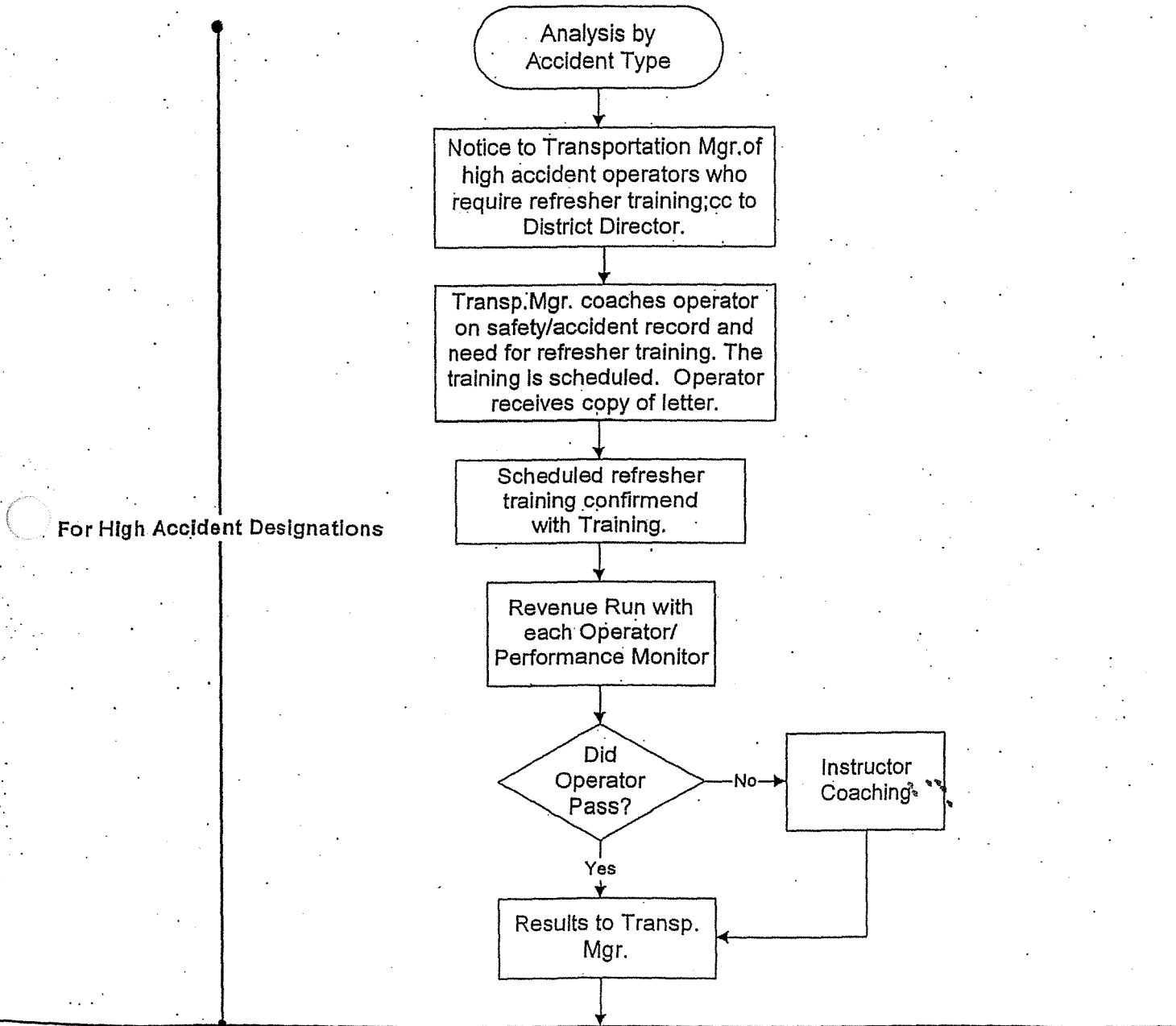
For the Amalgamated Transit Union



For the Greater Cleveland
Regional Transit Authority



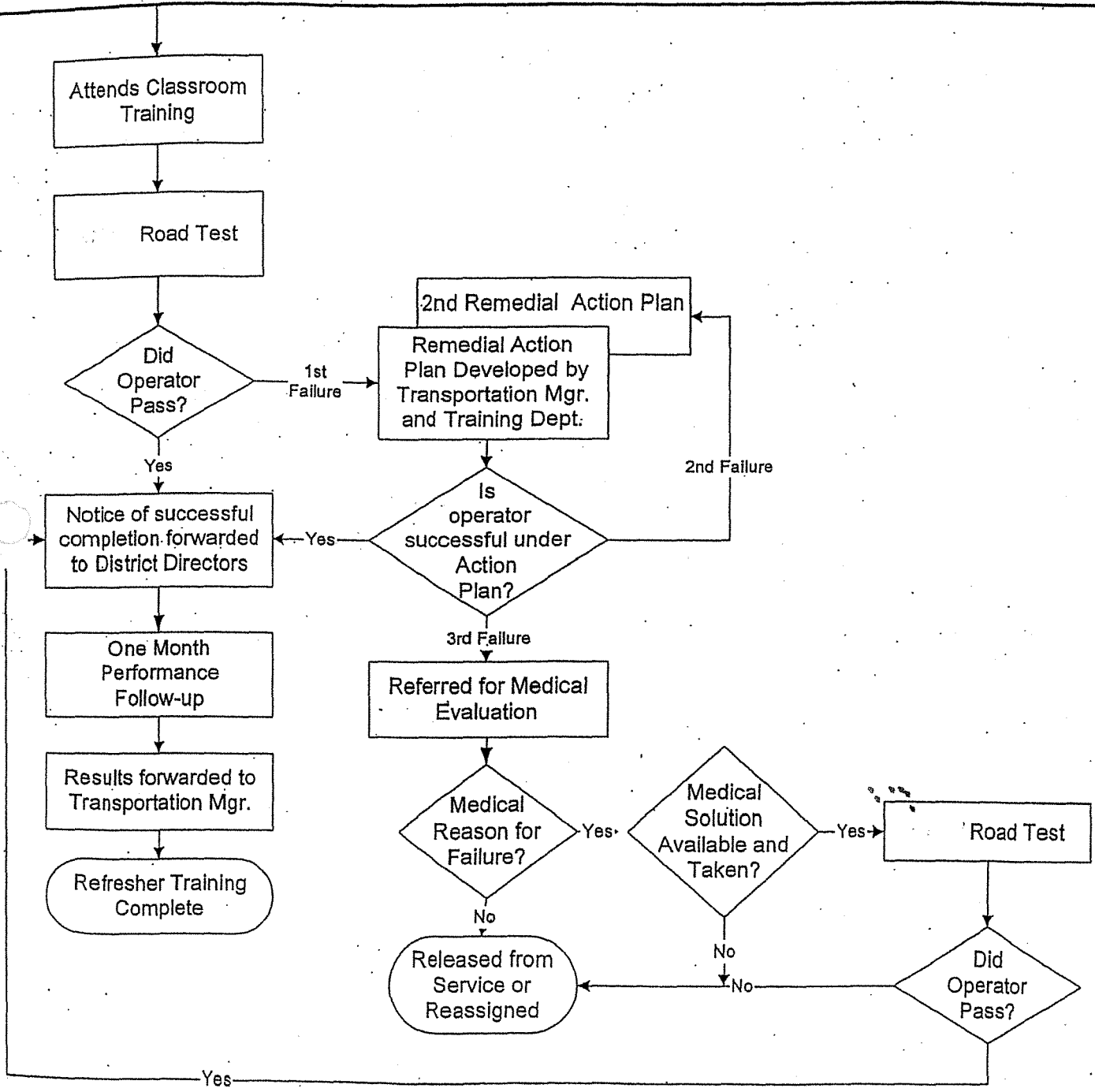
Operator Refresher Training Process



Jan. 2, 2002

Operator Refresher Training Process

(Continued)



GCRTA BUS OPERATOR REFRESHER TRAINING



TRAINING OVERVIEW

**Greater Cleveland Regional Transit Authority
Operator Refresher Program**

Agenda

- AM.** **Introduction**
- GCRTA Accident Information**
- Perceptual Driving**
- Left Side Accident Review**
- Target Accident Review**
- Fares**
- ADA/Calling All Stops**
- Lunch**
- PM.** **Explanation of Driving Evaluation**
- Driving Evaluation**
- Summary/Feedback**

Greater Cleveland Regional Transit Authority

Operator Refresher Training

Course Objectives:

At the end of this program, the participants will be able to:

- Explain the ramifications of accidents on the customer, the GCRTA and employees.
- Identify appropriate defensive driving techniques
- Analyze causes of specific accident types and identify prevention techniques.
- Demonstrate current farebox procedures by being able to properly program the farebox, collect fares and troubleshoot the system.
- During a road evaluation, demonstrate safe operating techniques according to CDL standards.
- Identify appropriate customer service techniques as required by the ADA and other specific situations.

Operator Refresher Training

Instructional Outline

Introduction

RTA Accident Information

- ❖ What have accidents cost the RTA this year?

- Lost Time
- Cost
- Equipment
- Lawsuits
- Money
- Service Interruptions
- Lives
- Image

- ❖ Types of Accidents

- How many
- Percentage of total
- Impact on Budget

Perceptual Driving

- ❖ Traffic controls
- ❖ Path of travel
- ❖ Scanning
- ❖ Changes in space
- ❖ Changes in sight distance
- ❖ Changes in traction
- ❖ Hazard clues and prevention

Left Side Accident Review

- ❖ Diagram
- ❖ Dissect
- ❖ Evaluate

- ❖ Recommendation

Video: The Smith System & Basic Coach Handling

- ❖ Discuss the 5 Keys to Safety
 - Aim High in Steering
 - Get the Big Picture
 - Keep Your Eyes Moving
 - Leave Yourself an Out
 - Make sure they see you

Target Accident Review *

- ❖ Diagram
- ❖ Dissect
- ❖ Evaluate
- ❖ Recommendation
- ❖ General Causes and Defenses

Fares

- ❖ Overview of the fare structure
- ❖ Programming the Farebox
- ❖ Collecting Fares
- ❖ Troubleshooting the farebox
- ❖ Fare Evasion Problems

Customer Service

- ❖ Call all stops
- ❖ ADA related issues

Explanation of Driving Evaluation

- ❖ What is it?
- ❖ Scoring
- ❖ Consequences of failure

Driving Evaluation

❖ Road Test

- Eastside Route
- Westside Route

❖ Operator Performance Feedback