

Standard Operating Procedures
For
Road Supervisors
Suburban Mobility Authority for
Regional Transportation



Last Updated: May 2025

[Note: Any changes made to this chapter should be made to all three documents]

1 INTRODUCTION

This manual describes the duties of the Road Supervisor and reporting relationships, explains what is expected of Road Supervisors each day, and provides guidance on handling a range of circumstances the Road Supervisor may encounter. This introductory chapter offers general guidance on how Bus Operations, Service Delivery, and other relevant departments are organized, lists and defines common terminology, and provides commonly used contact information for the Authority.

1.1 AGENCY TITLES AND GROUPS

The following titles and groups and definitions correspond to titles within SMART.

Position	Group	Role
Bus Operations (VP)	Bus Operations	Responsible for all fixed-route bus operations.
Bus Operations, AVP	Bus Operations (1 per terminal)	Responsible for the day-to-day operations of the terminal (leads each terminal management team)
Bus Operations (Mgr.)	Bus Operations (1 per terminal)	Reports to AVP bus operations in each terminal (supports each terminal management team)
Terminal Dispatcher	Bus Operations (1 per terminal)	Responsible for coordinating bus schedules, assigning drivers to routes, and ensuring that buses depart and arrive on time
Bus Operator	Bus Operations	Drives a bus carrying paying passengers
Service Delivery (AVP)	Service Delivery	Tracks and monitors performance of service. Identifies areas for improvement and implement changes as needed; reports to VP Bus Operations.
Central Dispatch	Service Delivery	First point of contact for bus drivers while on the road. Handles breakdowns, accidents, problem passengers, detours.
Road Supervisor	Service Delivery	The eyes and ears of the organization handling everything that happens on the road with drivers or other SMART employees.

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Position	Group	Role
Maintenance (VP)	Maintenance	Oversees all system maintenance and facilities
Maintenance Operations (AVP)	Maintenance (1 per terminal)	Oversees maintenance at each terminal
Facilities (Mgr.)	Maintenance	Oversees all SMART facilities
Paratransit & Demand-Response Services (VP)	Paratransit & Demand-Response Services	Oversees all Connector and SMARTFlex services
Dispatcher/Inspector (D/I) Supervisor	Paratransit & Demand-Response Services	Manages same-day service issues for paratransit drivers (Connector)
Capital Projects & Engineering (VP)	Capital Projects & Engineering	
Civil Rights (Mgr.)	DEI & EEO	
External Affairs (VP)	External Affairs	
Finance (VP)	Finance	
General Counsel (VP)	General Counsel	
Claims Mgr. (& AGC)	General Counsel	
Labor & Employee Relations (Mgr.)	HR & Workforce	
HR & Workforce (VP)	HR & Workforce	
Service Development (Mgr.) (Scheduling)	Planning & Innovation	Responsible for planning, analyzing productivity, identifying area for time saving and ensuing deadlines are met
Procurement (VP)	Procurement	
Risk/Safety (Mgr.)	Safety, Risk Management, & Training	
Safety, Risk Management, & Training (VP)	Safety, Risk Management, & Training	
Technology Services (VP)	Technology Services	

1.2 DEFINITIONS

The following abbreviations and terms are used throughout this manual.

Item	Definition
ADA	Americans with Disabilities Act
ASU	SMART's insurance carrier

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Item	Definition
Bus Operations, AVP Bus Operations	AVP Bus Operations is responsible for the day-to-day operations of the terminal
Bus Operator	A bus operator drives a bus carrying paying passengers
Central Dispatch	First point of contact for bus drivers while on the road. (handles breakdowns, accidents, problem passengers, detours)
Clever Device	Designs innovative technology solutions for all modes of transportation
CNG	Compressed Natural Gas
Dispatcher/Inspector (D/I) Supervisor	Dispatchers for Connector (paratransit) who manage day of service for Connector drivers
DOT	Department of Transportation
EA	Emergency alarm
General Counsel (Legal)	Advises the authority of their rights and obligations under the law and navigate legal issues effectively.
PRTT	Priority request to talk
Road Supervisor	The eyes and ears of the organization handling everything that happens on the road with the drivers or SMART employees
RTT	Request to talk
Run Guide	Reference tool to help drivers navigate their routes effectively.
Scheduling	Group within Planning that analyzes bus productivity and on-time performance and produces quarterly schedules for run picks
Service Delivery AVP	Tracks and monitors the performance of service, identifies areas for improvement, and implements changes as needed.
Short-run bus	Bus that curtails route before completion
Support vehicle	Vehicle used by replacement bus operator to meet in-service operator for change-off
Terminal Dispatch Supervisor	Responsible for coordinating bus schedules, assigning drivers to routes and ensuring that buses depart and arrive on time.
Terminal Management Team	Works closely with the Terminal AVP on the day the day duties/responsibilities of the terminal
Timepoint	Points along route tied to schedule

1.3 EMAIL DISTRIBUTION LISTS

- [Central Dispatch]@smartbus.org: central dispatchers and AVP of Service Delivery

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- [Oakland@smartbus.org]: road supervisors, terminal manger(?), and AVP of Service Delivery
- [Macomb@smartbus.org]: road supervisors, terminal manger(?), and AVP of Service Delivery
- [Wayne@smartbus.org]: road supervisors, terminal manger(?), and AVP of Service Delivery
- [BusOperations@smartbus.org]: VP Bus Operations, AVP of Service Delivery, terminal managers
- [help@smartbus.org]: generates a system ticket for IT-related matters
- [Connector Dispatch@smartbus.org]

2 THE BASICS

As SMART's representative in the field, the Road Supervisor is a very important representative of the Authority. This manual describes the duties of the Road Supervisor and reporting relationships, explains what is expected of Road Supervisors each day, and provides guidance on handling a range of circumstances the Road Supervisor may encounter.

As the "eyes and ears" of bus operations, the Road Supervisor is vital to ensuring that SMART provides safe and reliable bus service and excellent customer service.

Please read this manual carefully and keep it as a reference.

2.1 CONDUCT

The Road Supervisor's conduct reflects upon the Authority. Customers look to Road Supervisors as the Authority's representative. Accordingly, Road Supervisors should be understanding, patient, courteous, and tactful whenever interacting with members of the public.

Similarly, Road Supervisors should be understanding, patient, courteous, and tactful when interacting with operators, avoiding negative statements, even when pointing out rule violations.

2.2 REPORTING TO WORK

All Road Supervisors must report to work at the beginning of their shift. If unable to work an upcoming shift, Road Supervisors must contact the Assistant Vice President of Service Delivery.

2.3 VEHICLE

The Road Supervisor is responsible for his/her assigned vehicle. Since this is an official vehicle, how it looks reflects upon SMART and the Road Supervisor who drives it. Since road vehicles are shared it is common courtesy to keep the interior and exterior clean and free of trash and debris. At the beginning of the shift the vehicle should be inspected for damage, fuel, washer fluid, tire inflation, service lights and emergency lights. The laptop stand must be in proper order before going into service. If there is a problem, it should be taken to the necessary maintenance area to be repaired before pullout, or another vehicle should be activated.

2.4 PORTABLE EQUIPMENT

You are responsible for the care of the equipment issued to you. If you vacate the Road Supervisor position, your equipment is to be returned to the Authority.

Portable equipment consists of equipment or gear used by a Road Supervisor in the performance of daily duties that may or may not be provided by the Authority: laptop, authority issued cell phone, digital camera, yellow operator accident report, clipboard (daily report, accident report work sheets), headway books, run pick, sign-out sheets, transfers, schedules, accordion file with clinic forms etc., orange emergency vest, raincoat/poncho, flares, witness cards and extra forms.

There are times when the Clever system fails, or private conversations are necessary. Road Supervisors are provided with a cellphone issued by the Authority. The Road Supervisor is required to have a working cell phone on their person while on duty.

3 RESPONSIBILITIES

This chapter outlines the responsibilities for Road Supervisors, which are to:

- Coordinate with other operations teams
- Conduct ride checks and interact with operators
- Address traffic-related delays
- Coordinate with Central Dispatch and possibly with emergency services for the following:
 - Response to motor vehicle crashes
 - Response to other incidents
 - Detours/special events
- Observe, document, and issue operator violations
- Prepare and transmit daily reports

See Appendix A for a detailed Road Supervisor job description

3.1 COORDINATE WITH OTHER OPERATIONS TEAMS

- Central Dispatch
- Terminal Management Team
- Bus Operations Team

3.2 CONDUCT RIDE CHECKS

Ride checks enable Road Supervisors to observe bus operations during regular revenue service, observe work performance, and provide instructions on bus handling and customer service skills. Ride-alongs are done on off-days and pop-ups are done daily

When conducting a ride check, Road Supervisors must introduce themselves to the bus operators and explain the reason for riding/checking on the operator. Make comments or recommendations based on observations.

- Recognize and reinforce quality performance.
- Improve safety and customer service.
- Give our customers assurance that we value and act upon their legitimate comments.
- Improve and correct the performance of operators who persistently fail to provide quality service.

3.3 ADDRESS TRAFFIC DELAYS

When a bus cannot make its regular run due to traffic congestion, construction, incidents, or other safety issues, the Road Supervisor is responsible for investigating options for rerouting the bus. Considerations include maintaining the bus schedule and whether the alternate route can accommodate the bus safely. Any detour route should be as close as possible to the regular route. Once diverted, Road Supervisors must convey the temporary route changes to Central Dispatch.

If a construction project is the cause of the delay, the Road Supervisor must investigate what work is taking place and how long the project will take. This includes obtaining the name and contact information of a construction representative and providing it to Central Dispatch and Scheduling for follow up.

Important: Report any issues affecting SMART's bus service to Central Dispatch, the appropriate terminal AVP, and the Scheduling department as soon as possible.

3.3.1 Service Delay Guidelines

On occasion SMART bus service may be delayed. This does not happen often but when it does, special efforts must be made to restore service as soon as possible. The most common of the service delays a Road Supervisors will encounter is the headway delays. There are several causes, some are listed below:

- Service runs cancelled by the Terminal
- Coaches taken out of service for accident investigation. If the investigation is made at the time of the accident, no further delay is caused to service.
- No operator available at the Terminal for the start of the run.
- No relief operator is available for a coach already on the street and the said coach is pulled into the Terminal.
- Operator becomes ill or pulls coach out of service.
- Breakdowns.
- Weather related delays.

Another type of delay occurs while the SMART coach is making its run and results in a temporary diversion of service around the affected area. The diversion should be kept close to the regular route and never take on streets not suitable for travel. Common causes for route diversion are: (police situations, fire, downed wires, broken water mains and fallen utility poles, movie shoots etc.).

3.4 COORDINATE ACCIDENT RESPONSE

The activities a Road Supervisor encounters each day can change quickly and without warning. There are accidents, injuries, and operator violations that affect the Road Supervisor's workday. This section covers the protocols for responding to and reporting on accidents.

3.4.1 Accident Reporting

- At the completion of the accident investigation by the police or Road Supervisor, the Road Supervisor should ask at the scene who is at fault. If the operator was issued a traffic citation, a copy should be given to the AVP of Bus Operations.
- Note all pertinent information about a coach is located on a metal plate in the driver's compartment, above the driver's left ear. Example – VIN, weight, model, make, and year of coach.
- Using SMART's **Transit Accident and Crime Report** form (see Appendix B), the Road Supervisor is responsible for compiling all materials documenting the accident, including photos, police reports, witness statements/cards, and operator statements. Use the five "Ws" as a guide (who, what, when, where and why) to include important facts in the document. Be certain that the reports are submitted in a timely manner since they must be acted upon within a specific timeframe. Be sure to be as clear and concise as possible. In many cases the reports will be sent to various personnel or used in a disciplinary hearing, so please include all pertinent information. Also, make sure that all reports are legible and to the point.
- This report should be completed in 48 hours or less unless there are mitigating circumstances. Once compiled, this should be transmitted to the AVP of Bus Operations as well as the Legal and HR departments and placed in the appropriate folder (Operations Pictures).

3.4.2 Arriving On the Scene

First responders have full authority at accidents. Road supervisors are required to follow the following procedures:

- Upon arrival at an accident, take charge of the accident scene until police arrive. State of Michigan policy requires the area to be secured to avoid another accident. Flares or triangles may be used, or the Road Supervisor's vehicle can be deployed with lights and flashers on (if the vehicles in the accident cannot be moved.)

- When police are not on scene, the Road Supervisor should confirm everyone involved in the accident has the information they need. The Road Supervisor may need to visit the local police station with the other parties involved to file an accident report.
- After securing the area the Road Supervisor should check for injuries at the scene and summon EMS if there are injuries.
- Some people may claim an injury and state they will see their own physician. The Road Supervisor should prevail upon the injured party to seek medical attention on scene to verify injuries. This is both for their benefit and for SMART's benefit.
- Following the injury assessment, the Road Supervisor should take photographs of contact damage and injury. Obtain photos from the point of impact and from all angles and distances. The hands of a clock technique (12-3-6-9) produce the best photos. There is no such thing as too many pictures.
- The Road Supervisor should examine the position of the vehicles, position of the wheels, contact or induced damage, fluid splashdown, debris (dirt, rust, vehicle parts), skid marks, window breakage patterns (spider-web or striated).
- For reporting, the Road Supervisor should obtain statements from those involved in the accident, from witnesses, and from law enforcement personnel. As part of the reporting process, the Road Supervisor should seek and document all pertinent information such as names, addresses, telephone numbers, driver's license numbers and expiration dates, vehicle registrations, license plate numbers (confirm match with registration), and insurance company and policy numbers.
- If police, EMS, or news media respond to the scene, the Road Supervisor should immediately notify the VP Bus Operations, AVP of Service Delivery and Central Dispatch. The AVP will in turn contact the VP of Marketing and Communications to respond to any media concerns. **Do not discuss the circumstances of the accident with the news media or any party on the scene.**

3.4.3 Road Supervisor-Involved Accidents

- If you or another Road Supervisor is involved in an accident in a SMART support vehicle, or bus, report this immediately to Central Dispatch and the Terminal Management Team. You should treat this like any other accident. The responding Road Supervisor is responsible for completing the accident report and transmitting it to the Terminal Management Team. Upon completion, the report should be distributed as you would if an operator, or any other staff member was involved in an accident.

- If there is disabling damage and it has been determined the coach cannot be driven, the Road Supervisor is responsible for contacting Central Dispatch to arrange for a change-off in a timely manner. This ensures that service will not be delayed too long.

3.4.4 Fatalities or Serious Injuries

- In the case of fatalities special care must be given to the situation. The most important considerations are the prevention of further injuries and the investigation of the accident. The Central Dispatch, AVP of Service Delivery, and Terminal Management Team must be contacted immediately. Emergency services must be summoned. Until first responders arrive, the Road Supervisor is very often the only official present and should handle the situation with professionalism until emergency services arrive. The Road Supervisor should work diligently to protect all injured parties, prevent further injuries and to keep Central Dispatch updated.

3.4.5 Collisions Between Two Coaches

- When there is a collision between two coaches, special care must also be taken since there multiple claims often result. The Road Supervisor should observe and photograph all alighting passengers to document who was on each bus. Such crashes are handled the same as any other motor vehicle crashes.

3.4.6 When the Operator is Uninjured

- An operator who has been involved in an accident may be removed from service due to possible shock or delayed shock caused by the accident. The Road Supervisor investigating the accident will determine if the operator needs to be relieved of duty. If the operator is relieved of duty, the Road Supervisor will submit a memo to the operator's chief stating the reasons why the operator was relieved of duty.
- If an operator is involved in an accident and feels that s/he is not able to continue working, the operator shall be placed on paid administrative leave for the balance of that day's assignment.

3.4.7 Collisions with Emergency Vehicles

- In accidents involving police, fire department or emergency vehicles, there are usually long delays. There will be officials arriving on the scene from the respective departments so be patient. Call for any additional help that is needed.

3.5 COORDINATE INCIDENT RESPONSE

This section covers different situations a Road Supervisor may encounter.

3.5.1 Phantom Autos/Hard Braking Situations

- At times, “phantom autos” cause customer injuries when another driver suddenly stops in front of the SMART coach causing the operator to brake quickly. The police are not required in this instance because this is an injury on SMART’S property and is not considered a motor vehicle accident. Road Supervisors arriving on scene should ensure passengers are not injured. If a passenger requires emergency services, Road Supervisors must complete an accident report.
- As with any incident, maintain a professional attitude and communicate with Central Dispatch. Do not allow the operator to speak to anyone and do not claim the Authority is at fault. Refer any media inquiries to the VP of Marketing and Communications and the AVP of Service Delivery.

3.5.2 Operator-Involved Incidents

Road Supervisors should undertake the following tasks for operator-involved incidents.

- If an operator is injured via an assault or another non-crash situation and is incapable of driving, place the operator on industrial injury status. If necessary, transport the operator to SMART’s clinic for an evaluation.
- If an operator is claiming injury or inability to operate the coach, inform them they must see a medical professional within 24 hours or as soon as possible.
- Provide the operator with an SIF-2 (on-the job injury) form and instruct the operator to submit the completed form to Terminal Dispatch and report before leaving for the day or as soon as possible.
- Instruct the operator to contact Terminal Dispatch if they are being taken off work.
- Contact the Terminal Management Team with any questions about the operator’s status.
- Email the appropriate Terminal Management Team email describing the incident and the condition of the operator.

3.5.3 Transporting Passengers

- Road Supervisors may be required to transport passengers. In such instances, Road Supervisors must notify Central Dispatch upon departing the destination and again once they have gotten to the passenger's destination. Include these details in daily reports.

3.5.4 Unruly Passengers

- Because of negative behavior, there will be instances when a passenger will be asked to deboard a coach. Road Supervisors are not police officers and must rely on persuasion and psychology to remove a passenger from a coach. For the safety of all involved, at no time should a Road Supervisor physically or verbally intimidate a passenger. If the normal tactics don't work, Central Dispatch should be contacted to summon police. Keep in mind that there are two sides to every story. In cases like this, offer the passenger a courtesy ticket.

3.5.5 Unresponsive Passengers

- If a passenger is unresponsive (not merely asleep), contact emergency services. Under no circumstances should an operator or Road Supervisor touch a passenger in attempt to wake them.

3.5.6 Suspicious Packages

When encountering any suspicious items, Road Supervisors should exercise extreme caution and, as applicable:

- Immediately remove everyone from the coach to a safe area at a 90-degree angle from the vehicle, preferably behind a barrier of some type.
- Inform the operator and passengers to refrain from using radios and cell phones as this may trigger the suspected device. This applies to Roads Supervisors.
- Notify Central Dispatch to call the appropriate authorities and report a suspicious package on board the coach.

3.6 COORDINATE SPECIAL EVENTS

Special events are coordinated events that usually involve a change in standard service. For example:

- Thanksgiving parade

- Fireworks
- Free Press marathon
- Dream cruise
- Grand Prix
- Arts, Eats and Beats
- International Jazz Fest
- Woodward Dream Cruise

The AVP of Service Delivery, Scheduling, and Road Supervision collaborate on planning and managing special events.

3.7 OBSERVE AND REPORT POLICY AND PROCEDURE VIOLATIONS

To maintain quality service, the Road Supervisor is required to observe and report violations of SMART's policies and procedures. If conditions permit, Road Supervisors should inform operators of a violation but should do so tactfully.

Road Supervisors must report all violations and any actions taken. When informing an operator of a violation and/or providing re-instruction, please do so using a positive, tactful tone of voice. Following a violation, the Terminal AVP will interview the operator and determine whether to take any disciplinary action. The responsibility of the Road Supervisor is only to advise, report upon, and correct unsatisfactory operations.

3.7.1 Operator Violations

The Road Supervisor may observe various types of violations. Some will be very serious in nature and others not so serious. When violations are recognized, the steps must be followed to correct the problem. In most cases, a word to the operator is sufficient in handling the problem. In other cases, a conversation with the Terminal Manager will help. In rare instances, it may be necessary to investigate. The investigation of the violation shall be handled by the Terminal Manager unless asked to assist.

Road Supervisors are reminded to be tactful and polite when speaking with operators and to record all violations on the Road Supervisor's Daily Report.

To be effective, discipline must be consistent. The Road Supervisor cannot verbally cite a violation for one operator and write up another for the same violation. The Road Supervisor must also witness a violation from beginning to end before writing it up. For example, the

Road Supervisor cannot write up an operator for not pulling into the bus zone without first seeing that the zone was clear before the coach arrived.

Documented violations must be saved to the violations folder on the server. This allows other Road Supervisors to view an operators' prior violations, including how these violations were addressed.

3.7.2 Moderate Violations

Moderate violations involve rules violations such as running ahead of schedule; not pulling into bus zones; pass-bys; uniform violations and blocking intersections or driveways. These are not safety-related, minor, or dismissal offences.

The first time these are observed, Road Supervisors can discuss moderate violations with the operator. Road Supervisors should provide a verbal warning and state that if a similar incident recurs, the violation will be written up with a date that the warning was given. When writing the report, be sure to state that the operator had been spoken to before on a specific date.

Refer to operator training manual, the ATU Labor Agreement, Teamsters performance code book and the SMART's Guidelines for Progressive Discipline.

3.7.3 Safety Violations

Safety violations are to be handled as soon as possible because of their potential for causing accidents involving damage to property or injury. When documenting safety violations, it is important to capture all details and talk to the operator as soon as possible.

3.7.4 Serious Violations

Road Supervisors may encounter an operator who has committed a serious offense that could lead to termination. Compassion and empathy should be used when handling this type of violation. They include the following:

- Alcohol or substance abuse (see below)
- Mishandling of fares
- Vicious conduct
- Willful abuse of SMART'S equipment

3.7.4.1 Substance Use Violations

Alcohol and substance abuse is a serious and dangerous situation. An operator under the influence of alcohol and drugs may cause direct physical harm to the operator and the public. Any Road Supervisor that knowingly allows an operator to continue to drive under the influence of alcohol or drugs is jeopardizing public safety. **This is strictly prohibited.**

When investigating formal complaints or witnessing operators abusing alcohol and/or substances, the Road Supervisor must summon a Terminal Dispatch Supervisor or Maintenance Supervisor. In case of an emergency, if it is late at night, request assistance from another Road Supervisor to conduct the initial investigation because a witness and/or a second opinion is needed to ensure a complete investigation. Please refer to SMART's Drug and Alcohol Policy and training guidelines for these situations.

3.8 PREPARE DAILY REPORTS

The Road Supervisor's Daily Report form is to be used to record the daily activities of the Road Supervisor from pullout to pull in. These activities may include anything from handling service delays to reporting a vehicle accident involving a SMART coach, to managing an unruly passenger, or processing complaints at the terminal. It is suggested that a rough draft be used on your clipboard as a backup and then transferred to the permanent document on your laptop or PC. This is done to prevent document loss if your laptop crashes.

4 FORMS

Road Supervisors have many forms they may need to complete as discussed in this section. Although forms may be initially completed by hand, any submitted forms must be in electronic format.

4.1 ACCIDENT REPORT

See Appendix B.

4.2 ON-TIME PERFORMANCE

Under normal circumstances on-time performance is incorporated into the daily report form and should be filled in as the Road Supervisor canvases. However, there are two forms that specifically relate to AM/PM pullout or pull-ins and a Road Supervisors Daily Log form, which can be used for special situations or special assignments.

4.3 VIOLATION FORMS

Violation forms must be used for reporting. Such forms should be emailed to VP of Operations, the appropriate AVP, saved to the violations folder and highlighted on and attached to daily reports.

4.4 OTHER FORMS AND DOCUMENTS

The following are additional forms and documents for reference.

- Blank Daily Report (Excel)
- Cell Phone Memo
- Daily Physical Check
- Driver Policy Updated
- Emergency Action Plan Flowchart
- Final Draft ATU Disciplinary Guidelines
- Notice of Operator Interview for Violation
- Operator Violation Record
- Operator's Daily Report Exception
- Restroom locations by route
- Severe Weather Emergency Plan

APPENDIX A: JOB DESCRIPTION

Assigned to a specific service area based out of the Macomb, Oakland or Wayne terminals, Road Supervisors observe and assist with bus operations in the field, ensure that buses are operated safely and according to published schedules, collect and report data, interact with customers, and respond to incidents, all while communicating with bus operations team throughout the service day.

The Road Supervisor:

- Ensures that all bus services operate safely, properly, and according to schedule.
- Regularly communicates with Central Dispatch and with other Road Supervisors.
- Keeps current on equipment, policies, and procedures related to fixed-route bus operations.
- Supervises all SMART personnel in the field, ensuring that bus operators follow all policies and procedures and according to Michigan motor vehicle laws.
- Boards buses to evaluate bus operator performance.
- Monitors schedule adherence.
- Communicates with customers.
- Responds to incidents or other issues that may impact service or require an outside response.
- Observes operations and suggests service adjustments.
- Communicates with the Terminal Management Team each day.
- Prepares daily reports.
- Prepares special reports related to incidents and rules violations,
- Conducts service evaluations
- Rides coaches to evaluate operators' performance, passenger behavior if needed.
- Monitors the property at the beginning and end of each shift for safety issues. (See something say something).
- Canvases complete routes on daily basis.
- Assists Fixed Route & Connector operators with backing up vehicle when needed.
- Is visible at the terminals. Interact with the drivers in the lounge daily. Let your presence be known.
- Assists new hires when needed on the road.
- Follows routes with new operators daily
- Documents all breaks in the daily report.

- Contact Management immediately if there are no support vehicles available at the time of your shift.
- Supervisors are responsible for keeping support vehicles clean.
- When routes/runs are cut due to lack of manpower canvas said routes for passengers
- Give out courtesy passes to passengers affected by pass by, run cuts or breakdowns

4.5 REQUIRED ACTIVITIES

Each day, the Road Supervisor is required to perform the following:

- Upon arrival at the terminal, log into the on-board laptops (Clever Device) and call Central Dispatch at the beginning and end of their shifts.
- Perform a radio check with Central Dispatch.
- Read and respond as needed to emails regarding any implemented reroutes or service changes and should stay abreast of any Authority-wide or direct emails throughout the day.
- Depart the terminal no more than 30 minutes after the start of the scheduled shift time and return no earlier than 30 minutes before the end of the shift, unless otherwise instructed by the AVP of Bus Operations.
- Monitor radio communications and respond to operator-related concerns proactively. Do not rely on Central Dispatch to first call.
- **Conduct ride checks** by observing bus operations in the field. See below.
- Limit time in one location to 20-30 minutes, unless investigating an issue or the weather conditions do not permit.
- Interact with the operators inside the terminal and on the road, particularly at layover points, to remain visible.
- Support all operators by following up with operators who have on-board passenger-related issues. Use tact and empathy when talking with operators.
- Board at least 3-5 buses each shift to engage with passengers and operators randomly.
- Provide additional monitoring for new operators who may need assistance.
- Communicate with the designated Terminal Manager as needed but at least once daily at the end of the shift.
- Complete and transmit daily reports to the AVP of the respective Terminal and to the AVP of Service Delivery daily.

- Conduct standard reporting/monitoring duties and any additional duties and responsibilities assigned by the Service Delivery AVP or the Terminal Management Team.
- Address incidents and traffic issues. See below.

4.6 APPEARANCE

Because the job of the Road Supervisor is a highly visible one, it is important to appear professional. All Road Supervisors must groom and maintain themselves as contemporary, professional individuals with self-respect and pride in their personal appearance. This includes dressing appropriately and following SMART's policies for appearance and uniforms as described below.

- The bulk or length of the hair may be commensurate with existing styles but may not create a safety hazard.
- Facial hair should be neat and clean while conforming to existing styles.
- The authorized Road Supervisor wardrobe includes the following:
 - Jacket, single- or double-breasted blazers, pullover and cardigan sweaters, sweater vests, white or black (plain or striped) long and short sleeve shirts, knit shirts, long sleeve turtlenecks,
 - Dress style pants (black, gray or tan) – no leggings or jeggings
 - Black walking shorts, black cargo pants or shorts, split skirts for females
 - "Wick" type socks, thermal underwear, black gloves and shoes, black baseball cap, felt hat w/straps.
- Any clothing worn to work must fit well, be clean, well pressed and in good condition. Road Supervisors may only wear a SMART uniform to and from work and while on duty. Road Supervisors may not wear a uniform in inappropriate locations, including but not limited to taverns, bars, and liquor stores.

APPENDIX B: ACCIDENT FORM