

Internal Work Instruction (IWI)

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IWI Name:	Operator Ride Checks				
Document No.:	IWI_LRT22-06	Date Approved:	03/30/2023	Version:	2
Responsible Department:	Light Rail Operations-Transportation, Light Rail Operations-Transportation Operator Training Transportation (LRT)				

1. PURPOSE

1.1. Operator Ride Checks (ride check) are conducted to ensure a Light Rail Train Operator (Operator) is safe and proficient when operating a train. The purpose is to measure knowledge and understanding of current policies, procedures and equipment. Conducting ride checks gives Transportation staff the opportunity to address deficiencies and reinforce operator competencies.

1.2. Ride checks are conducted:

- Initially for LRT Operator certification
- Biennially for recertification
- For Return to Work certification
- At the request of Management, supervision, training, or other authorized requestor
- On each operator once per runboard

2. DEFINITIONS

2.1. Operator Ride Check is an inspection of an operator's performance to ensure safe operation of light rail vehicles and adherence to policy. It may be observed or unobserved by the operator.

2.2. Runboard is the period for which operators vote their run/shift. This normally changes three times per year, typically in January, May, and September.

2.3. Examiner is the supervisor or trainer conducting the ride check.

3. RESPONSIBILITIES

3.1. Manager, Rail Service Delivery – Oversight of the Operator Ride Check program, ensuring procedures comply with RTD's safety standards.

3.2. Manager, LRV Operator Training - Oversight of the training and retraining process and making all necessary recommendations concerning the operator's recertification.

3.3. Manager, LRT Operations – Oversight of the investigation and discipline process.

3.4. Lead Field Supervisor – Tracking and documenting ride checks by all field supervisors, ensuring completion of all operator ride checks on each run board.

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- 3.5. Lead Division Supervisor – Investigating incidents and initiating the discipline process in accordance with RTD's policies and procedures and adherence to the current CBA.
- 3.6. Field Supervisor- Observe and document light rail operations to ensure that RTD's rules, policies, and procedures are being followed.
- 3.7. Training Instructor- Observe and document light rail operations to ensure the operator knows the rules, policies, and procedures and provides training and retraining when necessary.

4. PROCEDURE

4.1. Ride checks

- 4.1.1. A ride check requires the examiner to board a train either observed or unobserved to monitor and document the operator's performance. Observed ride checks may be conducted in the cab or in the passenger area depending on the objective of the ride check.
- 4.1.2 A ride check must be completed on each operator once each runboard period (i.e., three (3) times per year) corresponding to the shift changes throughout the calendar year.
- 4.1.3 Field supervisors are required to complete an average of one ride check each week, and four checks each month to achieve the minimum requirement.
 - 4.1.3.1 Field supervisors are required to meet with the subject operator upon completion of the ride check to discuss both positive and negative observations. Supervisors will reinforce positive behavior, and discuss ways of improving undesirable operation.
- 4.1.4 A Field Lead is required to save each ride check and maintain a monthly spreadsheet tracking all operators.
 - 4.1.4.1 A Field Lead will check each ride check form for completeness and accuracy.
 - 4.1.4.2 Ride checks are saved in a shared document for field supervisors to update as they conduct the ride checks.
 - 4.1.4.3 For each run vote, the Lead will list all active, on leave, and operators returning from leave, then send them out to field supervisors to update.
 - 4.1.4.4 The Lead tracks ride checks monthly and will provide documentation to the Manager, Rail Service Delivery.
 - 4.1.4.5 The monthly tracking form also includes the quality of the ride check conducted (Failed, Fair, Good, and Excellent) and is sent to the General Superintendent, Rail Transportation for review.

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- 4.1.5 If the goal requiring at least one check per run vote for every operator is not met, a memo from a Lead must be sent to the Manager, Rail Service Delivery with an explanation.
- 4.1.6 Leads will be required to track performance and address issues of non-compliance with deficient field supervisors.
 - 4.1.6.1 Leads will monitor shared document to ensure multiple checks are not being conducted on any one operator.
 - 4.1.6.2 Leads will monitor the Operator Ride Check list and assign operators as needed to ensure compliance with program standards.
 - 4.1.6.2.1 Leads will check the status of operators on leave, and returning from leave, monthly with the Lead Division Supervisor.
- 4.1.7 Operators that did not receive a ride check during a current runboard will require a makeup ride check in the next runboard, in addition to the ride check required for that runboard.
- 4.1.8 If a Field Supervisor is unable to complete a weekly ride check, the supervisor is required to:
 - 4.1.8.1 Make up the missed ride check during another week in the month to maintain the minimum requirement of four (4) ride checks per month.
 - 4.1.8.2 Write a memo explaining why the ride check was not completed.
 - 4.1.8.3 Ensure all ride checks are properly filed with copies sent to Rail Transportation Business Support staff.

4.2. Failed ride checks

- 4.2.1 If an employee fails a ride check, the examiner will inform Control of the failed ride check and prepare to remove the operator from service.
 - 4.2.1.1 The following violations will result in a failed ride check:
 - Bypassing a red or a stop signal without permission
 - Operating through a misaligned switch
 - Derailing a train
 - Being involved in an avoidable accident
 - Exceeding posted speeds by more than five (5) mph, or more than two (2) mph in curves multiple time during a ride check
 - Other safety violation(s) as determined by the examiner

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- 4.2.3 Control will contact the Division Office to attempt to send a replacement operator. The offending operator will be pulled from service and evaluated for reasonable suspicion.
- 4.2.4 The field supervisor will inform the operator to complete an incident report, and the operator will be placed on investigated suspension.
- 4.2.5 The supervisor will document the failed ride check on the ride check form and include a detailed narrative of the ride check.
- 4.2.6 The Manager, LRT Operations, and/or Lead Division Supervisor will provide the operator with a formal request for information (RFI).
 - 4.2.6.1 The Manager, LRT Operations, and/or Lead Division Supervisor will conduct a formalized investigation within six days of the occurrence.
 - 4.2.6.2 Disciplinary action will be assessed if warranted (Minus points, suspension days, Etc.)
 - 4.2.6.2.1 First failed ride check:
 - 4.2.6.2.1.1 Discipline will vary depending on the severity of the infractions. Typically, a Class C or B infraction with the possibility of a three (3) day suspension.
 - 4.2.6.2.2 Second failed ride check:
 - 4.2.6.2.2.1 If an operator fails a second ride check within a twelve (12) month period, the operator will be decertified.
- 4.2.7 The Manager, LRT Operations, and/or Lead Division Supervisor will complete a Retraining Request (TR-1102) form and provide the form to the Training Department.
- 4.2.8 The Manager, LRV Operator Training, will schedule retraining for the operator.
 - 4.2.8.1 The operator must complete the retraining before being cleared to return to service.
 - 4.2.8.2 Retraining for the first failed ride check:
 - 4.2.8.2.1 One (1) classroom retraining day and one (1) day of Revenue Training with a Revenue Instructor.
- 4.2.9 A Training Instructor will conduct retraining and complete the Retraining Request (TR-1102) document and the Operator Retraining Form (TR-1101) that the Manager, LRT Operations, provided.

4.3 Failed Ride check performed by the Training Department

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4.3.1 Employees who receive a failing grade from Training Instructor during a ride check shall be rechecked within ten (10) calendar days by a second Training Instructor. (Training Quality Manual TR-101, Section 5.3 Biennial Practical Examinations)

4.3.1.1 Training instructors will document all observations on the Light Rail Operator Ride Check Form.

4.3.2 The Training Instructor will inform the Manager, LRV Operator Training, training department staff, and Control of the failed ride check immediately to have the operator removed from service. The operator will be scheduled for retraining and a follow-up ride check.

4.4 Follow-up ride check

4.4.1 An observed ride check will be completed for all failed ride checks. Within 30-days, an unannounced ride check will be conducted for compliance with RTD rules and procedures.

4.4.2

5 REFERENCES

5.1 Light Rail Ride Check Form (attachment below)

5.2 Quality Manual TR—101 (Excerpt below)

5.3 Operator Retraining Form TR-1101

5.4 Operator Retraining Request TR-1102

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5.1. Light Rail Ride Check Form

OPERATING PRACTICES AND OPERATING		ADA	
1 <input type="checkbox"/> Yes <input type="checkbox"/> No	Use of electronic devices?	9 <input type="checkbox"/> Yes <input type="checkbox"/> No	Announcements working?
2 <input type="checkbox"/> Yes <input type="checkbox"/> No	Eating/ Drinking/ Smoking?	10 <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	All stations called (if manual)?
3 <input type="checkbox"/> Yes <input type="checkbox"/> No	Train orders / Rule Book?	11 <input type="checkbox"/> Yes <input type="checkbox"/> No	Proper lift procedure?
4 <input type="checkbox"/> Yes <input type="checkbox"/> No	Orderly Cab?	12 <input type="checkbox"/> Yes <input type="checkbox"/> No	Operator responsive to ADA?
5 <input type="checkbox"/> Yes <input type="checkbox"/> No	Friendly/ Informative/ Assist Pax?	Notes:	
6 <input type="checkbox"/> Yes <input type="checkbox"/> No	Smooth operation/use of brakes?		
7 <input type="checkbox"/> Yes <input type="checkbox"/> No	Proper street procedures?		
8 <input type="checkbox"/> Yes <input type="checkbox"/> No	Proper uniform / name tag?		
<input type="checkbox"/> Failed <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent		Follow-Up <input type="checkbox"/> Random <input type="checkbox"/> Annual <input type="checkbox"/> Requested? <input type="checkbox"/> Y <input type="checkbox"/> N Requested from: Was check unannounced:	
Drag and drop the "X" below to indicate where you were sitting during the ride check.			

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Use the back of this form to explain quality of ride check as well as any issues during the check.

LIGHT RAIL RIDE CHECK (PAGE 2)
COMMENTS (Please note any conversation had with operator)

[Large empty text area for comments]

Follow-up by Operations/ Narrative by Manager

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5.2. Quality Manual TR—101 (Excerpt)

5 Biennial Recertification and Practical Examinations

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5.1 Operator Recertification

In accordance with the Rail Operations Rule book section 1.6 and 10.0 a Qualified Employee must have and maintain certification to operate a Light Rail Vehicle.

5.1.1 The training department will conduct biennial recertification evaluations of all qualified employees to ensure compliance with the appropriate SOPs and rules. This evaluation will include both written certification testing, and a practical examination.

5.2 Written Certification Testing

The Training Department is responsible to create written tests covering the appropriate material, make any current test readily available for employees, grade the written test, and conduct regular audits of the tests to ensure relevance and accuracy.

5.2.1 The passing grade for any written test shall be no less than 80% for the certification exam, and 100% for any required Signal and Flagging recognition test. **5.2.2** Employees who fail any test may retake the test only one (1) time. The retake must be completed within ten (10) calendar days of the failed test date or five (5) calendar days of the certification expiration date, whichever comes first. Employees will be encouraged to take advantage of training department resources to address any deficiencies.

5.2.3 Employees who do not complete the test before their certification expiration date, fail to retest within the allotted time, or fail the retake, will fail the written portion of the recertification process.

5.3 Biennial Practical Examinations

Biennial Practical Examinations conducted by the training staff must be conducted at least fifteen (15) calendar days, but not greater than thirty (30) calendar days of the certification expiration date.

5.3.1 Biennial ride checks shall consist of a full round trip in ballasted ABS territory in the presence of a Training Instructor or other designated supervisors.

5.3.1.1 An employee who has a voted work assignment that does not include Ballasted ABS operations shall be pulled from service to complete a full round trip on a route which meets the criteria.

5.3.2 Training Instructors must use the appropriate Light Rail Ride check form and make contemporaneous notes, and observations of the operations of the employee.

RTDLRT Training Quality Manual
 Issued by Light Rail Training Manager
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5 Biennial Recertification and Practical Examinations

- 5.3.2.1 If the employee operates the train in a manner consistent with the rules and SOPs for safe and efficient operations, they shall be given a passing grade denoted as “Good” on the ride check form.
- 5.3.2.2 If the employee operates the train in a manner that complies with the rules and SOPs, but demonstrates some deficiencies such that counseling is recommended, they shall be contacted at the end of the check and the concerns shall be discussed with the operator. At the end of the discussion if the Training Instructor determines that the operator understands the concerns and should pass the evaluation. They shall be given a passing grade denoted as “Fair” on the ride check form.
- 5.3.2.3 Employees who operate the train in a manner inconsistent with the rules and SOPs and either demonstrates a substantial risk of unsafe operations, or after a post ride check discussion demonstrates a blatant disregard for the rules and procedures shall be given a failing grade denoted as “unacceptable”.
- 5.3.3 Employees who receive a failing grade during a practical examination shall be rechecked within ten (10) calendar days by a second Training Instructor.

5.4 Recertification Recommendations

Upon completion of the written and practical examinations for recertifying employees, the supporting documentation shall be sent on to the necessary administration support personnel for retention in accordance with their protocols.

- 5.4.1 Employees who fail to meet the standards established in 5.2 and 5.3 will not receive a recommendation from the training department that their certification be continued. A memo will be issued stating the reasons why the training department is withholding their recommendation, along with the supporting documentation to both administration support and the appropriate supervising manager.

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