



Service Guidelines

Bus Maintenance and Transportation Departments

Note: OSHA supersedes and a worker may refuse to work if they have reason to believe they are likely endangered.

System Defect (All defects must be recorded on the Waybill.)	Applicable Conditions	Operator Response			CIS Response			Garage Response		
		Defect Found in Pre-Trip: correct before entering service	Defect found in Service: Continue and Sign In	Defect found in Service: Contact CIS	OOS: Stop and Stay	OOS: Operate Privately to Change Off Point	Remain in Service until assistance arrives	Provide Change Off	Send Service Truck	Arrange Tow
Lights- Instrument	Acceptable or daylight	Enter Service	X							
Onboard PA System - not working			X							
Windshield- Glass - cracked, cloudy	Visibility not affected - not within the areas cleared by the wiper blades.		X							
Air Conditioning - not working	Humidex Below 35° C	X	X							
Alarm, Operator Distress - not working	CIS functioning	X	X							
Body Damage - panels, trim, etc.	Dents, scratches	Witness		X						
Defroster not working	Visibility not affected	X	X							
Doors, Rear - too slow	Safe to Operate	X	X							
Floor Damage	No Tripping hazard	X	X							
Heating - insufficient heat, too much heat	Operator comfortable continuing	X	X							
Kneeling System - not working	Normal Ride Height	X	X							
Leak- Air Audible	Pressure remains above 80 PSI	X	X							
Leak- Operating Fluid - oils, coolant	Small drip	X	X							
Lights- Brake Lights	1 Light out	X	X							
Lights- Clearance Lights	Daylight operation	X	X							
Lights- Headlights - 1 side out or both sides out	Daylight operation	X	X							
Lights- Interior - light out, not working	Daylight operation	X	X							
Lights- Licence Plate - light out, not working	Daylight operation	X	X							
Lights- Parking Tail Lights - 1 side out or both sides out	Daylight operation	X	X							
Lights- Turn Signals - lights out, not working	Lights on the sides of the bus	X	X							
Lights- Vault - light out, not working		X	X							
Mirrors- interior	Loose	X	X							
Ramp and lift System - not working	Able to Stow	X	X							
Seal- Retarder - missing, broken	No symptoms	X	X							
Seat- Operators - loose, wont adjust, damaged	Operator comfortable continuing	X	X							
Stop Announcement System - not calling stops, no display		X	X							
Tell Tale Light: HEV - illuminated	Amber, no symptoms	X	X							
Tell Tale Light: ABS - illuminated	Good road conditions	X	X							
Tell Tale Light: ATC - illuminated	Amber, no symptoms	X	X							
Tell Tale Light: Engine/Transmission/Dash - illuminated	Amber no symptoms	X	X							
Windshield - Washer Fluid - not working, working poorly	Visibility not affected	X	X							
Windshield- Wipers - not working, working poorly	Visibility not affected	X	X							
Air Conditioning - not working	Humidex 35° C or Above	X		X		X		X		
Alarm, Operator Distress - not working	CIS not functioning	X		X		X		X		
Alarm, Rear Door - not working, constantly on		X		X		X		X		
Boom Mike - not working, not secured		X		X		X		X		
CIS Trump Unit - not working	Not Tracking	X		X			X	X		
CIS Trump Unit - not working	Not Communicating	X		X		X		X		
Destination Sign - Not working		X		X			X	X		
Doors, Front - not opening, too slow	Maximum open/close cycle = 5 secs	X		X		X		X		
Doors, Rear - not opening	Complete trip using front doors	X		X		X		X		
Doors, Rear - opening in motion		X		X		X		X		
Doors, Rear - too slow	Unsafe to Operate	X		X		X		X		
Fare box - not working, jammed		X		X			X	X		
Fire Extinguisher - missing, not secured, charge		X		X			X	X	X	
Floor Damage	Tripping hazard	X		X		X		X		
Gauge, Speedometer - not working		X		X		X		X		
Heating - insufficient heat, too much heat	Unsafe to Operate	X		X		X		X		
Horn- not working		X		X		X		X		
Kneeling System - not working	Abnormal Ride Height - Safe to drive	X		X		X		X		
Lights- Headlights - 1 side out	Night operation	X		X			X	X		
Lights- Instrument	2 or more Lights out; poor lighting	X		X		X		X		
Lights- Interior - light out, not working	Creating unsafe lighting at night	X		X		X		X		
Mirrors- interior - loose, cracked, missing	Cracked, missing	X		X		X		X	X	
Passenger Stop Request Chime - not working		X		X			X	X		
Protective Barrier - cracked, not secure	Unsafe to operate	X		X		X		X		
Seal- Master Door Switch - missing, broken		X		X		X		X	X	
Seats-passenger/ Stanchions - loose, broken		X		X		X		X		
Suspension - noisy	Vehicle riding and handling normally	X		X		X		X		
Tell Tale Light: Fire Suppression - not solid green		X		X		X		X		
Unsanitary - body fluids,	Not affecting safe operation	X		X		X		X		
Vehicle documentation - some or all missing		X		X			X			
Air Quality - Fumes, Vapour, Exhaust		X		X	X			X		X
Bike Rack - not able to securely stow		X		X	X			X		
Body Damage - panels, trim	Protruding	X		X	X			X		
Brakes - pulling, grabbing, slow to release		X		X	X			X		X
Defroster - ineffective	Visibility affected	X		X	X			X		X
Engine - won't start, smoking excessively		X		X	X			X		X
Exterior Compartment Door - not secured	Not secure	X		X	X			X		
Gauge, Air Pressure - not working		X		X	X			X		X
Interior Compartment Door	Not secure	X		X	X	X		X		
Kneeling System - not working	Abnormal Ride Height - Unsafe to drive	X		X	X			X		X
Leak- Air Audible	Heard upon Brake Pedal application	X		X	X			X		X
Leak- Air Audible	Pressure drops to below 80 PSI	X		X	X			X		X
Leak- Operating Fluid - oils, coolant	Constant flow	X		X	X			X	X	X
Lights- Brake Lights	More than 1 Light out, or if lights stuck on	X		X	X			X		X
Lights- Headlights - Both sides out	When required	X		X	X			X		X
Lights- Parking Tail Lights - both sides out	When required	X		X	X			X		
Lights- Turn Signals - light out, not working	Any front or rear signal	X		X	X			X		
Mirrors- exterior - loose, cracked, missing		X		X	X	X		X	X	
Ramp and lift System - not working	Deployed but will not stow	X		X	X			X	X	
Seat Belt - wont retract, latch or release	Not working properly	X		X	X			X		X
Seat- Operators - loose, wont adjust, damaged	Unable to operate	X		X	X			X		
Steering - rough, no assist, severe pulling, noisy, loose		X		X	X			X		X
Suspension - ride height uneven or low, loose		X		X	X			X		X
Tell Tale Light: Fire Suppression - red	System in Alarm	X		X	X			X		
Tell Tale Light: HEV - illuminated	Amber with symptoms or Red	X		X	X			X		X
Tell Tale Light: ABS - illuminated	Incllement weather	X		X	X	X		X		
Tell Tale Light: ATC - illuminated	Amber with symptoms or Red	X		X	X	X		X		
Tell Tale Light: Engine/Transmission/Dash - illuminated	Amber with symptoms or Red	X		X	X			X		X
Unsanitary - body fluids,	If affecting safe operation	X		X	X			X		X
Windshield - Washer Fluid - not working, working poorly	Visibility affected	X		X	X			X	X	X
Windshield- Glass - cracked, cloudy	Visibility affected	X		X	X			X		X
Windshield- Wipers - not working, working poorly	Visibility affected	X		X	X			X		X

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