

Standard Operating Procedure: Bus Operations	Publication # B200.6A	Date June 19, 2020	Page 1 of 1
Title: Proper Procedure for Handling An Operator That Has Been Spat On Or Had Liquids Thrown Upon Them While On Duty			
Distribution: Primary: Others:			
Issued by:		Approved: 	
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Purpose: To determine the proper procedure for handling an Operator that has been spat on or had liquids thrown upon them while on the job or on Port Authority property. The following procedures must be followed in a timely manner to ensure that our employees are afforded the proper care in this event.

When an Operator has been spat upon or had liquids thrown on them, they must immediately contact their Supervisor (Traffic Dispatcher) via radio or phone. The Traffic Dispatcher must ask if the actor is still on scene and, if so, obtain a detailed description from the Operator. The Traffic Dispatcher will ascertain the Operator's exact location and vehicle number, and then instruct them to remain at that location, if it is safe to do so. The Traffic Dispatcher will inform the Operator that help is on the way and will contact the Port Authority Police Desk immediately. The Traffic Dispatcher will ask the Operator if they are requesting medical attention and if medical attention is requested, the Supervisor will relay this information to the Police Desk.

The Supervisor (Traffic Dispatcher) should immediately notify the Location Dispatcher and alert them of the situation and the potential for additional manpower needed to fill the Operator's remaining work, in order to minimize any out of service. In addition, the Traffic Dispatcher will notify and dispatch the Road Operations Supervisor closest to the Operator's location to proceed to the bus and provide the Operator support and any needed assistance.

Location Dispatcher

Upon notification from the Traffic Dispatcher that an Operator has been spat on or had liquids thrown upon them, the Location Dispatcher will gather the pertinent information from the Traffic Dispatcher to begin to fill the Operator's remaining work, if the Operator is unable to continue in service. This could be due to treatment at a medical facility or the need to return to their home for a uniform change, if they are able to continue with their work for the day. If the Operator does not require medical attention or a uniform change, the Location Dispatcher will then contact the reporting Traffic Dispatcher via radio and ask if a coach change is available and, if not, the Location Dispatcher will attempt to get an Operator at the location to provide a coach change, in order that the affected vehicle can be sanitized and cleaned. The Location Dispatcher will then contact the Director of Service and Delivery and/or the Assistant Director of Service ad Delivery and apprise them of the incident, in order that the location Management Team can follow up with the Operator.