

FOR EMPLOYEE: _____*REVISED 2023***Please sign this top form.****By my signature below, I affirm that I have received and will read the Standard Operating Procedure Guidelines which contain:**

Mission Statement
How We Work
What We Are
Equal Opportunity Employer
Advisory:
Organizational Chart
Code Of Ethics And Alabama Code Of Ethics
Non-Discrimination Notice / Title Vi
Goals And Objectives
Privacy / Personal Identifiable Information Policy
Harassment Policy
Marketing/Advertising Initiative
Community Participation
Transportation Steering Committee
Policy For Conducting Passenger Surveys
Driver Training And Re-Training Policy
Equipment Maintenance
Dispatch / Scheduling Policy
Revenue & Bookkeeping Policy
Secondary Employment
Dress Code For The Employees
What We Expect From All Employees:
Important Rules For All
Important Rules For Office Staff
Important Rules For Drivers
The Role Of The Driver
Policy For Employee Code Of Conduct
Workman's Compensation Policy
Guidelines For Family Support

Sick Leave & Emergency Leave
Pre/Post – Trip Inspections
Incident
Vehicular Accident / Collision
Vehicular Breakdown
Collision Report
Injury / Incident Report
Policy For Handling Difficult / Disruptive
Passengers
Inclement Weather
Passenger Safety On Vehicles
Courtesy Information
No Show Policy
Animals
Proper Boarding / De-Boarding For Passengers
Policy For Assisting Passengers
Proper Procedures Regarding The Mentally
Disabled
Reasonable Modification Policy
Guidance For Transporting Bikes
Oxygen For Personal Use Onboard Vehicles
Wait Limits For Passengers
Late Definitions For Stops
Bomb Threats Procedures
Bomb Threat Checklist For Phoned Threats
Employee Discipline
Termination
Drug And Alcohol Testing
Zero Tolerance Substance Abuse Policy

SIGNATURE: _____ **DATE:** _____

AGENCY

STANDARD OPERATING PROCEDURE GUIDELINES

REVISED 2023

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WELCOME TO OUR TRANSIT SYSTEM!

You have embarked on an interesting and rewarding journey! You will quickly see that this job is not like any other that you have ever had. Your title does not begin to describe all the services you will perform - nor does it convey all the unique experiences you will have. Many of your days will be hectic; but at the end of every day, you will have the good feeling of having served your fellow citizens in a very important way. Few jobs can give you that reward.

MISSION STATEMENT

**IT IS THE GOAL OF OUR TRANSIT SYSTEM TO OFFER
SAFE, AFFORDABLE AND RELIABLE TRANSPORTATION
TO THE CITIZENS OF OUR COUNTY IN ORDER TO
HELP PROMOTE A STRONG ECONOMY, PROTECT OUR
ENVIRONMENT, CONSERVE ENERGY, AND ENHANCE OUR LIVES.**

HOW WE WORK

Our Transit System is a team consisting of a director, supervisors, drivers, office staff, and mechanics. You will find everyone eager to help you with any problems that you may have and glad to have you as part of the team.

WHAT WE ARE

Our Transit System is a public transportation program which receives Section 5311 Federal Transit Administration (FTA) funding. We receive no state funding, but the federal grant funding is administered by the Alabama Department of Transportation. All other funding is from the fares we collect and from the County Commission. The transit program is one of many in the state of Alabama.

**Our transit agency has a ZERO Tolerance Policy
for Substance Abuse, Harassment, and Discrimination.**

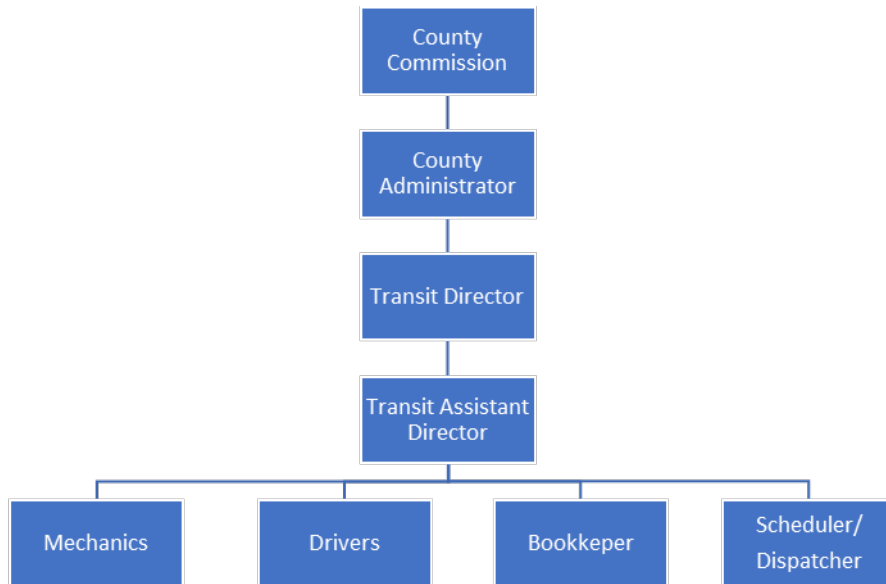
EQUAL OPPORTUNITY EMPLOYER

Our Transit System provides equal opportunity for everyone, regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions.

ADVISORY:

This handbook is intended as a guide for the efficient and professional performance of both full-time and part-time employees. Full-time and part-time employees will use it in conjunction with the County Commission Personnel Policies and Procedures "Employee Handbook," and it is not meant to replace or supersede materials contained therein but as a guide to interpret certain problems that may suddenly appear during daily activities. This handbook can be revised at any time without notice. If a revision is made to this handbook, all transit system employees will receive a copy of the revision.

ORGANIZATIONAL CHART



CODE OF ETHICS AND ALABAMA CODE OF ETHICS

Since the public image of Our Transit System is the key to the success of the program, it is of the utmost importance that all individuals providing services under our transit program conduct themselves in a professional manner on duty and off. These individuals are representatives of our transit program and should always be conscious of the responsibility involved. All individuals providing services for our transit program are the face of our agency to our customers.

All individuals should be polite and helpful to the public, never use profanity, and never speak disrespectfully. In the event of a dispute with a customer, they are to be referred to the Director, without comment or opinion. Employees are never to discuss one passenger with another or discuss agency business outside of the office.

Driving record checks, criminal background checks, drug and alcohol testing and physicals are preformed on all employees of Our Transit System. Each employee will have a performance review completed annually.

NON-DISCRIMINATION NOTICE / TITLE VI

Our Transit System hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Our Transit System programs has a right to file a formal complaint with Our Transit System. Any such complaint must be in writing and submitted to the Director of Transportation within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please reference our agency's Title VI Plan, our website, or contact our Transit Director.

GOALS AND OBJECTIVES

Goal: Enhance the quality of life for Alabama's citizens by providing passenger transportation service, where desirable and feasible, and facilitating greater access to goods and services.

Objective: Improve accessibility to major employers, recreational facilities, healthcare, retail centers, and cultural attractions.

Performance Measure: Increase transit service route miles by 20% to provide service to all major health facilities and within ¼ mile of major employers, recreational facilities, retail centers, and cultural attractions.

Privacy / Personal Identifiable Information Policy

Our Transit System does not share any personal identifiable information which can be used to distinguish or trace and individual's identity, such as their name, social security number, etc. or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc. that permits the identity of an individual to be directly or indirectly indicated. Staff should handle, transmit, transport and/or store information to limit potential and unauthorized disclosure. Manifest and work-related materials which contain names, address, social security numbers, phone numbers, travel details, etc. should not be removed from transit property without approval of the Director of Transportation.

Staff must report any privacy compromises immediately to your direct Supervisor. Any alleged violations that may constitute criminal misconduct, identity theft or other serious misconduct, or reflect violations within the department will be reported to the proper governing authority.

HARASSMENT POLICY

Our Transit System encourages employees to address harassment directly when it occurs. Any incident of harassment shall be reported immediately to his or her direct supervisor, appointing authority, appointed department head, or the Personnel Director. The complaint of sexual harassment will be investigated promptly, impartially and with confidentiality maintained to the greatest extent possible. The complaining employee will be advised of the findings following the investigation.

If an employee is not satisfied with the results or action(s) taken because of his or her initial complaint, then the employee must report his or her complaint to the HR Director or Administrator.

All complaints of harassment will be investigated, and the results of the investigation will be reported to the complaining party. Investigation of a harassment complaint may include, but is not limited to, interviewing the complaining and accused parties as well as other employees and/or vendors necessary to obtain sufficient information upon which to make an assessment of the situation. While Our Transit System will make every effort to be sensitive to privacy issues, there is no guarantee of confidentiality. Retaliation and/or discrimination against an employee who complains of harassment are strictly prohibited and may be a violation of Title VI.

Sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory personnel, is prohibited. Such conduct includes, but is not limited to:

1. Sexual flirtations, touching, advances or propositions;
2. Verbal abuse of a sexual nature;
3. Graphic or suggestive comments about an individual's dress or body;
4. Sexually degrading words to describe an individual; or
5. The display of sexually suggestive objects or pictures, including nude photographs.

MARKETING/ADVERTISING INITIATIVE

It is the goal of Our Transit System to educate the public to the advantages of using and supporting public transit to contribute to the effort toward cleaner air, conservation of resources, and protection of public spaces. Education through presentations to school groups, civic organizations, and public gatherings increases community support. One-on-one education by drivers, staff and established riders also aids in gathering support and education to the public on transit. Taking advantage of every opportunity to address the needs of transit in our service area is our goal each day.

It is imperative to represent the program to the citizens in an exemplary form, so Our Transit System will not promote ads for alcohol, drugs, tobacco, political candidates, or issues, nor the issue of abortion – pro or con. Ads must be in good taste – no nudity, profanity, or crudeness. Any money derived from advertising on our vehicles will be used to offset the operating cost of our transit program.

COMMUNITY PARTICIPATION

For community outreach, our agency will implement and announce service changes and fare increases through the following process:

1. Changes must be justified through research of current costs related to the transportation needs of the county (low productivity, high hourly and mileage utilization, and increased costs per mile and hour, increase/decrease of demand/services in other areas, etc.).
2. A public hearing notice is placed in our local paper of widest circulation. This notice appears at least seven (7) days prior to the hearing taking place. At that time, we also post notices in all transit vehicles, on our in-house bulletin boards, on social media platforms and on our website.
3. The county commission will hold a public hearing to allow the general public an opportunity to give input and express their ideas/concerns regarding the proposed change.
4. The proposed change will be presented to the county commission for approval.
5. Upon approval by the county commission, the change will be advertised via local newspaper, in all transit vehicles, on our in-house bulletin boards, on social media platforms and on our website for a minimum of seven (7) days before changes are to be effective. Drivers and dispatchers will also advise passengers that currently utilize our services of changes.

TRANSPORTATION STEERING COMMITTEE

Our Transportation Steering Committee is a local and diverse committee which is comprised of transportation providers, purchasers, and consumers to assist in determining local needs. These committee members serve for 3 years with the option to extend service time. This committee meets annually in August prior to the new fiscal year to assist in reviewing current system and establishing goals and objectives for the new fiscal year.

POLICY FOR CONDUCTING PASSENGER SURVEYS

The Transit Director is responsible for developing, distributing, and reviewing the results of a passenger survey. The purpose of these surveys is to collect information that is representative of the passengers to allow for our agency to make informed decisions and draw conclusions based on their responses.

Our Agency will perform an anonymous survey to enable passengers to provide feedback on their experiences with the transit service. The survey shall be distributed to all passengers at least once per year, and the results shall be used to improve the transit service. Our Agency will provide a box on each vehicle and in the office for

passengers to submit the surveys. The survey will also be available on our Agency's website to provide an opportunity for continuous feedback.

The Transit Director shall review the surveys and implement changes to the transit service as needed.

DRIVER TRAINING AND RE-TRAINING POLICY

All drivers receive orientation training and are required to attend twice-a-year mandatory training. All drivers will receive policy and procedure training, safety training, a sharing of ideas, defensive driving and drug and alcohol training.

Besides the twice-a-year mandatory training, our drivers receive training from a certified C.A.R.E.S. instructor semi-annually. We make every effort to keep current on new hires.

Our transit system also participates in Rural Transit Assistance Program (RTAP) training program which provides various re-training opportunities through out the year.

EQUIPMENT MAINTENANCE

It is the goal of Our Transit System to properly maintain all Section 5311 and transit-owned vehicles in our program for the safety of our passengers, drivers, and the vehicles themselves. Since it has been well documented that preventive maintenance extends the life and service of vehicles and is insurance against road calls and unscheduled down time for routes and drivers, special emphasis is placed on a preventive maintenance program. For review of Our Transit System's complete vehicle maintenance plan, goals and objectives, please contact your supervisor for a copy.

With the size of the vehicle fleet which we operate and the wear and tear on most of the program vehicles, it has been determined that each vehicle should be serviced every 5,000 miles or every 180 days, whichever comes first. As the mechanic works on each vehicle, he will use our agency's Preventative Maintenance Plan which lists the recommended intervals which are based on the vehicle manufacturer's service schedule including safety equipment, on-board security cameras, and mobility device lift maintenance. (For complete maintenance service schedules and policies, please refer to our agency's Preventative Maintenance Plan.)

Interim care (unexpected problems, emergencies, breakdowns) is handled in much the same way except that the drivers will fill out the Driver Request for Interim Care form, and the mechanic's work will be done from this form. Checks and balances are in place to ensure that service is properly carried out, documented, and files maintained. The maintenance requirements ensure that these special jobs indicated will be carried out as required by the current mileage. These requirements are unique to each vehicle. Interim care sheets for oil changes should be submitted 100 miles in advance before the vehicle is due for the oil change, which allows for scheduling of vehicle.

At a minimum, all vehicles are to be fueled and interior should be swept, disinfected, and cleaned daily. All vehicles' exteriors should be washed weekly. Pre- and Post-trip Inspections are performed daily by drivers on each vehicle utilized. All Road Calls are documented.

DRIVERS'S REQUEST FOR INTERIM CARE

Vehicle #: _____ Reported by: _____ Date: _____ Time into Shop: _____
 Vehicle Mileage: _____

Interim Care Request (Driver Circle)							Parts <i>(For Mechanic Use)</i>	Price
Oil Change Due:								
Engine:	Slow Start	Unexplained Noise	Stalling	Missing	Odor	Other:		
Gauges:	Fuel	Temp.	Oil	Battery				
Warning Lights:	Brake	Check Eng.	Charging	TCIL	Oil	Coolant		
Belt/Hoses:	Looses	Noisy						
Tires:	Flat Front / Rear Inside R / L	Low Front / Rear Inside R / L	Tread Worn Front / Rear Inside R / L					
Wipers:	Need Replace R / L	Not working properly						
Brakes:	Noisy	Soft	Emergency Won't Hold	Other:				
Lights:	Head R / L	Tail R / L	Top Front R / L	Top Rear R / L	Side R / L	Interior Dome/Step		
Steering:	Pulls to R / L	Noise in Column						
AC / Heater:	Front:	Not Cooling/Heating	Not Blowing	Leaking	Odor	Other		
	Rear:	Not Cooling/Heating	Not Blowing	Leaking	Odor	Other		
Fluids Low:	Oil	Transmission	Brake	Power Steering	Wiper	Coolant		
W/C Lift:	Switch Broken	Noisy	Short in Controller					
Windows:	Windshield Cracked	Other Window:						
Back up Beeper:	Not Working							
Body Damage:	Front R / L	Rear R / L	Side R / L					
Other:					Work Started At:			
					Works Finished At:			
					Total Labor Hrs.:			
					Mechanic Signature:			
					Mileage Today:			
					Today's Date:			

Road Call Log

Fiscal
Year: _____

[illegible]

DISPATCH / SCHEDULING POLICY

It is the goal of the Transit Director to ensure that dispatchers and schedulers will serve the public on the telephone and in person in a professional, compassionate and helpful manner as well as work accurately and efficiently while supplying safe, reliable transportation to our citizens.

Our objective is to work with passengers to reduce trip denials by 25% per month and receive no more than 3 scheduling department complaints per month.

It is necessary that dispatchers and schedulers faithfully record all incoming telephone calls, denials, and schedule rides in the most economical manner and accurately enter the trip information into the computer - which generates the driver's manifest. The drivers, in turn, run their routes from the information supplied, entering all required data and collected fares

Trips are scheduled 24-48 hours in advance, and same-day service is based on availability. No flags stops are accepted. All trips must be scheduled through the scheduling department and may be scheduled up to two (2) weeks in advance. No unscheduled stops will be made. Cancellations are allowable until one (1) hour prior to scheduled pickup time. We have an established 30-minute pick up window for passengers. Subscription trips and standing order trips may be placed in 30-day intervals and must be cancelled to avoid a no-show penalty.

Our scheduling and dispatch goals and objectives are reviewed and revised annually. The data collected is reviewed monthly by the Director.

REVENUE & BOOKKEEPING POLICY

It is the responsibility of the driver to collect fares from passengers. Once the fare is collected, the driver must place the fare in the collection container provided. The driver is to turn in all fares and driver manifests to the dispatcher/office staff daily. All monies are verified and balanced to the driver manifest in the presence of the driver.

It is necessary that bookkeepers balance and reconcile the farebox with the information, record and deposit all incoming monies, and accurately verify the trip data into the computer. All monies are verified, balanced, and reconciled to the driver manifest, bank deposits to our accounting software and to the general ledger accounting records to ensure accountability. These funds are always to be secured and deposited swiftly to eliminate theft. Federal, state and transit reports are generated from the information collected.

Reference our passenger brochure and website for current fare structure and available discount fares.

Our agency does not have a petty cash fund.

SECONDARY EMPLOYMENT

Employees shall not engage in any outside employment which adversely affects his or her work performance as an employee or creates a conflict of interest.

If an employee engages in other employment, he or she must notify his or her supervisor in writing stating the name of the employer, the nature of work or business, specific duties, and hours worked per week. The Supervisor will send a copy of these statements to the HR Director for placement in the employee's personnel file. If the Supervisor believes there may be a potential incompatibility between the outside employment and transit employment due to either the number of work hours or nature of work or scheduling requirements, he or she shall submit appropriate recommendations to the HR Director. The final decision will be made jointly by the HR Director and the Appointing Authority or Appointed Department Head.

The employee shall always give first priority to the performance of his or her transit job. Transit work schedules will not be adjusted to accommodate other work schedules.

DRESS CODE FOR THE EMPLOYEES

Our Transit System seeks to project a positive image and to promote professionalism in the workplace. You are expected to dress and groom in accordance with accepted business standards. All attire must be appropriate and not create a disruption or distraction to the performance of required job duties and/or related functions of the coworkers and employees.

Office employees are required to dress in an appropriate manner consistent to the specific job duties to which he/she is assigned and to exercise good judgment regarding a professional image. Jeans are not to be worn but on casual Fridays. Footwear should be secured to feet/ankles for safety and shall be appropriate for job duties.

Mechanics are issued uniforms by the transit agency consisting of button-up short sleeve shirts with agency patch on chest with either shorts or long pants. Mechanics are required to wear closed-toe, no-slip shoes; and we encourage these shoes to be ankle supportive and steel toed. Loose items such as long necklaces, scarves or any items which could potentially entangle a person are not acceptable.

Drivers are issued uniform shirts by the transit agency which are royal blue pullover, polo-style shirts with our logo on the chest. These shirts are to be worn with either khaki or black bottoms. The bottoms may consist of pants, capris, skirts or shorts which are required to be no shorter than the two inches above the knee. Our drivers must wear closed-toe, no-slip shoes; and we encourage these shoes to be ankle supportive. Loose items such as long necklaces, scarves or any items which could potentially entangle a person are not acceptable. **Special events/trips will require uniforms unless the Supervisor indicates otherwise.

Lead Drivers are issued uniform shirts by the transit agency which are forest green pullover, polo-style shirts with our logo on the chest. This color is to be recognized as a leader to other drivers. These shirts are to be worn with either khaki or black bottoms. The bottoms may consist of pants, capris, skirts or shorts which are required to be no shorter than two inches above the knee. Our drivers must wear closed-toe, no-slip shoes; and we encourage these shoes to be ankle supportive. Loose items such as long necklaces, scarves or any items which could potentially entangle a person are not acceptable.

Driver Supervisor is issued uniform shirts by the transit agency which are red pullover, polo-style shirts with our logo on the chest. This color is to be recognized as a Supervisor to all other drivers. These shirts are to be worn with either khaki or black bottoms. The bottoms may consist of pants, capris, skirts or shorts which are required to be no shorter than two inches above the knee. Our drivers must wear closed-toe, no-slip shoes; and we encourage these shoes to be ankle supportive. *Other attire may be worn by Supervisors as they deem necessary for their job duties.

WHAT WE EXPECT FROM ALL EMPLOYEES:

1. Report to work on time and fit for duty.

Since our mission is to provide safe, reliable, on-time service, we will arrive at work before our assigned time. Employees will take personal responsibility to be well rested and free of the influence of drugs or alcohol or any other substances that affect behavior or job performance. Employees will come to work cool, calm, in control and mentally alert. Employees will care for their mental, physical, and emotional health.

2. Practice safety in all work activities.

At a minimum, our customers deserve and expect to be safe when using our services. Our families also expect us to return home safe and secure at the end of our work shift. Employees, therefore, will always put safety ahead of schedule. Employees will follow all safety rules, pay serious attention to driving defensively, and not engage in high-risk activities. Employees will take seriously the special needs of all passengers. Training will be provided to prepare our employees to understand how to deal with emergency situations.

3. Demonstrate high levels of skill in our jobs.

Employees are to remain professional and to take every opportunity to learn ways to improve their performance while on the job. Employees will set high standards and constantly search for innovative ways to improve performance. Employees will continue to learn through on-going re-education and training. Employees will take the performance review process seriously.

4. Respect the property of the company and co-workers.

Employees will diligently care for the equipment through pro-active measures such as careful inspections and reporting of defects. Employees will set an example for others by caring for our work environment. Employees will take seriously our responsibility to neither abuse or use facilities nor equipment for personal gain. Understand that this activity is equivalent to stealing. Employees will not violate the personal property of co-workers and will respect their right to privacy.

5. Treat co-workers with dignity and respect.

Employees will respect the rights of individuals to be different from us. Employees will take an active part in creating a friendly working community. Employees will extend common courtesies to each other. Employees will not engage in gossip or other damaging or harassing activities against our co-workers. Supervisors may discipline but will always do so with dignity and respect. Rules will be applied fairly while honoring individual's special needs. Confidentiality of personal or sensitive information will be diligently protected. Employees will also be honest with each other by telling the truth.

6. Treat customers with dignity and respect.

Employees acknowledge that customers are our business. Each person who contacts our organization or who uses the service is the very essence of why our organization is necessary. Employees will treat them as guests. Employees will listen to their questions and provide them respectful and helpful information. Employees understand that our mission is to provide safe, reliable, on-time service which people can depend on. Employees will welcome them and thank them for using our services. Employees will treat them with dignity regardless of their age, gender, race, religious beliefs, disabilities, and economic or social status. Employees acknowledge that while the customer may not always be right, they always deserve dignity and respect.

7. Present a positive image of the company when performing job duties.

Employees acknowledge that we are professionals who will look and act as professionals. This will start with personal responsibility to care for our hygiene, be neat in our appearance and in clean and appropriate uniforms of clothing. Employees will be positive with the public when speaking about our organization and employees. Employees will use the safety meetings and meetings with Supervisors to solve problems and improve morale. Employees will embrace the organization's values and apply them to co-workers and customers.

IMPORTANT RULES FOR ALL

- Smoking is NEVER permitted in our vehicles, office or while assisting a passenger.
- When operating our vehicle, you must wear a seat belt and obey all other state, local and federal laws.
- Being under the influence of intoxicants and other drugs (which could impair driving/work ability) while performing work duties is forbidden and is adequate cause for discipline, up to and including termination of employment; nor should an employee perform their work duties when their ability to do so safely has been impaired by illness, fatigue, or injury. It is the employee's responsibility to notify their supervisor immediately.
- All staff must report any speeding tickets, citations, arrests, convictions, suspensions, revocation regarding any DUI, substance abuse or motor vehicle (traffic) violations or accidents whether on or off duty in a personal vehicle or agency vehicle. A copy of the ticket/violation must be given to your supervisor within 48 hours for your personnel file; however, if you are driving an agency vehicle, you must immediately call your Supervisor and report the incident at the time of the occurrence. It is the driver's responsibility to supply a copy of your license to the driver Supervisor when it is renewed as well as keep a current and valid driver's license.
- Cell phone use in agency-owned vehicles is restricted. Employees are prohibited from using a cell phone (whether or not it is owned by the county) while operating a county-owned vehicle unless using a hands-free device. Calls are to be kept to a minimum. Drivers are forbidden to dial or answer a mobile phone by pressing more than a single button. Reaching for a mobile phone in a manner that requires the driver to maneuver so that he or she is no longer in a seat belt or in the driving position is also prohibited. Do not text when vehicles are in motion or while passengers are onboard. Drivers may only use phones when vehicle is parked in a safe location and not in the presence of a passenger. Texting in an agency-owned vehicle in motion/operation will result in termination.
- Report all incidents, injuries, falls, accidents, and vehicle failures to your Supervisor immediately. No exceptions!
- When talking on the radio/phone, you must always talk in a professional and respectful manner and remember that passengers and co-workers can hear the discussion.
- No unauthorized personnel are allowed to ride in our vehicles; meaning, all riders must be attending or on approved agency business.

IMPORTANT RULES FOR OFFICE STAFF

- Internet use is to be done at a minimal level and must not interfere with your daily work, assisting fellow staff and citizens, nor interfere with the communications equipment.
- All music/radios are to be played at a minimal level which does not interfere with the communication equipment and assisting with citizens. Always remember the close proximity of fellow office staff, and the level must not interfere with their work duties and select radio station or music that does not contain controversial programming or broadcast material that may be offensive to co-workers.
- As office staff, you may possibly have access and knowledge of personal information and legal concerns of passengers and fellow employees. This information is to be kept confidential and only discussed with your supervisors privately.
- Any excessive downtime should be offered to your supervisor to assist with projects or other tasks.
- It is the office staff's responsibility to understand and share agency's policies and procedures with citizens so they fully understand our transit program. Always communicate available options to passengers.

IMPORTANT RULES FOR DRIVERS

- NEVER leave passengers unsupervised on the bus, and never make any unscheduled stops during these routes.
- Drivers are never to contact passengers or passenger parents – this is dispatch’s job responsibility.
- Always walk through your bus when leaving it unattended and at the end of your work shift. In addition, you should walk through your bus after each school route and/or ARC route and periodically during the day to be sure no one has remained on the bus.
- Drivers are responsible for the security of the vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
- Headlights shall be used two (2) hours before sunset and until two (2) hours after sunrise, during inclement weather, or at any time when an estimated distance of 500 feet ahead of the vehicle cannot be clearly seen.
- Clocking-in/out at your designated time: This time is provided for the driver to perform a proper bus pre-trip, paperwork review and to arrive at the first destination on time. If your route required less/more time to complete than what was scheduled, immediately notify dispatch.
- Never drive under canopies unless the clearance is greater than the height of the vehicle and you are 100% sure that no damage will be made to the vehicle.
- Never fuel a vehicle when running or with passengers onboard.
- Fuel card system (gas card) is to be used for agency vehicles and equipment only. Anyone violating this policy may receive disciplinary action, including but not limited to termination of employment and/or be subject to judicial proceeding(s) under Alabama Ethics Law.
- Do a thorough pre-trip each morning and note any problems on your pre-trip form. If there is an immediate safety concern, contact dispatch and request another vehicle for that day. As part of this inspection, you are to review the oil change sticker on the windshield, and if the mileage is within 100 miles of the due mileage or if repairs are needed, complete a “Driver’s Request for Interim Care” form and place the form in the interim care box at your location. This form will be forwarded daily to the mechanics.
- All mobility devices (wheelchairs, scooters, walkers, etc.) must be secured at all times while the bus is in motion, even if the passenger has taken a seat on the bus and is not riding in the mobility device.
- Any adjustments in the schedule must be completed through the office.
- There is no charge for a personal care assistant (PCA). If the PCA is not present, DO NOT BOARD PASSENGER UNTIL THE PCA ARRIVES. The PCA must be a minimum of 18 years old.
- Never allow a passenger to assist with another passenger or passenger’s items unless they are their PCA.
- While vehicle is in motion, you are not to operate cabin lights.
- No music/radio is to be played while passengers are onboard unless there is prior management approval, and even then, the volume is to be at a minimal level which does not interfere with the communication equipment.
- It is the responsibility of the driver to make sure that the vehicle is equipped with proof of insurance, current registration, and gas card. These items are issued to the vehicle, not the driver, and must remain on the visor of the vehicle and are not to be removed under any circumstances.
- Agency-owned vehicles are not to be used for personal reasons. Such use is grounds for dismissal. This includes “running by home” for a forgotten item.
- No trips are to be performed that are not scheduled through the scheduling department.
- Fares collected should be secured at all times to prevent theft.

THE ROLE OF THE DRIVER

The driver's job is to transport passengers safely, courteously, and reliably. All drivers are expected to always act responsibly and professionally. You represent not only yourself but also the company, your management team, your fellow employees, and the agencies paying for the service whenever you are on the job. Hopefully you will find much satisfaction in helping many people each day who rely on your community service. The following essential behaviors are expected of all drivers:

- **Drive Safely and Defensively** – Always practice defensive driving skills; always obey traffic laws and signs; always stay focused on your driving duties. People's lives are in your hands. Responsible, smart, and safe driving practices are critical.
- **Be Courteous** – Make your passengers feel comfortable and safe. Treat all passengers with disabilities with sensitivity. Always be positive, helpful, and polite – even when the passengers make you angry. Let them know that you enjoy your job. Never give orders or be argumentative. Instead, use polite requests to get your point across. Remember, we are in the “people” business.
- **Keep Accurate Records** – Fill out the pre-trip inspection reports daily and make sure you accurately complete your manifest sheets. These records are critical to company operations. Take the extra time to check your work to avoid mistakes. Make sure they are correct **BEFORE** you turn them in at the end of the day.
- **Report All Accidents and Incidents** – If you are involved in a vehicle accident (collision), if you have a passenger who has an incident e.g., a fall or trip, etc. or gets ill on the bus or van or if you experience any security threat while on duty, then you must notify the dispatcher immediately. Then follow directions.
- **Keep Your Vehicle Clean** – You are responsible for the care and cleanliness of each vehicle you are assigned. Remove litter promptly. Keep steps clean and the aisle clear of possible obstructions. Sweep steps and aisle free of sand, ice, mud, etc. periodically during the day. If floors are slick, warn passengers to watch their step and never apply Armor All or anything that will create a slick surface on seats, grabrails and floors. Keep all seat belts and restraints stowed neatly out of the way. A clean vehicle means a safe vehicle. Your downtime should be used for this.
- **Assist All Passengers** – Give appropriate assistance to all passengers. Ask all passengers if they need assistance. Do not assume that all ambulatory passengers can board and de-board the vehicle without assistance. Make sure they use handrails/3 points of contact rule and are careful on the steps and give assistance if needed and accepted. Stand at the bottom of the steps and be prepared to catch them should they lose their balance and/or trip and fall.
- **Use Good Safety and Security Awareness** – Always be vigilant when coming to and from work as well as during the performance of your duties. Use “common sense” and protect yourself, passengers, and all company assets. Report any unusual, unsafe, or suspicious activity to the dispatcher or your supervisor as soon as possible. Always wear your company photo identification badge. Check your vehicle thoroughly for any suspicious packages or sabotage. Never leave your vehicle unattended without locking all doors and exits and performing a walk thru. Always park in safe, lighted areas. Maintain good professional radio discipline when talking over the radios. Never use first names and do not discuss personal matters either regarding employees, the company, or passengers.
- **Provide Reliable Service** – Reliable service depends on you. It is essential that we provide on-time service so the passengers know they can depend on the system. If you are running late, please let the dispatcher know so appropriate action can be taken and passengers can be served as reliably as possible.
- **Maintain a Good Attendance Record** – Regular on-time attendance is essential to the effective operation of the system.

POLICY FOR EMPLOYEE CODE OF CONDUCT

1. Employees are never to accept loans from passengers and are strictly prohibited from accepting gratuities from passengers at any time. Gifts of monetary insignificance are excluded, such as candy, cards, etc.
2. Employees are prohibited from loaning money to passengers. This could be construed as using “farebox” money for illegal purposes. (Once farebox money has been accepted by a driver, the money then becomes the property of a federally funded entity and must be deposited into a designated bank account and cannot be used for any other purpose.)
3. Likewise giving “free” rides to passengers is considered illegal and an act of theft, as we are required by federal law to account for each and every passenger. Drivers are reminded to check manifest well in advance of route time to see if there are changes. All changes/adjustments to manifests must go through dispatch.
4. Tips are not to be accepted due to our agency being a governmental department and federally funded. If tips are received and unable to be denied, then the tips are to be included with fares collected.

Employees are charged with the responsibility to follow all policies, procedures and conduct themselves in a safe manner while performing their respective job duties. They are also responsible to immediately report to their immediate Supervisor any employee who may be failing to perform their duties to standards set forth in this Standard Operating Procedure Manual. These reported matters will be dealt with by the Supervisor on a case-by-case basis. Failure to report such matters can make you party of the infraction or policy violations. Please also know that it is appropriate and desired that good performance be reported so as to not go unnoticed or un-rewarded. We must not miss the opportunity to speak highly of a fellow employee who has gone above and beyond in the performance of their duties.

WORKMAN’S COMPENSATION POLICY

If an employee suffers a job-related injury, they must report the injury immediately to their supervisor. The injured party will be sent to our workman’s compensation doctor so that injuries can be evaluated, and a drug and alcohol test can be performed. Then you are to immediately and legibly fill out necessary accident paperwork in detail which is to be returned to your supervisor at the end of your shift and within 24 hours. If the doctor establishes that an employee needs to be placed on light/transitional duty; our policy is that we will make every effort to accommodate restrictions if possible, however the duration of the transitional duty shall not exceed ninety (90) days.

GUIDELINES FOR FAMILY SUPPORT

Family support collections are not an organized function of our work family. Any types of collection of funds are voluntary and not required for employees to participate.

LEAVE REQUESTS

All full-time and part-time employees are required to submit to the Scheduling Manager written requests for leave at least fourteen (14) days (2 weeks) prior to requested time. Requests for leave will be evaluated based upon the scheduling needs. Emergencies are the only exceptions. To improve the odds of your leave being approved, you should submit your requests as soon as possible. Employees should refer to Employee Handbook for details of earned leave and request leave based on leave availability. Leave requests will be denied on mandatory training days.

SICK LEAVE & EMERGENCY LEAVE

Any foreseen sick leave should be submitted in writing on the Leave Request Form as soon as possible for planning purposes. If an unforeseen illness or emergency occurs, you are to contact the Scheduling Manager, giving as much notice as possible to give enough time to reschedule your passengers and co-worker. Since this is such a critical matter, at no point in time are you to leave a message on a voicemail. You **must** make sure that you speak with a person. If the Scheduling Manager is not available, you are to utilize your call sheet to ensure management is aware of your inability to work. Employees are required to be present at work on the workday scheduled immediately preceding and following a holiday unless leave has been pre-approved. If an employee is absent due to an un-foreseen illness, he or she must present a doctor's excuse to be paid for the holiday and ensure you review all other absence requirements.

Your return-to-work release is to be sent to the Scheduling Manager via email, courier, fax, or hand delivered. This release must be received before you may be placed on the schedule

For Office Staff Use Only

- ☐ Emergency Leave ☐ Scheduled Leave
☐ Need Return to Duty ☐ Need Drive Check
☐ Received Return to Duty
☐ Entered on Leave Calendar
☐ Absent Notice Sent via email to Personnel on _____

LEAVE REQUEST FORM

DATE: _____

NAME: _____

DATE/DATES REQUESTED	DATE AVAILABLE TO RETURN TO WORK

TYPE OF LEAVE REQUESTED: *(May be taken in 15-minute increments)*

_____ PAID TIME OFF (PTO) FOR PART TIMERS

_____ LEAVE WITHOUT PAY(LWOP) FOR PART TIMES & FULL TIMERS* *(Director Approval Required)*

_____ ANNUAL VACATION LEAVE FOR FULL TIMERS

_____ SICK LEAVE FOR FULL TIMERS* SELF or FAMILY

*It is requested that you provide an explanation for the use of all Sick Leave & Leave without Pay Requests.

Leave approval is subject to availability. A two-week notice is required for leave; However, leave requests will not be accepted any earlier than six (6) months prior to leave date requested.

EMPLOYEE'S SIGNATURE: _____

SUPERVISOR'S SIGNATURE: _____

DIRECTOR'S SIGNATURE: _____

- ☐ DATE REQUESTED IS AVAILABLE & APPROVED.
☐ DOCTOR EXCUSE **REQUIRED** FOR THIS LEAVE REQUEST-MUST STATE RESTRICTIONS
☐ DATE REQUESTED IS NOT AVAILABLE

PLEASE SELECT NEW DATE FROM THE FOLLOWING: _____

TRANSIT SYSTEM

COMPLAINT POLICY AND PROCEDURES

It is the policy of Our Transit System to operate the public transportation program in an open and fair manner for employees, passengers, other transit providers, and the general public. No employee, passenger, other transit provider, or the general public will be discriminated against or suffer any reprisals from making a complaint. *Complaints must be in writing and specific.* Vague or general charges of unfairness that are not substantiated by facts will not be processed. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred, the following steps should be taken to resolve the issue. Our Transit System will resolve the complaint within fifteen (15) business days of the date of receipt of the written complaint.

Our Transit System's Employee Complaint Policy

If an employee has issue with another employee, passenger, or other member of the general public, he or she should bring the matter to the attention of a supervisor or similar authority within three (3) days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Supervisor or similar authority, the employee should address the issue with the Transit System Director. The Supervisor or similar authority will listen to all parties involved in the situation, investigate with outside sources if necessary, and resolve the matter within fifteen (15) business days of the receipt of the written complaint. If the Supervisor or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the employee does not feel the matter has been resolved at this point, the Personnel Director or similar authority should be consulted and the matter brought before the Personnel Board or similar authority, if necessary.

Our Transit System's Passenger Complaint Policy

If a passenger has issue with a Transit System's employee, another passenger, or other member of the general public, he or she should bring the matter to the attention of the Operations Department or similar authority within three (3) days of the occurrence. *Complaints must be specific and in writing.* If the complaint involves the Operations Department or similar authority, the passenger should address the issue with the Assistant Director of Transportation or similar authority. (If the complaint involves the Assistant Director of Transportation or similar authority, the passenger should address the issue with the Transit System Director.) The Assistant Director or similar authority will listen to all parties involved in the situation, investigate with outside sources, if necessary, and resolve the matter within fifteen (15) business days of the receipt of the written complaint. If the Assistant Director or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the passenger does not feel the matter has been resolved at this point, Our Transit System's Liaison or similar authority should be consulted and the matter brought before the higher authority, if necessary.

Our Transit System's Private Transit Operator Complaint Policy

If a private transit operator has issue with Our Transit System, he or she should address the matter with the Transit System Director within three (3) days of the occurrence. *Complaints must be specific and in writing.* The Transit System Director will investigate and resolve the matter within fifteen (15) business days of the receipt of the written complaint. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the private operator does not feel the matter has been resolved at this point, Our Transit System's Liaison should be consulted and the matter brought before the higher authority, if necessary.

Our Transit System's General Complaint Policy

If a member of the general public has a complaint with a Transit System employee, policy, or other issue, he or she should bring the matter to the attention of the Operations Department or similar authority within three (3) days of the occurrence. *Complaints must be specific and in writing.* (If the complaint involves the Operations Department or similar authority, the member of the general public should address the issue with the Transit System Director.) The Operations Department or similar authority will listen to all parties involved in the situation, investigate with outside sources, if necessary, and resolve the matter within fifteen (15) business days of the receipt of the written complaint. If the Operations Department or similar authority cannot resolve the matter, it will be brought to the Transit System Director for resolution. If the matter is not satisfactorily resolved at this point, the next higher authority will be consulted. If the member of the general public does not feel the matter has been resolved at this point, the Transit System's Liaison or similar authority should be consulted and the matter brought before the higher authority, if necessary.

SAFETY

One of the most important goals of Our Transit System is to ensure the safety of our employees and the passengers we transport and serve. Your active participation in adhering to safety rules is necessary for protection for both you and our customers. If you should, at any time, have questions concerning safety procedures or see safety concerns, contact your supervisor immediately. Should you become injured while working, you are required to report your injury to your supervisor immediately.

Remember ***SAFETY IS ALWAYS FIRST!*** If you believe a situation is not safe, whether it is in regard to the operation of a vehicle, transport of a passenger, boarding or de-boarding location or the function of a co-worker, you are to communicate this to your supervisor at once. If, at any time, you feel you are in immediate danger or have concerns for your safety, you should always notify dispatch immediately.

The following are a few good safe habits to utilize:

- Wash hands regularly or utilize hand sanitizer.
- Always use latex/plastic gloves when coming in contact with blood and/or any form of body fluids.
- When lifting, always use your legs and not your back.
- Never text while driving.
- Never use handheld mobile phones while operating a vehicle or while assisting passengers.
- Always obey state highway laws.
- Always maintain three (3) points of contact when boarding or de-boarding a vehicle.
- Always buckle up when driving.
- Maintain focus on task performing.
- If at any time you feel you are unable to operate our vehicles safely, you should immediately contact dispatch or your supervisor.
- Sanitize vehicles regularly.
- Keep enough distance between you and the car in front of you to avoid a crash.
- Always keep your hands on the steering wheel when vehicle is in motion.

Safety Commitments - Working here means working safely!

1. Our work is never so urgent or important that we can't take time to do it safely.
2. All injuries are preventable.
3. Everyone is obligated to raise concerns about hazards seen.
4. Excellence in safety leads to excellence in service.
5. Safety attitude off the job is as important as on the job.



PROCEDURE GUIDELINES FOR BREAKDOWNS, ACCIDENTS / INCIDENTS, AND EMERGENCIES

Emergencies are very frightening and stressful; however, if you follow the guidance below, these situations can be handled professionally and appropriately based on the emergency:

1. Keep calm.
2. Protect your passengers, yourself, and your vehicle.
3. **IMMEDIATELY notify dispatch** in the event of any type of emergency, incident or accident. The dispatchers will immediately begin to get appropriate help on the way, notify management, and give you specific instructions on how to handle the situation. The only time you are to report to your direct Supervisor and not dispatch is when dispatch is closed.
4. Complete the required reports. (Due in at end of shift)

*Emergency information is located in the plastic sleeve on the visor of each vehicle. (Emergency Phone Numbers, Bus Information, Insurance Information.)

We encourage you to take photos (when appropriate) of any incidents which require investigation. Forward these photos via text to your direct Supervisor.

REMAIN CALM AND FOLLOW DIRECTIONS AS MUCH AS POSSIBLE.

PRE/POST – TRIP INSPECTIONS

Our scheduling department will provide 15-minute time allotment before and after each shift for these inspections and paperwork review.

Federal and State laws require that drivers inspect their vehicles. Federal and State inspectors also may inspect your vehicles. If they judge the vehicle to be unsafe, they will put it "out of service" until it is fixed.

It is critical that during your inspection you check your tires. If you find that vehicle tires do not pass inspection, the vehicle should not be driven on a route. Here is a list of areas to check concerning vehicle tires during pre/post trip inspections.

- Improperly inflated.
- No fabric should show through the tread or sidewall.
- Cuts, bulges, uneven wear, or tread separation.
- Dual tires that come in contact with each other.
- Mismatched sizes.
- Radial and bias-ply tires used together.
- Cut or cracked valve stems.
- 4/32-inch tread depth on front tires and no less than 2/32-inch tread depth on rear tires.
- Regrooved, recapped, or retreaded tires. (These are prohibited.)

Do not drive with a tire that is leaking or flat except to the nearest safe place to fix it. (Excerpt taken from Alabama CDL Manual, Section 9 - Hazardous Material Page 9-15). It is only acceptable to drive to the nearest safe location when you have a separating, bulging, or flat tire. If, as a CDL Driver, you determine that a safe location is not nearby, you should set out reflective triangles and contact dispatch for instructions on how to proceed.

If a vehicle is found to be unsafe during your pre/post trip inspection, you are to contact dispatch immediately and request another vehicle.

DEFINITIONS OF ACCIDENTS AND INCIDENTS

An **ACCIDENT** is defined as: Anytime the bus collides or touches anything other than the top of the roadway with the bottom of the tires and, in doing so, causes physical damage, property damage, or bodily injury, or whenever a passenger is injured for any reason on-board or while entering or exiting the vehicle, then you are involved in an accident; and the established rules for handling must be followed.

An **INCIDENT** is defined as: Anytime a bus touches anything other than the top of the roadway with the bottom of the tires and, in doing so, does not cause physical damage, property damage, or bodily injury. An incident is any unusual event or illness that doesn't result in injury of the individuals involved. Examples are rock striking windshield, mobility device tipping over, a customer acting in a threatening manner, individual not responding or seizures.

INCIDENT

If an incident occurs, the driver must REMAIN CALM and immediately assess the situation. Call your Supervisor for further instructions. The driver will use the Accident/Incident Documentation Form to document the incident. The form should be turned in to your Supervisor at the end of your shift and within 24 hours.

Some examples of types of incidents which you may encounter:

- Passenger injury on bus
- Witnessing an accident or crime
- Dialysis patient emergencies - bleeding, fainting, etc.
- Seizures, hysteria, episodes of unexplained violence, fainting, medicine overdose, etc.
- Observing dangerous road/highway/driving conditions

VEHICULAR ACCIDENT / COLLISION

If a vehicular accident occurs, the drivers must REMAIN CALM and immediately assess the situation. Knowing the general condition of all passengers is vital so that the dispatcher will have that information when calling for help. If possible, place the vehicle in a safe situation, and place markers/flares out to warn traffic. Be prepared to use your first aid training until professional help arrives. Cooperate with law enforcement. If possible, gather names and addresses of all parties involved including passengers, vehicle information (tag number, insurance carrier, and names of the investigating officers.) See above the driver visor for cards to assist with gathering of this information. Keep in close touch with the dispatch throughout. Office staff is to remain calm and work together to assist the driver with radio/phone instructions, call 911. Supervisor may go to scene, based on the severity of the accident. Under no circumstances should drivers ever leave the scene of an accident or place blame for the accident or make any admission of liability – local law enforcement agency will investigate and gather the facts of the accident. The driver should never speak with media about the accident.

Once you are released by officials at the scene you will report to drug and alcohol testing and are to immediately and legibly fill out necessary accident paperwork in detail which is to be returned to the Assistant Director of Transportation at the end of your shift and within 24 hours.

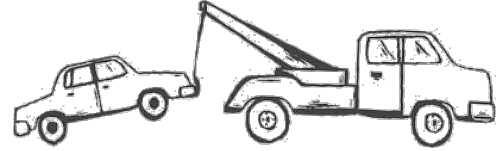
All accidents are reviewed by a safety committee to determine if further training or action is required.

VEHICULAR BREAKDOWN

Vehicular breakdown is defined as any time a vehicle will not function as designed in a safe manner.

If a vehicular breakdown occurs while on a route, driver must:

1. Pull off highway and park in a safe location with even and stable ground. (*If possible.*)
2. Report to dispatch ASAP!
3. Remain calm and reassure passengers.
4. Set triangles properly for safety.
5. Wait for mechanic/tow-truck.



COLLISION REPORT

Preventability: Serious Preventable Non-Serious Preventable Non-Preventable

Date of Accident: _____ Day of Week: M T W Thu F Sat Sun
Time of Accident: _____ AM PM Number of Vehicles: _____
Date Reported to Office: _____ Time Reported to Office: _____ AM PM
Driver Name: _____ Driver Number: _____
Vehicle Number: _____ Vin Number: _____
Year: _____ Make/Model: _____
Tag Number: _____ Route Driving: _____
Of Occupants: _____ # Seated: _____ # Standing: _____ # Injured: _____
Was Vehicle Towed: Yes No By Whom: _____
Type of Collision: _____
 Other Vehicle Fixed Object Bicyclist Pedestrian Animal Train

Collision Location

Location of
Accident: _____

At intersection: Yes No On Roadway Off Roadway Bus was stopped: Yes No
Photos at scene taken: Yes No By who: _____

Environmental Conditions

<u>Weather</u>	<u>Surface</u>	<u>Traffic Control</u>	<u>Light</u>	<u># of Roadway Lanes</u>
___ Clear	___ Dry	___ Stop Sign	___ Daylight	___ 2
___ Cloudy	___ Wet	___ Yield Sign	___ Dawn	___ 3
___ Raining	___ Icy	___ Traffic Signal	___ Dusk	___ 4
___ Snowing	___ Snow	___ Flagman	___ Unlighted Road	___ 5
___ Foggy		___ Uncontrolled	___ Lighted Road	___ 6
___ Other		___ Other	___ Other	___ Other

<u>Roadway</u>	<u>Roadway Characteristics</u>	<u>Unusual Road Conditions</u>
___ Divided	___ Straight & Level	___ Holes/Deep Ruts
___ Undivided	___ Straight & Grade	___ Obstruction in Road
___ Asphalt	___ Straight & Hillcrest	___ Flooded
___ Concrete	___ Curve & Level	___ Construction/Repair Zone
___ Gravel	___ Curve & Grade	___ Reduced Road Width
___ Dirt	___ Curve & Hillcrest	
___ Other		

Other Vehicle / Person Involved in Collision

(If more than 2 vehicle request an additional form.)

Name of Driver _____ Phone # _____
Address _____
Date of Birth: _____ Sex: M F Drivers Lic. #: _____ Lic. State: _____
Of Occupants: _____ Year: _____ Color: _____ Make/Model: _____
Vin Number: _____ Tag Number: _____ Tag State: _____
Was Vehicle Towed: Yes No By Whom: _____
Insurance Company: _____
Owner of Vehicle (if Different from Driver): _____
Phone #: _____ Address: _____

Damage Information

V1= County Vehicle V2=Other

Indicate damage on County Vehicle (V1):

2 3 4

Front 1 5 Rear

8 7 6

- 0 = None
- 9 = Top
- 10 = Under carriage
- 11 = Totaled
- 12 = Other

Indicate damage on Other Vehicle (V2):

2 3 4

Front 1 5 Rear

8 7 6

- 0 = None
- 9 = Top
- 10 = Under carriage
- 11 = Totaled
- 12 = Other

Pre-Accident Movement

V1= County Vehicle V2=Other

V1	V2/OV	
		Going Straight Ahead
		Making Right Turn
		Making Right on Red
		Making Left Turn
		Making U Turn
V1	V2/OV	
		Changing Lanes
		Passing
		Merging
		Backing
		Other

V1	V2/OV	
		Exiting Bus
		Entering Bus
		Slowing or Stopping
		Stopped at Traffic
		Parked
		Avoided Object in Road
V1	V2/OV	
		Vehicle Lights On
		Vehicle Lights Off
V1	V2	
		Left Turn Signal On
		Right Turn Signal Off
		Four Ways On

Posted Speed Limit

V1 = _____ MPH
V2 = _____ MPH

Estimated Speed

V1 = _____ MPH
V2 = _____ MPH

Direction of Travel

V1 = N S E W
V2 = N S E W

Pedestrian / Bicyclist Action

	Crossing with signal		Riding/walking along highway with traffic
	Crossing no signal or crosswalk		Riding/walking along highway against traffic
	Crossing against signal		Emerging from in front/behind parked vehicle
	Crossing no signal or marked crosswalk		Getting in/out of vehicle (Not Bus)
	Going to/from stopped bus		Pushing/working on vehicle
	Other		Working on roadway

Collision Type

☐ Backing
☐ Head-On
☐ Bus Rear-ends Vehicle
☐ Bus Right Mirror
☐ Wheelchair Lift Operations

☐ Merging
☐ Right Angle
☐ Vehicle Rear-ends Bus
☐ Bus Left Mirror
☐ Bus Door Operation

☐ Sideswipe
☐ Passing
☐ Sudden Stop
☐ Ran off Road
☐ Other _____

Police Investigated: Yes No Police Department: _____
Officer Name (Badge #): _____ Report Number: _____
Citation/ Arrest: ☐ None issued ☐ Operator 1 ☐ Operator 2 ☐ Bicyclist ☐ Pedestrian

Witness Information

Name (First, Last)	Address	Phone #
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

About The Injuries

Was any one in your vehicle injured: Yes No If yes, List below.
Name Address Phone # Taken to Hospital? If yes, list Hospital.

1. _____	Yes No	_____
2. _____	Yes No	_____
3. _____	Yes No	_____
4. _____	Yes No	_____
5. _____	Yes No	_____

Was any one in the other vehicle (V2) injured: Yes No If yes, List below.
Name Address Phone # Taken to Hospital? If yes, list Hospital.

1. _____	Yes No	_____
2. _____	Yes No	_____
3. _____	Yes No	_____
4. _____	Yes No	_____
5. _____	Yes No	_____

Passenger Seating Diagram

Please indicate with a diagram of where passengers were seated at time of Collision.
Use the following legend: I = Injured P = Non injured D = Driver
*Use solid line to show path of Passenger during the collision.



Additional Information on Vehicles Involved in Collision

(If more than 2 vehicles fill out.)

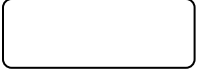
Vehicle 3

Name of Driver _____ Phone # _____
Address _____
Date of Birth: _____ Sex: M F Drivers Lic. #: _____ Lic. State: _____
of Occupants: _____ Year: _____ Color: _____ Make/Model: _____
Vin Number: _____ Tag Number: _____ Tag State: _____
Was Vehicle Towed: Yes No By Whom: _____
Insurance Company: _____
Owner of Vehicle (if Different from Driver): _____
Phone #: _____ Address: _____

Was any one in the other vehicle (V3) injured: Yes No If yes, List below.

Name	Address	Phone #	Taken to Hospital? If yes, list Hospital.
1. _____			Yes No _____
2. _____			Yes No _____
3. _____			Yes No _____
4. _____			Yes No _____

Indicate damage on Other Vehicle (V3):

2 3 4
Front 1  5 Rear
8 7 6

0 = None
9 = Top
10 = Under carriage
11 = Totaled
12 = Other


Vehicle 4

Name of Driver _____ Phone # _____
Address _____
Date of Birth: _____ Sex: M F Drivers Lic. #: _____ Lic. State: _____
of Occupants: _____ Year: _____ Color: _____ Make/Model: _____
Vin Number: _____ Tag Number: _____ Tag State: _____
Was Vehicle Towed: Yes No By Whom: _____
Insurance Company: _____
Owner of Vehicle (if Different from Driver): _____
Phone #: _____ Address: _____

Was any one in the other vehicle (V4) injured: Yes No If yes, List below.

Name	Address	Phone #	Taken to Hospital? If yes, list Hospital.
1. _____			Yes No _____
2. _____			Yes No _____
3. _____			Yes No _____
4. _____			Yes No _____

Indicate damage on Other Vehicle (V4):

2 3 4
Front 1  5 Rear
8 7 6

0 = None
9 = Top
10 = Under carriage
11 = Totaled
12 = Other

Accident/Incident Documentation Form for D&A Testing

Date of accident/incident:_____ Time of accident/incident:_____

Location of accident/incident:_____

Description of accident/incident:_____

Employees (other people) involved in the accident/incident:_____

Witnesses:_____ Phone Number:_____

_____ Phone Number:_____

-
1. Was there loss of life as a result of the accident? Yes ☐ No ☐
 2. Was medical treatment provided (away from the scene of the accident) as a result of the accident/incident? Yes ☐ No ☐
 3. Was there disabling damage to any of the involved vehicles? Yes ☐ No ☐

If you answer yes to any of the above questions the FTA requires drug and alcohol testing

- Was an alcohol test performed within 2 hours? Yes ☐ _____ (date & time).
No ☐ Why not?_____

- Was a drug test performed within 32 hours? Yes ☐ _____ (date & time).
No ☐ Why not?_____

Can the covered employee(s)' conduct be completely discounted as contributing factor to the accident/incident? Yes ☐ No ☐

*If yes and the accident was non-fatal, the Supervisor does not have to test the employee.

However, document the reasoning for not testing the covered employee(s) involved. ***Note:** You must always test in the event of a fatality.

Reason for Not Testing:_____

Was post-accident testing done under the company policy authority ☐ or FTA ☐ ?

Was law enforcement involved? Yes ☐ No ☐ If yes, badge number:_____

Name of the authority:_____

Notes:_____

Supervisor

Date

INJURY / INCIDENT REPORT

Date of Occurrence: _____ Day of Week: M T W Thu F Sat Sun

Time of Occurrence: _____ AM PM Vehicle Number: _____

Employee Name: _____ Driver Number: _____

On Route: _____ Location when occurred: _____

Type of Incident (Mark ALL Applicable)

<input type="checkbox"/>	Passenger Injury	<input type="checkbox"/>	Employee Injury
<input type="checkbox"/>	Passenger Disturbance	<input type="checkbox"/>	Theft / Crime
<input type="checkbox"/>	Safety issue with Passenger	<input type="checkbox"/>	Malicious Mischief
<input type="checkbox"/>	Other issue with Passenger	<input type="checkbox"/>	Mechanical Failure
<input type="checkbox"/>		<input type="checkbox"/>	Other issue

Date Reported to Office: _____ Time Reported to Office: _____ AM PM

Name of Passenger: _____ Sex: M F

Address of Passenger: _____

Phone #: _____

If Injury occurred, list the following information.

<u>Name</u>	<u>Address</u>	<u>Phone #</u>	<u>Taken to Hospital? If yes, list Hospital.</u>
1. _____	_____	Yes No _____	_____
2. _____	_____	Yes No _____	_____
3. _____	_____	Yes No _____	_____
4. _____	_____	Yes No _____	_____
5. _____	_____	Yes No _____	_____

List Witness Information below:

<u>Name (First, Last)</u>	<u>Address</u>	<u>Phone #</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

Description of Injury / Incident: _____

Employee Signature: _____ Date: _____

FIRST AID / BLOODBORNE

Drivers may face a medical emergency that requires a level head and quick thinking; however, our drivers **are not** required to administer CPR, nor is CPR training provided by our agency. If the driver is CPR certified and chooses to perform CPR, our agency will not be responsible. Drivers do not administer first aid. Drivers may apply a Band-Aid to a small scratch. Any other first aid will be done by a trained medical professional.

The following are tips on caring for a sudden medical emergency:

1. Care for any life-threatening condition first, then:
2. Always notify the dispatcher ASAP
3. Help passenger to be comfortable making sure they keep from getting chilled or overheated.
4. Remain calm and reassure the passenger
5. Watch for changes in consciousness and breathing.
6. Do not give the passenger anything to eat or drink with the exception of diabetic emergency below.
7. Always wear disposable gloves when in contact with any type of bodily fluids.

Additional information in assistance is below:

- **Vomits** – Place the passenger on his or her side.
- **Faints** – Position the passenger on his or her back and elevate the legs 8 to 10 inches if you do not suspect a head or back injury
- **Diabetic emergency** – Check for responsiveness. If victim is conscious, give the passenger some form of sweet drink (sugar).
- **Seizure** – Seizures usually only last two to five (5) minutes. If a passenger goes from one seizure to another or if seizures last more than five (5) minutes, 911 should be called. Do not hold or restrain the passenger or place anything in their mouth. Remove any nearby objects that might cause injury. Cushion the passenger's head using folded clothing or small pillow. They will not be able to communicate with you during a seizure. (See diagram below.)

First Aid for Seizures (Convulsions, generalized tonic-clonic, grand mal)



BODY FLUIDS/BLOODBORNE

CLEANING UP AFTER BODY FLUIDS (Urine, Feces, Vomit, Blood)

Avoid direct contact with body fluids, as they all have the potential to spread germs. Germs in vomit and diarrhea may travel through the air, so it is very important to clean it up quickly. The following is a good procedure to use:

1. Put on gloves. Disposable latex or vinyl gloves are the best choice. However, reusable rubber gloves are acceptable as long as they are cleaned and sanitized after each use.
2. Remove all the visible material, working from the least to the most soiled areas, using paper towel or a single-use cloth. If you are cleaning up feces or vomit, be careful not to agitate the material, so that virus particles do not become airborne. Put all material in a water-proof bag for disposal.
3. Clean the area using soap or detergent, again working from the least to the most soiled areas.
4. Sanitize the area using a 1:10 bleach solution (instructions follow). Always make a fresh solution daily. Because of the level of contamination, this bleach solution is much stronger than the 1:100 solution used for regular sanitizing. The bleach must contact the affected area for a minimum of 10 minutes.
5. Discard gloves and other cleaning articles in a plastic bag. You can dispose of liquid wastes in the toilet or down the utility sink drain. Remember to clean and sanitize reusable gloves.
6. Wash your hands after removing the gloves.
7. Wash the non-disposable cleaning equipment (mops, buckets) thoroughly with soap and water and then rinse with a bleach solution.

Spill kit: It is a good idea to have a spill kit on site so that you are always prepared. Your kit should include the following:

- ✓ gloves (disposable preferred)
- ✓ paper towel or cloth towel (laundered after every use)
- ✓ soap or detergent
- ✓ a funnel, plastic bags
- ✓ liquid household bleach
- ✓ spray bottle labeled 1:10 bleach solution – the bottle should have a label with the “recipe”, indicating the amounts of bleach and water.

Dilution instructions for bleach sanitizer:

1:10 dilution:
**Use after cleaning surfaces soiled by
faeces, vomitus**
2 tbsp (30 ml) bleach in 1 cup (250 ml) water
Or
2 cups (500 ml) bleach in 1 gallon (4 L) water

1:100 dilution:
**Use for sanitizing commonly-touched surfaces
(handrails, doorknobs, light switches, etc.)**
½ tsp (3 ml) bleach in 1 cup (250 ml) water
Or
¼ cup (50 ml) bleach in 1 gallon (4 L) water

***Note:** Bleach solution is only good for 24 hours, and the temperature of the water does not affect the cleaning or disinfecting abilities of the solution.

POLICY FOR HANDLING DIFFICULT / DISRUPTIVE PASSENGERS

It is our goal to always provide the safest, most reliable transportation that it is in our power to supply to our citizens. Our drivers are professionals who have been trained to give excellent service and to keep passengers as safe as possible in their travels. Drivers must make every effort to deal with problem passengers in a professional, non-confrontational manner. Many of the passengers we transport are mentally and/or emotionally challenged, making their personalities often unpredictable. If there are difficulties too serious to handle easily, drivers are to radio or call the office. Dispatchers will then instruct the passenger, over the radio/cell phone, on bus rules. If the passenger continues to be a safety hazard, the driver will be instructed to pull over in a safe area, and the proper authorities will then be called to come to the bus to handle the passenger. During this time, listen, find something to agree on, and don't take their words and behavior personal.

If a passenger is not properly clothed: (Proper clothing consisting of a top, bottom, and shoes must be worn at all times. The top or shirt must conceal the front side of the torso. The bottom or pants must conceal from the waist down to approximately 18 inches. If the shoes are of lace style, these laces must be tied.) Before you board the passenger, discreetly ask the passenger to cover themselves or you will not be able to transport them. Make sure to notify the office in private.

Tips on how to handle difficult passengers:

1. **Keep Conversations & Voice Tones Neutral** - Avoid discussing divisive and personal issues like religion and politics or other issues that tend to cause conflict. If the other person tries to engage you in a discussion that will probably become an argument, change the subject. Try not to place blame on yourself or the other person for the negative interactions or elevated voices. Always remain professional.
2. **Accept The Reality of Who They Are** - In dealing with difficult people, don't judge or try to change the other person; you will only get into a power struggle, cause defensiveness, invite criticism, or otherwise make things worse. It also makes *you* a more difficult person to deal with.
3. **Know What's Under Your Control** – You can only change *your response* to the other person; this is all you have the power to change.
4. **See The Best in People** - Try to look for the positive aspects of others and focus on them. The other person will feel more appreciated, and you will likely produce a more positive communication.
5. **Remember Who You're Dealing With** - Seeing the best in someone is important; however, don't pretend the other person's negative traits don't exist. This is part of accepting them for who they are.
6. **Get Support From your Supervisor** – Complete the needed Customer Care Form and submit.
7. **Know When to Let it Go** - Know when it's time to distance yourself and do so. Don't discuss with co-workers, etc.; simply submit the Customer Care Form to management then follow up with your direct Supervisor about the matter if you have any further concerns or simply want to discuss further.

Customer Care Form©

Customer: _____ Date: _____ Time: _____

Address: _____ Vehicle #: _____

Customer Details:

- | | |
|---|--|
| <input type="checkbox"/> Possible fall risk
<input type="checkbox"/> Disruptive or inappropriate behavior
<input type="checkbox"/> PCA recommended
<input type="checkbox"/> Possible illness or cognitive related event
<input type="checkbox"/> Bodily fluid event- clean up required
<input type="checkbox"/> Objected or refused to wearing facemask
<input type="checkbox"/> Possible hygiene issue | <input type="checkbox"/> Possible dress code violation
<input type="checkbox"/> Possible service animal behavior concern
<input type="checkbox"/> Seatbelt extender possibly needed
<input type="checkbox"/> Objected or refused to wear seatbelt
<input type="checkbox"/> Provided customer with facemask |
|---|--|

Customer Location Details:

- | | |
|---|--|
| <input type="checkbox"/> Access ramp recommended
<input type="checkbox"/> Access ramp unsafe or needs repairs
<input type="checkbox"/> Uneven surface for deployment of lift
<input type="checkbox"/> Low hanging limbs
<input type="checkbox"/> Low awning or canopy | <input type="checkbox"/> Aggressive canine or animal concern
<input type="checkbox"/> Address not posted or incorrect (See below)
<input type="checkbox"/> Address location a possible safety concern
<input type="checkbox"/> Access drive or street in need of repair
<input type="checkbox"/> Access drive or street too narrow |
|---|--|

Mobility Device/Aide Type:

- | | | |
|---------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Manual chair | <input type="checkbox"/> Power scooter | <input type="checkbox"/> Cane(s) |
| <input type="checkbox"/> Power chair | <input type="checkbox"/> Walker | <input type="checkbox"/> Crutch(es) |

Mobility Device/Aide Reporting Details:

- | | |
|---|--|
| <input type="checkbox"/> Device exceeds lift specifications
<input type="checkbox"/> Device exceeds Operator's ability to assist
<input type="checkbox"/> Web loops recommended for securement
<input type="checkbox"/> Mobility device possible tipping concern
<input type="checkbox"/> Mobility device possible sanitation concern
<input type="checkbox"/> Mobility device brake or wheel lock concern
<input type="checkbox"/> Wheels or tires in state of disrepair
<input type="checkbox"/> Mobility device frame bent or damaged | <input type="checkbox"/> Footrests recommended for mobility device
<input type="checkbox"/> Hand grips loose or worn
<input type="checkbox"/> Possible unsafe operation of mobility device
<input type="checkbox"/> Objected or refused to wear shoulder/lap belt
<input type="checkbox"/> Removed shoulder and or lap belt
<input type="checkbox"/> Objected to use of securement retractors
<input type="checkbox"/> Lap belt needed (Encouraged Customer to obtain)
<input type="checkbox"/> Seatbelt extender recommended |
|---|--|

Address/information correction: _____

Operator: _____ ☐ Request meeting with Supervisor

INCLEMENT WEATHER

- During an emergency, Our Transit System is activated for emergency response. Our entire staff must familiarize themselves with all safety rules since all personnel may be required to drive in an emergency.
- Employees should tune in to local radio/ TV stations for updated weather conditions.
- In case of extremely foggy conditions, you should be able to see at least the distance of your headlight beams. If this is not possible, bring the bus to a safe location and call the dispatcher for further guidance.
- The following steps should be taken when threatened by high winds or tornadoes.

If you are in:	Then:
A structure (e.g. office, residence, small building, school, nursing home, hospital, factory, shopping center, high-rise building)	Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Lock doors and do not open windows. Mobile homes, even if tied down, offer little protection from tornadoes, so evacuate to stronger shelter.
A vehicle (Bus, etc.)	Stop bus on solid ground and evacuate your passengers immediately and go to the lowest floor of a safe, sturdy, nearby building or a storm shelter. Mobile homes, even if tied down, offer little protection from tornadoes.
The outside with no shelter	<p>Make sure you and your passengers, lie flat in a nearby ditch or depression and cover your heads with your hands. Be aware of the potential for flooding.</p> <p>Do not get under an overpass or bridge. You are safer in a low, flat location.</p> <p>Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.</p> <p>Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.</p>

- Transit vehicles stop operating when conditions are unfavorable for safe travel, and never operate when sustained winds exceed 30 MPH.
- Should your bus become entangled in a powerline, you and all passengers are to remain in the bus. Anyone getting off the bus will suffer electrical shock, so stay in the bus and summon help using the radio and/or passerby.
- Do not drive across flood water areas, roads, or bridges.
- Make sure to park vehicle in a safe, clear, solid location away from trees, waterways, drainage areas and/or possible flying debris.
- All vehicles should be completely fueled, and locational fuel tank levels should be at their highest capacity.
- At any time, you feel you are in danger or have concerns for your safety, you should always notify dispatch and pull from the highway on to a safe, solid, and level surface.

PASSENGER SAFETY ON VEHICLES

Safety of our passengers is our number one concern, and these rules must be followed by everyone:

1. Do not lean or extend the body or articles from the vehicle.
2. No smoking, eating, or drinking on the bus.
3. No consumption of any alcoholic beverage or possess an open container of any alcoholic beverage.
4. No soliciting, advertising, selling, or distributing goods or services, except as authorized by Our Transit System.
5. Do not possess, use, or sell any controlled substance.
6. Do not carry or possess any dangerous weapons including, but not limited to, guns, knives, swords, box cutters or other devices that are capable of being used as a form of a weapon.
7. Do not possess or transport any flammable liquid or other hazardous material. This includes, but is not limited to, gasoline, kerosene, propane, industrial chemicals, any other flammable chemical, and any toxic substance.
8. Proper clothing consisting of a top, bottom and shoes must be worn at all times. The top or shirt must conceal the front side of torso. The bottom or pants must conceal from the waist down to approximately 18 inches. If the shoes are of lace style, these laces must be tied.
9. All riders shall maintain appropriate and reasonable personal hygiene that is not seriously disruptive to fellow passengers. Urinating, defecating, vomiting, spitting or inappropriately discharging of bodily fluids on transit property will not be tolerated and is considered a health concern for Our Transit System.
10. When de-boarding the bus, please wait until the bus has pulled away before crossing the street.
11. Do not engage in disruptive, disturbing behavior including distracting the driver, disrespecting fellow passengers, loud conversation, profanity, or operating any electronic device with sound without earphones. Verbal or physical abuse of fellow passengers, employees, or damage to equipment will not be tolerated.
12. All passengers must use safety restraint equipment at all times if such equipment is available on the vehicle.
13. Passengers who are either less than five (5) years of age or who weigh less than forty (40) pounds are required to use an appropriately sized child safety seat, and any such seat is required to be properly secured with available restraint equipment at all times. These child safety seats are the sole responsibility of the guardian of the child.
14. It is the passenger's responsibility which is using an oxygen cylinder to make sure each oxygen cylinder is secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. "Secured" means that the cylinder is not free to move when the vehicle is in motion.
15. It is the passenger's responsibility which is using the oxygen cylinder to make sure oxygen cylinders or other medical support equipment are never stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
16. Since the release of oxygen from a cylinder could accelerate a fire, it is the passenger's responsibility which is using the oxygen cylinder to make sure each cylinder should be secured away from sources of heat or potential sparks. Securing personal oxygen tanks are the passenger's responsibility.

17. Aisles of the bus must be clear at all times.
18. Do not vandalize the vehicle or transit property.
19. Violation of any federal, state, county, or local criminal laws.

People who refuse to follow the necessary rules can be temporarily or permanently suspended if deemed necessary by the transit agency to ensure the safety of our passengers and employees.

COURTESY INFORMATION

Assistance: Our drivers can perform only reasonable assistance in boarding and de-boarding. Reasonable assistance is defined as opening of a door, offering of an arm, or helping with a minimal number of packages (See Parcel Policy below). Our Transit System offers origin to destination service, meaning our driver will provide reasonable assistance within a 25-foot radius of the bus. We do not enter homes, and there is a limit of three (3) steps; so passengers, please have a friend or family member accompany you as a Personal Care Assistant (PCA) if you need further assistance. No additional charge will be made for the one (1) PCA to accompany the passenger. This PCA must be a minimum of 18 years old and must have the ability to assist the passenger with all their needs. A passenger is limited to one (1) PCA.

Parcels: Parcels/groceries are allowed if the passenger can reasonably carry and control the parcel(s). The passenger must be able to get the parcel(s) on and off the vehicle in one trip, stabilize it, and control it through the transit trip. For non-ambulatory passengers or other passengers with disabilities, the parcel should be such that the driver or an accompanying person can carry the parcel(s) on and off the vehicle in one trip, stabilize it, and with the assistance of a cardboard box or likeness, have the parcel(s) under control for the trip. Any parcel that either directly or indirectly threatens the safe transportation of passengers will not be allowed. Only the driver or the PCA may assist with passenger parcels.

NO SHOW POLICY

A No Show is defined as:

- Any time travel has occurred to pick up a passenger that does not ride.
- There has been no advance call by the customer or customer's representative to cancel the scheduled trip.
- Trip is not canceled one hour prior to scheduled pick up time.
- Any time a driver waits three (3) minutes and passenger is not present or ready to leave.
- When a passenger cancels the trip once you have arrived at the pick-up location.

Non-canceled rides will be declared a No Show. If your first pick-up for the day is a No Show, the remaining trips for the day will be canceled.

Once a passenger receives two (2) No Shows, the passenger will be given a verbal warning. Prior to any suspension, a written notification will be mailed to the passenger. A passenger accumulating three (3) No Shows in a 30-day period will be suspended from all transit service for fourteen (14) days for the abuse of our transit program. If a passenger receives more than one suspension within a year, the second suspension will be thirty (30) days or longer. It will be determined on a case-by-case basis and may be a permanent suspension from all transit service.

Individuals may appeal a suspension. All appeals must be in writing prior to the suspension date and directed to the Director of Transportation at our mailing address or via email.

ANIMALS

Service animals such as a guide dog, signal dog, or other animals individually trained to work or perform tasks for an individual with a disability are welcome to board the vehicle with the disabled person at no charge. The animal trained to work or perform tasks for an individual is to be under the control of the individual, not Our Transit System. If an animal has created a prior incident posing a direct threat to the health and safety of others, the service animal will be excluded from service with Our Transit System. Pets are allowed in pet carriers for veterinary transport only and are required to follow the same rules as service animals; however, they are charged the normal fare for transport.

PROPER BOARDING / DE-BOARDING FOR PASSENGERS

ADEQUATE BOARDING AND DE-BOARDING TIMES:

Our agency will allow an amount of time for passengers to board and de-board the vehicle that is compatible to the passenger's physical and/or mental ability. Our agency will ensure enough time is allotted for passengers to disembark the vehicle safely.

PRIOR TO BOARDING / DE-BOARDING PASSENGERS, THE DRIVER WILL:

1. Park in a safe location.
 - At no time are you to pull onto unstable ground which could create the vehicle to become stuck or un-level.
2. Come to a complete stop.
3. Put the vehicle in park.
4. Engage the emergency brake.
5. Open the passenger door of the vehicle.
6. Exit vehicle and stand at bottom of steps to assist. Do not leave the 25' radius area around the vehicle.

POLICY FOR ASSISTING PASSENGERS

Safety and consideration of our passengers must be our number one concern. Drivers are required to assist frail/ handicapped passengers on and off vehicles; but if the passenger refuses assistance, then honor their wish. Drivers should stand at the foot of the steps. This will help to prevent potential accidents. Assistance is defined as opening of a door, offering of an arm, and helping with a minimal number of packages. Drivers are trained to provide minimal assistance only and are not trained to provide medical assistance. Our drivers must maintain sight of the vehicle and stay within a 25' radius of vehicle to ensure the safety of any passengers on board as well as security of the vehicle itself.

Our Transit System offers Origin of Choice to Destination of Choice service, meaning our driver will provide reasonable assistance within a 25' radius of vehicle. We do not enter homes, and we

have a limit of three (3) steps. If passengers need further assist, they will need to have a friend or family member accompany them as a Personal Care Assistant (PCA). No additional charge will be made for the PCA to accompany the passenger. This PCA must be a minimum of 18 years old and must have the ability to assist the passenger with all their needs.

Our policy is that we may push the wheelchair from the passenger's front door onto the transit vehicle if within 25' radius of vehicle. The ramps and wheelchair paths must be properly paved and/or kept clear of snow, ice, parked cars, trash, gravel, tree roots, and other obstructions. These passengers must have a home ramp that meets the following safety specifications: must be a least 36" wide, and that the maximum slope is 1:12 (*it must have only a 1" rise for every 12" of incline*). Further, the ramp must be constructed of decking boards installed crosswise for traction and must have guardrails on each side.

Passengers utilizing a mobility device may transfer to a regular seat of their choice in the vehicle if the passenger wishes to do so and is able to complete the transfer with no assistance from the driver. Drivers are not permitted to lift or pull any individual to enable them to transfer into or out of a regular seat.

Any passenger, whether in a wheelchair or not, who is unable to enter or exit the vehicle using the stairs may also utilize the lift for boarding and de-boarding the vehicle.

PROPER PROCEDURES FOR DE-BOARDING SCHOOL-AGED PASSENGERS:

- School-aged passengers are not to cross streets.
- Drivers are never to contact passengers or passenger parents – this is dispatch's job duty.
- Educational routes do not make any undesignated stops, nor do they turn around and pick up students which miss the bus.
- Extra passengers need written permission from a parent, guardian, or the school to be able to ride the transit vehicle.
- All school-aged passengers under thirteen (13) are not allowed to exit the vehicle until a person is visible at the pickup location. If no person is visible, then you are to contact dispatch. Dispatch will then contact the responsible party and/or school for directions on how to proceed. If the school was reached and the passenger is to be transported back to their facility, this individual is to remain on the bus for the remainder of the route. If neither party is available, the passenger will be transported to the closest police department. If our transit driver must take a passenger back to either school or a Police Department, there will be a \$50.00 penalty fee charged to the school for additional service.

PROPER PROCEDURES REGARDING THE MENTALLY DISABLED

Guidelines for safely transporting our mentally disabled passengers.

MENTALLY DISABLED-TYPE ROUTES:

1. Be very careful with the way you "joke" or "play on words" for they might not be understood and could be misinterpreted.
2. We discourage physical contact. While hugs are good for all of us, don't allow too much intimacy. A firm "that's enough hugging for today" is usually enough to re-route the enthusiasm. Rather than a hug, encourage a handshake.

3. Discourage intimacy between passengers while on the bus. It might be necessary to separate couples if they do not seem able to restrain themselves.
4. Stay calm and handle situations maturely if passengers exhibit inappropriate behavior (such as exposing themselves). Do not take it personally. Usually, a firm “you are not allowed to do that on the bus! Cover up and sit down now” will take care of the problem; and remember not to hold it against the person who misbehaved. Every day is a new day!
5. If a passenger has a seizure, remain calm, and notify the office immediately. Stop the bus in a safe place and make sure that the passenger is physically positioned where he will not hurt himself. The office will call for assistance. Seizures are most often not life-threatening, but they must be reported immediately. Follow the directions given by dispatch.
6. NEVER provide any type of candy or food to passengers. Sharing or purchasing these types of items is strictly prohibited due to many individuals have food allergies, special diets and eating disorders.
7. NEVER leave mentally disabled passengers or school students unsupervised or make any unscheduled stops during these types of routes.
8. Mentally disabled passengers are not to cross streets unless approved by Scheduling Manager and are origin-to-destination service.
9. Mentally disabled passengers are to follow the same safety rules as other passengers.

Reasonable Modification Policy

1. Purpose

The purpose of the reasonable modification policy is to ensure that Our Transit System offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

2. Policy

Our Transit System is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. Our Transit System recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. Our Transit System will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. Our Transit System does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. Our Transit System will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of Our Transit System or be subject to discrimination by Our Transit System.

3. Reasonable Modifications

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. Our Transit System will make reasonable modifications to policies, practices, and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability is able to fully use our service without the accommodation being made.

For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term "reasonable modifications" as set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7) and not as it is defined or interpreted for the purposes of employment discrimination under Title I of the ADA (42 U.S.C. 12111-12112) and its implementing regulations at 29 CFR part 1630.

4. Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or been regarded as having such impairment.

5. Requests for Reasonable Modifications

Our Transit System shall make information about how to contact Our Transit System to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. Our Transit System shall follow these procedures in taking requests:

Individuals requesting modifications shall describe what they need in order to use the service.

Individuals requesting modifications are not required to use the term "reasonable modification" when making a request. Personnel at Our Transit System will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.

Whenever feasible, Our Transit System requests that individuals make such requests for modifications before Our Transit System is expected to provide the modified service.

Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Our Transit System's management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

6. Interactive Process

When a request for accommodation is made, Our Transit System and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any, accommodation shall be provided. The individual and Our Transit System must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

7. Timeframe for Processing Requests and Providing Reasonable Modification

Our Transit System will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a timeframe as reasonably possible. Our Transit System recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

8. Granting a Reasonable Modification Request

As soon as Our Transit System determines that a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, Our Transit System shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

9. Denying a Reasonable Modification Request

As soon as Our Transit System determines that a request for reasonable accommodation will be denied, Our Transit System will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. The specific reasons for the denial;
- b. Any alternative accommodation that may create the same access to transit services as requested by the individual; and
- c. The opportunity to file a complaint relative to Our Transit System's decision on the request.

10. Complaint Process

Our Transit System has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on Our Transit System's website and will be provided to any individual where Our Transit System has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the website. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a Transit System's Reasonable Modification Complaint Form. Our Transit System investigates complaints received no more than thirty (30) days after receipt. Our Transit System will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If

more information is needed to resolve the complaint, Our Transit System may contact the complainant. The complainant has thirty (30) business days from the date of the letter to send requested information to Our Transit System.

If Our Transit System is not contacted by the complainant or does not receive the additional information within thirty (30) business days, Our Transit System may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After Our Transit System investigates the complaint, a decision will be rendered in writing to the complainant. Our Transit System will issue either a Letter of Closure or Letter of Finding.

- a. Letter of Finding - This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by Our Transit System to address the complaint.
- b. Letter of Closure - This letter will explain why Our Transit System has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of Our Transit System, an opportunity to appeal the decision may be pursued provided the complaint files notice of appeal within twenty-one (21) days of the initial decision of Our Transit System.

In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

11. Designated Employee

Our Transit System shall designate one official within the organization responsible for processing reasonable modification requests and handling complaints. This individual is:

Deirdre Beech, Director
Washington County Rural Public Transportation
435 Hearn Drive
Chatom, Alabama 36518
(251) 847-2668
dbeech@wcalabama.com

12. Record Retention

Our Transit System will maintain all records related to reasonable modification requests and denials for at least three (3) years.

Request for Reasonable Modifications

Policy: In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration, Our Transit System will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services. Our Transit System will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

Reasonable modifications do have limitations and are not intended to:

- Cause a direct threat to the health and safety of others
- Create undue financial and administrative burdens
- Constitute a fundamental alteration to a service
- Not necessary to provide equal access to a sound transit service

Considerations when making a reasonable modification request:

- Individuals requesting modifications shall describe what they need in order to use the service.
- Individuals requesting modifications are not required to use the term "reasonable modification" when making a request.
- Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the entity's complaint process.
- Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed-route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with the entity's management before making a determination to grant or deny the request.

The request must identify the modification needed in order to use the service. Whenever feasible, please make the request in advance, before the modification is needed to access the service.

Within the scope of the ADA and reasonable modification, if Our Transit System denies a request, it will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Procedure: To request reasonable modifications based on a disability, please use the Reasonable Modification Request Form or contact Our Transit System 's ADA Coordinator for assistance.

Deirdre Beech
ADA Accessibility Coordinator
Washington County Rural Public Transportation
(251) 847-2668
dbeech@wcalabama.com
TTY Relay___ (if available)
Website Address: wcalabama.com

You may be asked to complete a request form. Our Transit System will review the request in accordance with its reasonable modification plan. Our Transit System strives to respond in writing to each request within fifteen (15) calendar days. All the information involved with this process will be kept confidential.

ADA Reasonable Modification Request Form

Use this form to request a modification to current Transit System policies or procedures. Be specific and provide as much detailed information as possible. This will allow us to effectively process and evaluate your request. Before filling out this form please review Our Transit System's Americans with Disabilities Act (ADA) Request for Reasonable Modifications Procedures.

Please include the following items in your request:

- Based on a disability, why is the modification necessary?
- Provide a description of your limitation(s) and how it is affected by Our Transit System's policies/procedures.

Name:

Date:

Phone #:

Email address:

Mailing Address:

Best way to contact you:

Modification Request: (Describe in Detail.)

Please send to:

Deirdre Beech Accessibility Coordinator

Washington County Rural Public Transportation

435 Hearn Drive

(251) 847-2668

dbeech@wcalabama.com

TTY Relay___ (if available)

Website Address: wcalabama.com

All the information involved with this process will be kept confidential.

Accommodation of Mobility Devices

Consistent with Department of Transportation regulations, Our Transit System will transport a mobility device with three or more wheels and its user so long as the lift can safely accommodate the size and weight of the mobility device and its user and there is space for the mobility device on the vehicle.

E. ADA Grievance Procedure

Washington County Rural Public Transportation
American with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Our Transit System. Our Transit System's personnel policies govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Deirdre Beech Accessibility Coordinator
Washington County Rural Public Transportation
(251) 847-2668
dbeech@wcalabama.com
TTY Relay___ (if available)
Website Address: wcalabama.com

Within fifteen (15) calendar days after receipt of the complaint, Our Transit System or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, Our Transit System or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant such as large print or Braille. The response will explain the position of Our Transit System and offer options for substantive resolution of the complaint.

If the response by Our Transit System or his/her designee does not satisfactorily resolve the issue, the complainant may appeal the decision within fifteen (15) calendar days after receipt of the response to Our Transit System or his/her designee. Within fifteen (15) calendar days after receipt of the appeal, Our Transit System or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, Our Transit System or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant with a final resolution of the complaint.

All written complaints received by Our Transit System or his/her designee, appeals to the Alabama Department of Transportation or his/her designee, and responses from these two offices will be retained by Our Transit System for at least three (3) years.

Formal complaints should be submitted by filling out the form online, or by downloading this pdf. (Your agency must determine the format for this area.)

PROPER LIFT PROCEDURES

MAKE SURE YOU ARE FOLLOWING THESE STEPS!!

- 1) Park properly leaving room to lower lift being careful not to block traffic
- 2) Put vehicle in park and activate emergency flashers
- 3) Engage emergency brake and mobility device lift switch
- 4) Open lift doors and secure to side of vehicle
- 5) Deploy and lower lift onto stable ground
- 6) Introduce yourself to passenger and talk through each step in the process
- 7) Ask passenger if they have all of their belongings
- 8) Inspect mobility device for safety - tires, hand grips, brakes
- 9) Encourage mobility device passenger's use of lap belt – if available.
- 10) Ask permission to assist mobility device passenger to lift
- 11) Place mobility device onto lift, forward or rearward
- 12) Secure mobility device brakes or have passenger turn off mobility device
- 13) Fasten lift safety strap
- 14) Operate lift control from ground level while maintaining one hand on chair
- 15) Ensure that safety plates lock once the lift raises a couple of inches
- 16) Elevate lift to floor level of vehicle
- 17) Release mobility device brakes or have passenger turn on mobility device
- 18) Place mobility device into securement area of vehicle
- 19) Secure mobility device brakes or have passenger turn off mobility device
- 20) Stow lift, close lift door and board vehicle to begin securement process
- 21) Properly secure mobility device with 4-point tie-down system
- 22) Secure and fasten seat belt/shoulder belt for passenger
- 23) Evaluate chair for excessive movement – reset tie downs if needed
- 24) Ask passenger if they are comfortable and are prepared for transport
- 25) Cancel emergency flashers and release emergency brake

Reverse procedure for de-boarding

Mobility device securements are to be immediately removed from the floor and stored in provided securement bags when not in use.

Lift equipment shall be examined during pre-trip inspection prior to vehicle being placed into operation.

Ongoing training will occur throughout employment.

GUIDANCE FOR TRANSPORTING BIKES

Daily commuting is much easier, safer, and more convenient for cyclists due to the special carriers attached to the front bumper of the bus which allows riders to easily store bicycles on the bus. Each carrier can hold up to two adult-size two-wheel bikes. The bike rack only contacts the bikes' tires, reducing any potential damage to a loaded bike. It is the passenger's responsibility to load and unload their bikes; however, these are the proper steps:

Loading:

- It is very important to get the driver's attention before you load or unload your bike.
- As the bus approaches, have your bike ready to load. Remove water bottles, pumps, or any loose items that may fall off.
- Always load from the curb side of the street.
- Squeeze the handle and pull down to release the folded bike rack.
- Lift your bike onto the rack, fitting wheels into the slots. Each slot is labeled for front and rear wheels. Please load your bike in the outside slot first, if vacant.
- Raise and release the support arm over the top of the front tire. Make sure the support arm is resting on the tire and not the fender or frame.

Unloading:

- Raise the support arm off the tire. Move the support arm down, out of your way.
- Lift your bike out of the rack.
- Return the rack to the upright position if there isn't another bike on the rack.
- If you forget to retrieve your bike or the driver pulls away before you've unloaded it, please call the transit scheduling office.
- Our Transit System is not responsible for theft and damage due to improper loading, unloading, or securing.
- Bikes should not be locked to bike rack.

GUIDANCE FOR THE SAFE TRANSPORTATION OF MEDICAL OXYGEN FOR PERSONAL USE ONBOARD VEHICLES

The bus operators shall take the following precautions to assure that medical oxygen being transported for passengers' personal use is handled and transported safely, but passengers are ultimately responsible for their personal oxygen.

FOR TRANSPORTATION IN THE PASSENGER COMPARTMENT

- Oxygen should be transported on a bus only when medically necessary.
- Oxygen should be transported in a cylinder maintained in accordance with the manufacturer's instructions. The manufacturer's instructions and precautions are usually printed on a label attached to the cylinder.
- Before boarding, inspect each cylinder to assure that it is free of cracks or leaks, including around the area valve and pressure relief device. Listen for leaks; do not load leaking cylinders on the bus. Visually inspect the cylinders for dents, gouges, or pits. A cylinder that is dented, gouged, or pitted should not be transported.
- Limit the number of cylinders to be transported onboard the vehicle to the extent practicable. If possible, transportation in the passenger compartment should be limited to one cylinder per person.
- Cylinders used for medical oxygen are susceptible to valve damage if dropped. Handle these cylinders with care during loading and unloading operations. Never drag or roll a cylinder. Never carry a cylinder by the valve or regulator. Carry the cylinder carefully using both hands.
- Do not handle oxygen cylinders or apparatus with hands or gloves contaminated with oil or grease.
- It is the passenger's responsibility to make sure each cylinder is secured to prevent movement and leakage. Each cylinder should be loaded and secured in an upright position. "Secured" means that the cylinder is not free to move when the vehicle is in motion.
- It is the passenger's responsibility using the oxygen cylinder to make sure oxygen cylinders or other medical support equipment should never be stored or secured in the aisle. Make sure that the seating of the passenger requiring oxygen does not restrict access to exits or use of the aisle.
- Since the release of oxygen from a cylinder could accelerate a fire, it is the passenger's responsibility using the oxygen cylinder to make sure each cylinder should be secured away from sources of heat or potential sparks.
- Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.
- When you reach your destination, immediately remove all cylinders from the bus.

FOR TRANSPORTATION IN THE CARGO COMPARTMENT

- Each cylinder should be placed in a box or crate or loaded and transported in an upright position.
- Valves should be protected against damage.
- Each cylinder should be secured against movement.
- The total weight for oxygen cylinders permitted in a bus cargo compartment is 99 lbs (45 kg).

Wait Limits for Passengers

Wait Limits for Passengers at stops:

Education Routes

Wait 1 minute at Homes & 1 minute at designated stops (Never Depart Early).

Work/Commuter Routes

Wait 1 minute at designated stops (Never Depart Early).

ARC/Nutrition Routes

Wait 3 minutes at homes. Never leave the bus unsupervised. Radio dispatch to call passenger and await notification to leave.

Demand Response Routes

Wait 3 minutes at homes

1st minute blow horn

2nd minute go to door if safe to do so and within 25' radius of vehicle

3rd minute if no response; call dispatch and request to leave

Never leave the bus unsupervised. Radio dispatch to call passenger.

****Do not call passenger from your personal cell phones.**

Late Definitions for Stops

The Following Are Late Definitions for Routes:

1. Demand Response – 15 minutes after stop time
2. Commuter & Education & ARC - 5 minutes after stop time
3. First Pick up of Shift – 5 minutes after stop time

These definitions will be utilized to determine if our routes are late.

Bomb Threats Procedures

12/15/08

- If you receive a call, follow and document the call as outlined in the Bomb Threat Checklist for Phoned Threats later in this procedure. The checklist should be completed immediately.
- Record the time and the exact words of the message with particular emphasis on the description and the possible location of the device.
- Be familiar with letter and parcel recognition points outlined in this procedure.

Reporting a Threat

Immediately call 911 and report to your direct Supervisor.

Deciding to Evacuate

Immediately after evaluation of the threat, law enforcement agencies will decide whether there might be validity to the threat. If they determine that the threat is valid, evacuate to a safe location.

Evaluating and Documenting the Threat

The majority of the bomb threats that are received are prank calls. There is frequently a clue to the validity of the threat in the message itself or in the attitude and manner of the caller. That is why it is important to record the caller's message exactly as it was given. After receiving a threatening call, a Bomb Threat Checklist should be completed immediately.

Deciding if the Threat is Real

A bomber, in placing the call, will usually prolong the call and furnish some detail as to the location of the device and reasons for planting it. The call is frequently repeated.

A prank caller tends to be abrupt and hurried. Seldom are details provided regarding the type of device, the location, and reasons. The prank caller repeats the call less frequently because of fear of the call being traced.

What to do While Speaking to a Caller

Basic instructions are to be calm and be courteous. Listen and do not interrupt the caller. Pretend difficulty with hearing the caller's conversation. Keep the caller talking. Did the caller appear familiar with the facility or building when he or she described the location of the bomb(s) or device(s)? If the caller seems agreeable to further conversation, ask questions like the following, jotting down the responses from the caller.

- What kind of bomb is it?
- How many devices did you place?
- When will it/they go off? At a certain hour?
- How much time remains until it goes off?
- Where is it located? In which building? In which area?
- What vehicle number is it located on?

Bomb Threat Checklist for Phoned Threats

Date: _____ Time: _____ AM / PM Person receiving call: _____

Exact words of caller: _____

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

What type of explosive is it? _____

How much explosive did you place? _____

Did you place the bomb? Yes or no and why? _____

Where are you calling from? _____

What is your name? _____

What is your address? _____

THINGS TO NOTICE ABOUT THE CALL

Caller's Voice (Circle all applicable)

Calm	Disguised	Sincere	Angry	Stutter	Nasal	Accent	Lisp
Giggle	Slow	Crying	Squeaky	Stressed	Deep		
Loud	Slurred	Broken	Rapid	Excited			

Possible race, sex, and age (Circle all applicable)

Asian	Black	Caucasian	Hispanic	Other
Female	Male			
Adult	Elderly	Youth	Child	Other

Threat Language (Circle all applicable)

Educated	Foul	Irrational	Taped	Incoherent
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Message read by threat maker

If it was a familiar voice, whom did it sound like? _____

Were there any background noises? (Circle all applicable)

Machinery	Quiet	Bedlam	Animals	Trains	
Music	Voices	Party Atmosphere	Street	Office machines	Other

Supervisor reported to: _____

Phone number where call was received: _____

Phone number shown on Caller Id: _____

EMPLOYEES' DISCIPLINARY POLICY

EMPLOYEE DISCIPLINE

It is our goal to maintain a strong “team” at our agency - including drivers, office staff, and mechanics. The policy of professional demeanor, respect for self and others, and hard work is our hallmark. Constant vigilance is still necessary to see that our team remains strong and able. There are many checks and balances in place to insure that employees remain well-trained, dedicated, and motivated. Periodic evaluations of full-time and part-time employees indicate in depth where issues and concerns are and establish goals to ensure performance improvement.

Full-time and part-time employees follow proper policy with regard to discipline / hiring / firing. The following is a non-exhaustive list regarding discipline.

In cases where an employee displays inappropriate conduct or poor performance, and the activity does not call for automatic termination, Our Transit System follows a progressive discipline process. This is a system that consists of corrective action, documentation, and adverse action.

The steps of progressive discipline may include:

- *Employee Counseling* – The first step is usually an employee counseling from the Supervisor with the employee to identify the problem and to state the corrective action needed. The Supervisor documents this step including dates, times, and details of incidents of improper conduct or poor performance and the date the employee counseling was given. The Supervisor sends this documentation to the Personnel Director who will review it and place it in the employee’s personnel file. The employee may submit a separate written statement for the file, if desired.
- *Written Warning* – The second step in the process is usually a written warning with specific examples cited. The Supervisor prepares a letter or memo that states a specific timeframe in which the employee must improve and gives the consequences of failure to improve. Prior to issuing the letter, the Supervisor must review it with his or her Appointing Authority or Appointed Department Head. A copy of the letter is forwarded to the Personnel Director for review and placement in the employee’s personnel file. The employee may submit a separate written statement for the file, if desired.
- *Adverse Action* – If attempts at corrective action fail to produce satisfactory results, some form of adverse action may be taken. The term “adverse action” means action involving suspension, involuntary demotion, or termination. Before any adverse action becomes effective, the Supervisor must obtain the written approval from the appropriate Appointing Authority or Appointed Department Head.

Depending on the circumstances surrounding a disciplinary action, any step of progressive discipline may be skipped and disciplinary action up to and including termination may be employed at any time. Furthermore, past performance and disciplinary action may be considered when determining disciplinary action to be taken. Disciplinary actions may include, but are not limited, to the following: Administrative leave with pay, suspension without pay, demotion, and termination.

TERMINATION

Immediate termination may be made for cause including, but not limited to, an employee’s action or behavior that constitutes:

- a. Insubordination (refusal to follow Supervisor’s instructions);
- b. Endangering his or her own health or safety or the health or safety of other employees or citizens;
- c. Theft, vandalism or willful destruction of transit or employee property;
- d. Making fraudulent statements on employee applications, time, or job records;

- e. Any violation of the Alcohol and Drug Policy;
- f. Conviction of a felony offense or of a crime involving moral turpitude;
- g. Conviction of an offense that affects the employee's ability to perform his or her job duties or insurability, including, but not limited to, loss or suspension of licenses or other credentials; or
- h. Any other infraction when termination is determined to be in the best interest of the Transit System.

The above list is not all encompassing or all-inclusive.

DRUG AND ALCOHOL TESTING

RULES REGARDING DRUG AND ALCOHOL USE

Our Transit System Has A “ZERO” Tolerance for Substance Abuse.

Anyone providing services for Our Transit System is prohibited from using illegal drugs or from using alcohol while “on the clock”. Alcohol cannot be consumed at least two (2) hours before reporting for work. Illegal drugs are not to be used at any time -- and random drug testing is conducted regularly to assure compliance with this rule. We have a “zero tolerance” policy in place, which means that if an employee has a positive drug test at any time, they are immediately dismissed - with an exit referral to a drug counselor. A copy of our policy is given to each employee at hiring and when the policy is updated. There is also a copy of the policy in our break room for easy referral.

By signing the cover page of the Standard Operating Procedure Guidelines book, you as a full-time or part-time employee acknowledge receipt of both the Standard Operating Procedure Guidelines and the latest drug and alcohol policy and agree to abide by the stipulations of the policies including all aspects of testing and disciplinary action relative to a positive drug / alcohol test.



Insert
Zero Tolerance Substance Abuse Policy

Definitions:

Accident: Anytime the vehicle touches anything other than the top of the roadway with the bottom of the tires, and, in doing so, causes physical damage, property damage, or bodily injury, or whenever a passenger is injured for any reason on-board, or while entering or exiting the bus, then you are involved in an accident, and the established rules for handling must be followed. Any form of collision.

Assistance: Opening of a door, offering of an arm, and helping with a minimum number of packages.

Aide/Assistant/Personal Care Assistant (PCA): Must be a minimum of 18 years old and be able to help passenger with all their needs.

Cancellations:

- When No travel has occurred for the trip.
- Cancellation call was received one hour prior to pick up time.
- First trip was a No Show, so all other trips for the day should be canceled.
- Deviated Fixed Routes such as Bayline and Northline stops that have no passenger for pick-up.

Curb-to-Curb Service: The driver will only assist an individual to get in and out of vehicle at the curb. If a person needs assistance beyond this, he/she must be accompanied by a personal care attendant or be met by a personal care attendant.

Door-to-Door Service: The driver will only assist an individual getting in and out of the vehicle and assist to the doorway but not going through threshold of doorway and up no more than three steps.

Incident: Anytime a vehicle touches anything other than the top of the roadway with the bottom of the tires and, in doing so, does not cause physical damage, property damage, or bodily injury. An incident is any unusual event, or illness that doesn't result in injury of the individuals involved. Examples are a rock striking the windshield, mobility device tipping over, a customer acting in a threatening manner, individual not responding, or seizures.

No-Show:

- Any time travel has occurred to pick up a passenger that does not ride.
- There has been no call by the customer or customer's representative to cancel the scheduled trip.
- Trip is not canceled one hour prior to scheduled pick up time.
- Any time a driver waits three (3) minutes and passenger is not present or ready to leave.
- When a passenger cancels the trip once you have arrived at the pickup location.

Origin-to-Destination Service: The driver will only offer reasonable assistance within a 25-foot radius of the bus. If a person needs assistance beyond this, he/she must be accompanied by a personal care attendant or be met by a personal care attendant.

Proper Clothing: Consisting of a top, bottom, and shoes. Must be worn at all times. The top or shirt must conceal the front side of torso. The bottom or pants must conceal from the waist down to approximate 18 inches. If the shoes are of lace style, these laces must be tied.

Qualified Wheelchair Ramp: The passenger must have a home ramp that meets the following safety specifications: must be a least 36" wide, and that the maximum slope is 1:12 (*it must have only a 1" rise for every 12" of incline*). Further, the ramp must be constructed of decking boards installed crosswise for traction and must have guardrails on each side.

Route: Contains runs and is defined as the beginning of service for a vehicle until the end of service for a vehicle.

Run: Is defined as the service within a route.

Safe Area: Defined as a solid and level location away from buildings and out of traffic.

Vehicular Breakdown: Anytime a vehicle will not function as designed in a safe manner.

Wheelchair: A mobility device which is operated manually or powered with three of four wheels that does not exceed 30 inches in width and 48 inches in length and is designed for a person with mobility disabilities.