



SYSTEM SAFETY PLAN

PLAN REVISED JULY 2024

294 FAIRGROUNDS ROAD

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GENERAL INFORMATION



GENERAL SYSTEM SAFETY PLAN MANAGEMENT DESCRIPTION OF ELEMENTS

1. POLICY STATEMENT AND AUTHORITY FOR SYSTEM SAFETY PLAN

- A. North Carolina Board of Transportation 2002 Resolution established the requirement for each transit system to develop and implement a System Safety Plan (SSP).
- B. Establish the SSP as an operating document that has been prepared for and approved by the transit system top management, chief executive officer or the governing board.
- C. The authority statement in the SSP should define, as clearly as possible, the following:
 - 1. The authority for establishment and implementation of the SSP
 - 2. How that authority has been delegated through the organization
- D. The SSP must adequately address the SIX CORE ELEMENTS.

2. DESCRIPTION OF PURPOSE FOR SYSTEM SAFETY PLAN

- A. Address the intent of the *SSP* and define why it is being written.
- B. Establish the safety philosophy of the whole organization and provide a means of implementation.
- C. A *SSP* could be implemented for the following reasons:
 - To establish a safety program on a system wide basis.
 - To provide a medium through which a system can display its commitment to safety.
 - To provide a framework for the implementation of safety policies and the achievement of related goals and objectives.
 - To satisfy federal and state requirements.
 - To meet accepted industry standards and audit provisions.
 - To satisfy self-insurance or insurance carrier provisions.
- D. The relationship of system safety to system operations should be defined.
- E. All departments involved must have a clear definition of their individual responsibilities relative to the scope of the *SSP*.
- F. This section should also contain system safety definitions applicable to the operating systems.

3. CLEARLY STATED GOALS FOR VEHICLE SAFETY MANAGEMENT PROGRAM

- A. The overall goal of a *SSP* is to identify, eliminate, minimize, and control safety hazards and their attendant risks by establishing requirements, lines of authority, levels of responsibility and accountability, along with methods of documentation for the organization.
- B. These goals should be system-specific, tailored to the individual needs of the system, as well as being:
 - 1. Long term - the goal must have broad and continuing relevance.
 - 2. Meaningful - they must not be so broad as to be meaningless; desired results must be identified.
 - 3. Realizable - any goal that meets the first two criteria but cannot be attained is meaningless.
- C. Example:
 - 1. A goal might be to establish a high level of safety comparable to other transit systems in the U.S.
 - 2. Identify, eliminate, minimize, and/or control all safety hazards
 - 3. Provide appropriate action and measures to obtain necessary safety-related agreements, permits and approvals from outside agencies, where applicable.

4. IDENTIFIABLE AND ATTAINABLE OBJECTIVES

- A. Objectives are the working elements of the *SSP*, the means by which the identified goals are achieved.
 - 1. Must be quantifiable and meaningful.
 - 2. Met through the implementation of policies.
- B. Policies are central to the *SSP* and must be established by top management.
 - 1. They set the framework for guiding the safety program, on a relatively long-term basis.
 - 2. Policies are measurable.
 - 3. Policies are methods for reaching a specified objective.
- C. Example:

The establishment of a safety program incorporating public, patron, employee, and property safety including fire protection, loss prevention and life safety requirements.

 - **Policies depend on the goals defined by the transit system and its safety philosophy.**

5. SYSTEM DESCRIPTION/ORGANIZATIONAL STRUCTURE

- A. System Description
 - 1. Briefly describe the system's characteristics. The information should be sufficient to allow non-technical person and those not employed in transit to understand the system and its basic operation.
 - 2. Components that should be included in the system description:
 - a. History
 - b. Scope of service
 - c. Physical features
 - d. Operations
 - e. Maintenance
 - f. System Modifications
- B. Organizational Structure
 - 1. Organizational diagrams showing the title of each position.
 - 2. Diagram showing the structure of the system safety unit identifying the key positions.
 - 3. Diagrams showing the relationships and lines of communication between the system safety unit and other departments in the organization.
 - 4. Describe the relationship of the transit system to local political jurisdictions.

SYSTEM SAFETY PLAN

Program Description:

The System Safety Plan (SSP) was developed utilizing established guidance listed in the procedural manuals of the North Carolina Department of Transportation Standard Operating Procedure SSP-001 and the State Management Plan. The SSP consists of and addresses the required six (6) core elements:

1. Driver/Employee Selection
2. Driver/Employee Training
3. Safety Data Acquisition Analysis
4. Drug/Alcohol Abuse Program
5. Vehicle Maintenance
6. Security

Rutherford County Transit's (RCT) number one priority is adherence to policies and procedures of the core elements. All the elements listed are equal in importance and the policies and procedures must be met. The compliance will ensure that we meet all Federal Transportation Administration (FTA) and North Carolina Department of Transportation Public Transportation Division (NCDOT/PTD) policies and regulations.

Driver/Employee Selection Element:

Fair hiring practices are used to select employees. Each potential employee must complete a written application. The Operations Manager and another staff member shall interview each potential employee.

Driver/Employee Training Element:

The minimum requirements for vehicle operator training are Defensive Driving, Americans with Disabilities Act, Blood Borne Pathogens, Emergency Procedures for Vehicle Operators, and Illegal Drug abuse. In addition to the minimum requirements the following actions must be complete.

1. The training must be completed annually
2. The training material must be on file for review by NCDOT/PTD
3. Records of each individual trained must be retained on file for 5 years
4. Each driver must have an annual Driver Performance Evaluation to provide refresher training, assess skills, techniques, knowledge, etc....

Safety Data Acquisition Element:

The goal of the Safety Program is the reduction and elimination of accidents/incidents and injuries to transit customers, employees, and the general public. Safety is a shared responsibility between system management and employees. It is the policy of Rutherford County Transit to provide a place of employment that is free from recognized hazards that could result in death or serious injury to employees, customers, or the general public. It is the responsibility of each employee to report all incidents or unsafe conditions to their supervisor. Supervisors must immediately take necessary corrective action to prevent unsafe conditions.

Prohibited behaviors are behaviors that are in violation of the System Safety Policy. Such behaviors include behaviors that threaten the safety of employees, customers, and the general public. Other unacceptable behaviors include those that result in damage to system, employee, public, and or private property. An employee who intentionally violates the safety policy and procedures will be subject to appropriate disciplinary action, as determined by the findings of an investigation. Such discipline may include a warning, demotion, suspension, or immediate dismissal. In addition, such actions may cause the employee to be held legally liable under State and Federal Law.

Drug Alcohol and Abuse Program Element:

The goal is to provide a safe, healthy, and productive drug-free work environment for all employees. A person being under the influence of a drug or alcohol while on the job poses serious safety and health risk to the user, co-workers as well as passengers. RCT has established a policy of a drug-free work environment. A standard of zero tolerance for use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when they were consumed. Random drug test will be administered.

Vehicle Maintenance Element:

The goal is to ensure each vehicle and wheelchair lift is properly maintained to maximize the service life, maintain reliability, mitigate high maintenance costs, and sustain proper safety and mechanical condition. To accomplish this goal, we will at a minimum adhere to the vehicle manufacturer's maintenance/service manual and the wheelchair lift service manual.

Security Element:

The overall purpose of the Security Program is to optimize—within the constraints of time, cost and the operational effectiveness—the level of protection afforded to vehicles, equipment, facilities, passengers, employees, volunteers and contractors, and any other individuals who come into contact with the system both during normal operations and under emergency conditions.

The security of passengers and employees is paramount to promoting the objectives of FTA and NCDOT. We will take all reasonable and prudent actions to minimize the risk associated with intentional acts against passengers, employees, and equipment/facilities. To further this objective, RCT has developed security plans and procedures and emergency response plans and procedures.

The SSP will be updated as changes occur. Any changes will be listed in the Policy and Revision Index after SSP is updated. When SSP is updated a review of SSP will be performed and presented to the Board for approval in the next fiscal year at earliest practical scheduled meeting.

This operational policy was adopted by the Rutherford County Board of Commissioners

Original Adoption Date: August 19, 2011 Revised: July 8, 2024

Signature: _____ Date: _____
Steve Garrison, County Manager

Signature: _____ Date: _____
Bryan King, Chairman of the Board of Commissioners

See Board of Commissioner meeting minutes from July 8, 2024 for official approval.

**RESOLUTION FOR APPROVAL OF REQUIREMENT
FOR COMMUNITY TRANSPORTATION SYSTEMS
TO IMPLEMENT SYSTEM SAFETY PLANS**

WHEREAS, the Federal Transit Administration's strategic safety goal is to promote the public health and safety by working toward the elimination of transportation related deaths, injuries and property damage;

WHEREAS, the Federal Transit Administration and the National Transportation Safety Board require the reporting of certain transportation related accidents;

WHEREAS, the vision for public transportation services in North includes the provision of safe, affordable transportation choices, statewide to those who have travel options and to those whose options are limited;

WHEREAS, the development and implementation of System Safety Plans by Community Transportation systems is a fundamental step toward these goals;

WHEREAS, the North Carolina Department of Transportation, Public Transportation Division recognizes the safety implications of the development of System Safety Plans and provides training and technical assistance to transit systems to assist in the development and implementation of their System Safety Plans;

WHEREAS, rural transit systems receiving federal and state funds are not currently required to have a System Safety Plan;

WHEREAS, the Public Transportation Division, in an effort to promote safe public transportation services recommends requiring that each rural transit system in the state that receives federal and/or state funds must have an approved System Safety Plan which includes provision for local system safety data collection and reporting;

WHEREAS, the Transit, Rail, and Ferry Committee has concurred in this recommendation.

THEREFORE BE IT RESOLVED AS FOLLOWS:

That the North Carolina Board of Transportation approves the recommended requirement that each Community Transportation System that receives federal and/or state funds must have an approved System Safety Plan which includes provision for local system safety data collection and reporting.

SYSTEM SAFETY PLAN

POLICY AND PROCEDURE REVISION INDEX

Policy/Procedure Name	SPP#	Rev. #	Date	Description
Procedure for Using a Fire Extinguisher	Sec 6 Pg 138	#1	10-03-11	New documented procedure
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Fire Fighting Procedure	Sec 6 Pg 139	#1	10-03-11	New documented procedure
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Zero Tolerance Drug and Alcohol Testing Policy - Revised	Sec 4 Pages 90-114	#1	12/5/11	Approved by Board of Commissioners on 12-5-11.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Vehicle Maintenance/Wheelchair- Preventive Maintenance Plan	Sec 5 Pg 120-121	# 1	2/16/12	Eliminated 20000-mile interval and adapted 36000 and 100000 to reflect Mfg. requirements. Lift PM every 4000 miles
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Electronic Device Usage Policy	Sec 3 Pg 59	#1	2/20/12	Policy now specifies the vehicle must be turned off to use an electronic device. Also, all employees have signed policy.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Organizational Chart	Sec. 1 Pg 15	#1	7/1/12	New Operations Manager and elimination of part time office staff
Policy/Procedure Name	SPP#	Rev. #	Date	Description
End of Day Procedures	Sec. 6 Pg 148	#1	8/29/12	Added responsibilities for Dev. Fixed Route Driver / security
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Employee Dress Code Policy	Sec. 1 Pg.31	#1	10/11/12	Updated dress code policy with new driver uniform shirts

SYSTEM SAFETY PLAN

POLICY AND PROCEDURE REVISION INDEX

Policy/Procedure Name	SPP#	Rev. #	Date	Description
Organizational Chart	Sec. 1 Pg 15	#2	5/2/13	New Transportation Services Director position over Transit and EMS
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Pre/Post Trip Inspection form	Sec. 5 Pg 126	#1	5/29/13	Updated Inspection Form to large print duplicate pads and camera inspection
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Electronic Device Usage Policy	Sec. 3 Pg 59	#2	6/14/13	Policy reflects use of Bluetooth devices with the 2-way radio
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Post-Accident/Incident Procedures	Sec. 6 Pg 140- 142	#1	6/14/13	New standard procedures to follow post-accident and drug/alcohol testing determination
Policy/Procedure Name	SPP#	Rev. #	Date	Description
New 2-way/B/T procedures	Sec. 2 pg. 60- 62	#1	6/17/13	Updated the Radio procedures and added the B/T procedures
Policy/Procedure Name	SPP#	Rev. #	Date	Description
3-month inspection Form	Sec. 5 pg. 127	#1	7/1/13	Updated inspection list to reflect cameras
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Annual Management Review	General pg. 12		1/17/14	Removed procedure from SSP. Duplicate review process
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Fair Credit Report Disclosure and authorization	Sect 1 pg. 25		1/17/14	Removed authorization sheet. Covered with background auth.

SYSTEM SAFETY PLAN

POLICY AND PROCEDURE REVISION INDEX

Policy/Procedure Name	SPP#	Rev. #	Date	Description
CDL Medical Examination report	Sect. 1 pg 30	#1	1/17/14	Removed from SSP due to medical cards not required
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Data Entry Safety Procedures	Sect. 4 pg. 77	#1	1/17/14	Removed this procedure page from SSP. No longer needed.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
PTMS Annual Inspection Form	Sect. 5 pg. 120	#1	1/17/14	This data captured in Trapeze maintenance program. Form not needed
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Suspicious Item on vehicle Procedures	Sect. 6 Pg. 143	#1	1/17/14	Added new Emergency security procedures
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Suspicious item in or near Transit Property	Sect. 6 pg. 144	#1	1/17/14	Added new Emergency security procedures
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Dangerous Person on Transit Vehicle	Sect. 6 pg. 145	#1	1/17/14	Added new Emergency security procedures
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Dangerous Person on Transit Property	Sect. 6 pg. 146	#1	1/17/14	Added new Emergency security procedures
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Gunman or Hostage Situation on Transit Vehicle	Sect. 6 pg. 147	#1	1/17/14	Added new Emergency security procedures
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Procedures for Investigating and Documenting an Accident/Incident	Sect. 6 pg. 140	#2	5/15/14	Added Accident Investigating Documenting procedures

SYSTEM SAFETY PLAN

POLICY AND PROCEDURE REVISION INDEX

Policy/Procedure Name	SPP#	Rev. #	Date	Description
Wheelchair Boarding/De-Boarding Methods	Sect. 2 pg. 49	#1	11/14/14	Added de-boarding methods and proper position of lift when van unattended
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Wheelchair Lift and Securement Procedures	Sect. 2 pg. 50	#1	11/14/14	Added proper position of lift when van unattended.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Passenger Rules & Procedures	Sect. 6 p.136-7	#1	1/5/15	Updated no show policy / format
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Preventive Maintenance Plan	Sect. 5 Pg. 120	#2	1/2/15	Updated to show change in how PM is performed.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Organizational Chart	Gen Info pg.16	#3	1/1/15	Updated to show Title change from Admin Asst. to Office Cord.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Preventive Maintenance Flow-Chart	Sect. 5 Pg. 128	#2	1/2/15	Changed PM Flow Chart to show new PM procedure
Policy/Procedure Name	SPP#	Rev. #	Date	Description
MVR Background Check	Sect. 1 pg. 27	#1	2/1/15	Changed background check to annual.
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Initial Hire Procedures	Sect. 1 pgs. 28-30	#1	2/1/15	Changed qualification and compliance wording
Policy/Procedure Name	SPP#	Rev. #	Date	Description
Zero Tolerance Drug & Alcohol Testing Policy Rutherford County Transit	Sect. 4 Pg. 90-107	#1	3/6/17	Revised Drug & Alcohol policy that reflects revised procedure

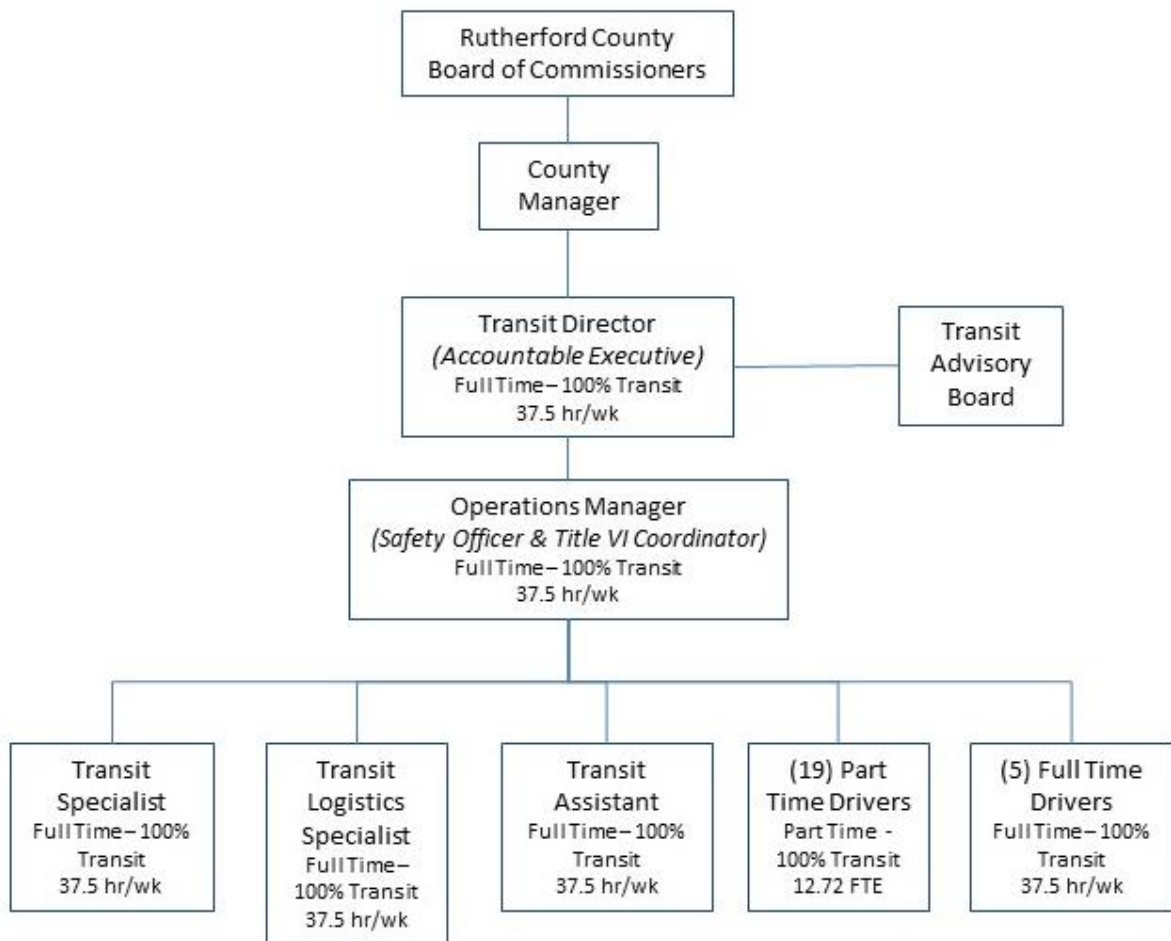
SYSTEM SAFETY PLAN

POLICY AND PROCEDURE REVISION INDEX

Policy/Procedure Name	SPP#	Rev. #	Date	Description
Zero Tolerance Drug & Alcohol Testing Policy Rutherford County Transit	Sect. 4 Pg. 91-117	#2	1/8/2018	Revised Drug & Alcohol policy that reflects revised procedure
Organizational Chart	Gen Info pg. 17	#4	1/1/19	Chart updated to reflect title changes and additional Ft drivers
Internal Preventive Maintenance record	Sect. 5 Pg.125		3/13/19	This form removed from SSP. No longer used.
Organizational Chart	Gen Info pg. 16	#5	2/21/2020	Chart updated to reflect title changes
Key Control Process	Sect 5 pg. 120	#1	1/25/2021	Inserted New procedure in SSP
Prioritized Risk Reduction Strategies	Sect 6 pg. 136	#1	1/25/2021	Inserted New Risk Reduction Strategies
Critical Asset Analysis	Sect 6 pg139	#1	1/25/2021	Inserted Critical Asset Analysis
Critical Asset Vulnerability Action Report	Sect 6 pg. 140	#1	1/25/2021	Inserted Critical Asset Vulnerability Action Report
Hazard & Threat Assessments	Sect 6 pg. 141-144	#1	1/25/2021	Inserted Hazard & Threat Assessments
Driver Hiring Qualifications	Sect 1 pg.28,29,31	#1	9/14/2022	Removed reference to required passing a DOT Physical
Fire Exit Plan	Sect 6, pg. 164	#1	8/22/2023	Updated post renovation of facility
Zero Tolerance Drug & Alcohol Testing Policy Rutherford County Transit	Sect. 4 Pg. 90-114	#3	2/5/2024	Updated per new FTA guidelines
Black Ice Procedure	Sect. 2, pg. 58	#1	6/28/2024	New procedure added
Policy Guidelines Memorandum	Sect 2, pg. 35	#1	6/28/2024	Memorandum removed from SSP. No longer used.
Employee Development/Driver Training Reporting	Sect. 2, pg. 65	#1	6/28/2024	This form removed from SSP. No longer used.
Rutherford County Drug & Alcohol Policy Addendum	Sect. 4, pg. 114	#1	6/28/2021	Revised policy replaced addendum
Preventative Maintenance Process Flow Chart	Sect. 5, pg. 127	#1	6/28/2024	Flow chart removed from SSP. No longer used.

Rutherford County Transit Organizational Chart

Revised 10-16-2023



MISSION STATEMENT: To Drive Citizens Towards Possibilities.

SYSTEM GOALS

- To run an efficient system based on drivers' hours, revenue miles and passenger trips.
- To maximize the number of passengers aboard all Transit vehicles.
- To transport passengers to out of town appointments in a shuttle-based system.
- To create a proactive transit safety culture that supports employee safety and safe system operation through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment.
- To leverage revenues and grant funds to provide additional transportation services to the citizens of Rutherford County.
- Improve image and understanding of service by the general public through a strong marketing program and public involvement plan and professional image for all employees.
- Upgrade department's overall computer skills through training and equipment/software purchases.

SYSTEM DESCRIPTION

Rutherford County Transit is a consolidated transportation system operating in Rutherford County, N.C. Rutherford County Transit offers subscription routes and demand/response transportation by contractual agreement with the following human service organizations:

- Rutherford Life Services
- Rutherford Senior Center
- Rutherford Department of Social Services
- Rutherford Adult Day Care
- Isothermal Community College

Rural General Public (RGP) service is available as a deviated fixed route. RGP services are also available in the towns of Forest City, Spindale, and Rutherfordton. All service is accessible to persons with disabilities.

Service Area

Rutherford County Transit serves all of Rutherford County including the municipalities within its borders. Rutherford County is a rural county located in Western North Carolina encompassing 568 square miles. The ridership of Rutherford County Transit is comprised mainly of the clients and consumers of the participating organizations. Destination points are at the discretion of the participating agency and include transportation services to points outside Rutherford County.

Days and Hours of Service

Rutherford County Transit operates Monday through Friday from approximately 6:30am until 5:30pm. The transportation office is open from 6:30am till 5pm Monday through Friday.

Rutherford County Transit is closed on the following holidays:

New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and day after Christmas.

SECTION 1

DRIVER / EMPLOYEE SELECTION



JOB DESCRIPTIONS FOR DRIVERS AND OTHER SAFETY SENSITIVE PERSONNEL



TRANSPORTATION DRIVER

GENERAL STATEMENT OF DUTIES

Driver operates vans/passenger vehicles and is responsible for the safe and orderly transportation of passengers to and from their destinations. Work includes completion of daily vehicle inspection, fueling, interior and exterior cleaning, maintaining accurate trip records, assisting passengers as required, receiving and accounting for fares, radio and cell phone communications, and other activities as assigned by the Operations Manager.

This is a responsible position that requires safe driving skills, maturity, and good interpersonal skills. Specific duties carried out in required manner. Other work is often assigned in a general manner and must be developed from there. General supervision comes from the Operations Manager.

ILLUSTRATIVE EXAMPLES OF WORK

- Inspects the vehicle prior to beginning route. Follows a prescribed checklist in reviewing the vehicles operational and safety features. Completes a daily Pre-Post Trip inspection form and turns in daily.
- Coordinates all repair needs or problems with the Operations Manager.
- Complete all fluids checks and maintain proper level.
- Maintains accurate daily trip sheets and provide necessary data for RCT management information system as required.
- Receives and accounts for all fares as collected daily.
- Assists both ambulatory older persons and wheelchair passengers from the ground level door of a person's home into the vehicle and vice versa.
- Prompt in reporting for work.
- Uses time on duty in a productive and efficient manner.
- Keeps regular contact via radio and cell phone communications with main office.
- Performs other duties, as assigned by the Operations Manager, or as required to carry out the mission of Rutherford County Transit.
- Represents Rutherford County in a professional and positive manner.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of motor vehicle laws and regulations
- Knowledge of area in which passengers are transported
- Ability to deal with the public professionally in any situation.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective professional working relationships with department heads, other employees, and the general public.
- Ability to exercise tact and courtesy.
- Ability to attend and successfully complete the following courses: drivers' safety, defensive driving, safety needs awareness and assistance program, wheelchair security, emergency first aid, cardiopulmonary resuscitation (CPR), and alcohol/drug training courses.

PHYSICAL REQUIREMENTS

This is heavy work requiring the exertion of 100 pounds occasionally, up to 50 pounds of force frequently and up to 20 pounds of force constantly to move objects; work requires climbing, balancing, stooping, crouching, reaching, standing, walking, pushing, lifting and rasping; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for visual inspection, operation of equipment; and observing general surroundings and activities. The worker is exposed to inside and outside environmental conditions and may be exposed to blood borne pathogens and required to wear specialized personal protective equipment.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from high school or equivalent required.

SPECIAL REQUIREMENTS

- Possession of a valid North Carolina driver's license.
- Effective 7-1-2015, all new prospective drivers, must submit to and pass a mock DOT physical that is valid for at least one year prior to official job offer. Drivers are encouraged to maintain good general health throughout their time employed by Rutherford County Transit.
- Must obtain certification in all driver required areas including CPR/First Aid within one year of employment.
- Employee is subject to pre-employment drug test, and post-accident, reasonable suspicion, and random drug and alcohol testing at any time during employment.
- Must be at least twenty-one (21) years of age.
- Acceptable annual MVR.
- Acceptable annual State Criminal Background check.

TITLE: Operations Manager

DEPARTMENT: Transit

JOB SUMMARY: This position performs supervisory, administrative, and technical duties managing the operations of a coordinated rural transportation system for the elderly, disabled, and general public of Rutherford County.

MAJOR DUTIES:

- Plans, organizes, directs, and manages operations of the public transportation division, reviews policies and procedures.
- Coordinated provision of transportation services as requested for clients of county and private human services agencies, ensuring safe operation of vehicles and adherence to applicable federal, state, and local laws, ordinances, and regulations.
- Conducts personnel administrative activities, including hiring, training, counseling, and disciplining employees and evaluating performance.
- Plans and oversees maintenance of transportation fleet; maintains files on all vehicles and equipment; coordinates the purchase of new vehicles, parts, materials and supplies, and all other state procurement items. Must maintain daily log in NCDOT Trapeze program for vehicle maintenance records.
- Responds to vehicular accidents including reports and processes for insurance, workers compensation, and disciplinary action when appropriate; coordinates effort with County Safety Committee for potential follow up measures.
- Evaluate drivers' skills and abilities as well as on-time performance, and maintains appropriate documentation; monitor daily trip sheets, time sheets, mileage logs, fuel report, and incident reports and take appropriate action.
- Designated as official Safety Officer for Rutherford County Transit.
- Implements and directs System Safety Plan; trains, guides, and directs drivers on the usage of all equipment and NCDOT minimum training standards; schedules and leads monthly safety meetings; escorts post-accident drug screen employees to test site.
- Monitors route signs and conditions and replace signs as needed; assist in the start-up of any newly contracted agency transportation service; work closely with the Transit Logistics Specialist to ensure proper routing, must have a thorough knowledge of all system routes.
- Function as a team member and maintain effective working relationship with other employees, agency personnel and the general public. Represent Rutherford County Transit in local promotional and marketing activities and communicate effectively, in writing and/or orally, with staff, employees, passengers, agency personnel and the general public.
- Drives a bus/van as required due to driver shortage, sickness, vacations, or emergencies.

- Attends conferences, training, and other relevant networking opportunities with NCDOT and other state transit systems.
- Monitors National Weather Service reports and weather bulletins regarding inclement weather and assists Transit Director in determining road conditions for the purpose of canceling or delaying services and issuing inclement weather reports to drivers in the event of closing or delay of schedule.
- Other related work as required or assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of community-based transit system operations, principles, and practices.
- Knowledge of relevant federal, state, and local laws and regulations governing rural transit systems.
- Knowledge of the federal *Americans with Disabilities Act* requirements and regulations.
- Knowledge of county and department policies, procedures, and programs.
- Knowledge of county personnel management rules and regulations.
- Knowledge of government budgeting and accounting practices.
- Knowledge of the principles and practices of operating and maintenance of motorized vehicle fleet, including hydraulic wheelchair lifts.
- Skill in personnel administration and in supervising and training others.
- Skill in decision making and problem solving.
- Skill and knowledge of modern office practices and procedures and equipment including Microsoft Office applications, Trapeze, fax, copier, and two-way radio.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS: The Transit Director assigns work in terms of general instructions. The Operations Manager reviews work through conferences, reports, and observation of department activities.

GUIDELINES: Guidelines include state Department of Transportation rules and regulations, county and department policies and procedures, county ordinances, and applicable state and federal laws and regulations. These guidelines require judgment, selection, and interpretation in application. This position develops department guidelines.

COMPLEXITY: The work consists of related duties in coordinating operating standards and safety programs for the transit department. The necessity of filling in for absent employees contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to coordinate the provision of county-wide and out of county transit services. Successful performance in this position ensures safe, affordable, and efficient transportation services to the citizens of Rutherford County.

PERSONAL CONTACTS: Contacts are with coworkers, other county departments, customers, North Carolina Department of Transportation, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting, standing, walking, or stooping. The employee occasionally lifts light objects. If they are required to drive a vehicle, they may need to operate a wheelchair lift and assist clients as needed.

WORK ENVIRONMENT: This work is typically performed in the office, vehicle, or maintenance garage. The employee is exposed to noise, dust, dirt, grease, machinery with moving parts, irritating chemicals, and occasionally cold or inclement weather. The work may require the use of protective devices such as gloves.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Transit Specialist (1), Transit Logistics Specialist (1), Transit Assistant (1), Full Time Drivers (5), Part Time Drivers (24).

MINIMUM QUALIFICATIONS:

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid commercial driver's license with passenger endorsement issued by the State of North Carolina for the type of vehicle or equipment operated.

TRANSIT ASSISTANT

JOB SUMMARY

This position is responsible for answering the telephone and receiving, monitoring, and dispatching radio communications traffic for the Transportation Department, arranging transportation as requested, and scheduling drivers.

MAJOR DUTIES

- Dispatches messages to drivers via two-way radio; informs drivers of cancellations and additions.
- Schedules information including routes, times, destinations, and addresses; reassigns drivers when scheduled drivers are absent; prioritizes transportation requests based on degree of need.
- Drive multi-passenger vehicle when driver is absent.
- Coordinates cross county transit.
- Maintains petty cash drawer.
- Performs other related duties as assigned.
- Manages daily information in the CTS software

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of routes and schedules.
- Knowledge of the geography and road system of the county.
- Knowledge of radio dispatch procedures.
- Knowledge of applicable county and department policies and procedures.
- Knowledge of relevant state and federal laws and regulations.
- Skill in the operation of radio/communications equipment.
- Skill in personal computer operations and the use of spreadsheet and database software.
- Skill in operating standard office equipment.
- Skill in dealing with the public.
- Skill in maintaining records.
- Skill in operating transit vehicles.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Operations Manager assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy and the nature and propriety of the final results.

GUIDELINES

Guidelines include county and department policies and procedures, and scheduling guidelines. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY

The work consists of related dispatching duties. The limited size of the fleet contributes to the complexity of the work.

SCOPE AND EFFECT

The purpose of this position is to receive incoming telephone calls, and dispatch radio communications traffic for the department. Successful performance contributes to efficient passenger transportation, effective department operations, and a positive public image of the department.

PERSONAL CONTACTS

Contacts are typically co-workers, other department employees, and the general public.

PURPOSE OF CONTACTS

Contacts are typically to give and exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS

The work is typically performed while sitting at a desk or table.

WORK ENVIRONMENT

The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship / internship or having had a similar position for one or two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.

MVR BACKGROUND CHECK

All potential employees of Rutherford County Transportation will have a Division of Motor Vehicle Background check after initial qualification by director. An annual MVR will be run on all Safety Sensitive positions and the MVR's will be initialed and dated by the manager reviewing the MVR's.

EMPLOYEE BACKGROUND CHECK

Pre-employment Background checks are run on all employees that include the search of:

- Residency History
- Social Security Number
- Nationwide Sex Offender check
- Statewide criminal check (Other states for previous five (5) years)

An Annual State Criminal Background check is run going forward from initial check for all Safety Sensitive positions. All Background Checks will be initialed and dated by the manager reviewing the Background Check.

INITIAL HIRE PROCEDURES AND MINIMUM QUALIFICATIONS FOR DRIVERS

BACKGROUND

To ensure that the most competent and safe drivers are employed at Rutherford County Transit the following eligibility requirements must be met by each prospective / current employee seeking and/or holding a position as a driver of a transit vehicle.

HIRING POLICY

All jobs within Rutherford County Transit will follow the Human Resources Personnel Policy for Rutherford County Government. The Policy manual can be found online at http://www.rutherfordcountync.gov/_fileUploads/files/PersonnelPolicy.pdf

Process will include:

1. Posting job position and job description in the local newspaper and within all county departments.
2. Operations Manager will select candidate(s) to interview based on applications submitted.
3. Operations Manager and another staff member will interview potential candidates.
4. All Candidates will be asked the same set of questions in the interview pertaining to the job position. Questions for each job position can be found in the Operations Manager's office.
5. Once a candidate has been selected for the job, the Operations Manager will make a tentative job offer.
6. Once the job offer has been accepted, a NCDOT Drug Test and medical physical will be scheduled. A complete Background Check with state MVR check will be completed on the candidate.
7. The Operations Manager will check references.
8. If the Drug Test is negative, the Background Check with MVR check comes back without issue, they complete the medical physical, and the references are acceptable, a start date will be set that is acceptable to the Operations Manager and Candidate.

QUALIFICATIONS

Application

Each potential employee shall complete a written application.

Interviews

Operations Manager and another staff member shall interview each potential employee.

Physical Requirements

No person shall drive, require, or permit any person to drive any vehicle in the service of transporting clients or on agency business unless the driver possesses the following minimum qualifications:

1. Mental and Physical Conditions – Drivers shall be in sound physical and mental condition. Drivers shall not have physical or mental defects or limitations likely to interfere with safe driving, passenger assistance, or emergency activities, in the opinion of the party responsible for hiring or supervising drivers. The driver must be physically capable of assisting persons with disabilities including wheelchair users if the job duties require it.
2. Alcohol, narcotics, and drugs – Drivers shall not be addicted to the use of alcohol, narcotics, or habit-forming drugs. Drug and alcohol tests shall be conducted in accordance with State and/or Federal Regulations.

Age Requirements

Drivers shall be at least twenty-one years of age.

Knowledge of English

Drivers shall be able to read, write and speak the English language.

Driver Licensing

Drivers transporting people shall hold a valid NC Driver's License or Commercial Driver's License as appropriate. An original, not a copy of the Bureau of Motor Vehicle (DMV) report issued within the past ten (10) days must be produced before the potential employee is considered for hire. (See qualification criteria below). **In no case will an individual be given a road test, placed in training, or allowed to operate an agency vehicle without a DMV background check that is in compliance with this policy and has been approved by the Director.**

Compliance includes:

- Good driving record with no Driving While Intoxicated (DWI), Driving Under the Influence (DUI) or similar charges, reckless driving, railroad crossing violations or leaving the scene of an accident offenses on driving record.
- No more than two (2) moving violations in past two years or at fault accidents within the last three years.
- No suspended or revoked licenses within the past five years for moving violations or violations of criminal laws.
- Any combination of violations, unfavorable road observations or accidents that indicates a pattern of unsafe vehicle operation behavior, whether on or off the job.
- Minimum of five years driving experience.
- Ability to perform simple math.
- Reasonable knowledge of the service area and ability to read basic maps.
- A road test given by the Rutherford County Transit Operations Manager is required.

Operating Skills

Drivers shall have experience in safely driving some type of motor vehicle (including private automobile) for not less than five (5) years, including experience throughout the four seasons.

Criminal Record Checks

An original criminal record check, issued within the past 10 days, shall be obtained as part of the application process. Persons with felony convictions of any sort are unacceptable. Other unacceptable convictions include crimes of violence, drug usage or sales, physical abuse, fraud, or theft. A pattern of unlawful behavior shall also disqualify an applicant.

Method and Procedure for Checking Driver Qualifications

A requirement for employment at Rutherford County Transit as a driver is to maintain a current valid NC Driver's License or a valid Commercial Driver License as appropriate. To ensure that we maintain qualified drivers, the following guidelines must be followed for each driver and copies of required documents maintained in the drivers' file.

<u>Document Needed</u>	<u>Schedule for running</u>
Copy of Driver's License	Annually
MVR Check	Annually

When reviewing annual MVR, attention will be giving to ensure that:

- The drivers' license is current.
- That personal information is correct.
- That there are no restrictions listed to prevent driver from performing required driving task.
- That there are no traffic violations that shall disqualify driver from driving.
- MVR's will be initialed and dated by person reviewing MVR check.

PROCEDURE FOR SELECTING AND HIRING A SAFE DRIVER

When selecting and hiring a vehicle operator, be sure to complete the following:

1. Review applicants application
2. Interview potential drivers by Operations Manager and another staff member.
3. Have new potential driver sign consent form for and send for a Background check and Motor Vehicle Report (MVR) check.
4. Send potential new driver for pre-employment drug screen and medical physical.
5. Review MVR check, Background Check, State Criminal Check, for possible disqualifying events and receive verification of negative drug test prior to an official job offer.
6. Give driver a Driving test after a verified negative from drug test is received and acceptable Criminal Background check received.
7. Have driver attend driver orientation.
8. Complete Defensive driver training.
9. Complete Blood Borne Pathogens training.
10. Complete ADA Requirement Training.
11. Complete Emergency Procedures for Vehicle Operators Training.
12. Complete Illegal Drug Use Training.

DRESS CODE POLICY

This policy is to ensure that all employees of Rutherford County Transit present a professional image to the general public, as they are representatives of Rutherford County government and the Transit system. Transit management has written this policy to allow employees to dress comfortably due to the nature of the job while still creating a professional appearance.

1. All drivers will be issued Transit uniform shirts, which must be worn while on duty.
2. Uniform shirts must be clean, without stain, and pressed if needed.
3. Shirts may be worn tucked in or un-tucked but cannot appear sloppy. If clothing appears sloppy, an employee may be asked to change.
4. A plain undershirt or turtleneck may be worn under the uniform shirt.
5. Drivers must wear clean, solid color slacks, khakis, jeans, capris, or shorts with their uniform shirt. There must be no holes, tears, or extensive wear on these items. Items must coordinate with the Transit uniform shirt.
6. Drivers may wear shorts, provided they are not shorter than two (2) inches above the knees. Skorts may also be worn provided they meet the same length requirement.
7. Items not allowed are athletic shorts, sweatpants, jogging or running pants, or cut offs.
8. Driver's shoes must be closed toe and heel. No sandals, slides, flip-flops, or high heels.
9. Employees may not wear do-rags or handkerchiefs. Only clean and non-tattered baseball hats or leather/structured hats may be worn by drivers.
10. Body piercings not covered with clothing are prohibited and may not be publicly displayed at any time. Ear piercing is allowed; however, ear gauges are prohibited.
11. Hair will be kept in a neat and clean manner. Hair will not present a ragged, unkempt, or extreme appearance.
12. Drivers must wear their Rutherford County Transit issued name tag while on duty.
13. Care and laundry of uniform shirts is the responsibility of the employee. Replacement uniform shirts will be evaluated annually or provided on an as needed basis as determined by the Transit Director.
14. Office workers, who do not drive, should dress in professional, business casual attire. They may wear the Transit uniform shirts but are not mandated to do so. Office personnel will abide by this policy where it applies to them.

VIOLATIONS WHICH WILL BE CAUSE FOR DISCIPLINARY ACTION UP TO AND INCLUDING DISCHARGE

- Showing up for any shift under the influence of any intoxicating substance and/or the use of an intoxicating substance while on duty.
- Unauthorized use of an Agency vehicle.
- Failure to immediately report any accident/incident involving an Agency vehicle.
- Possession of an open alcoholic beverage or illegal drug within the Agency facility or vehicle.
- Possession of any weapon or firearm while on duty.
- Preventable accidents involving personal injury and/or substantial property damage.
- Failure to secure wheelchair or mobility devices properly.
- Failure to properly secure wheelchair passengers with vehicle equipped passenger restraint system and/or require all passengers to use vehicle equipped passenger restraint system while on vehicle.
- Falsification of records.
- Attitude detrimental to the productive operation of the Agency.
- Operation of an Agency vehicle in a reckless or unsafe manner.
- Theft of any money or property from the system (including improper fare collection or from passengers).
- Assaulting or threatening any individual while on duty.
- Failure to follow scheduled route and/or pick up passengers as assigned by Transit Logistics.
- Failure to follow any Agency Safety, Procedural Policy, or County Policy.

INCIDENTS THAT ARE SUBJECT TO DISCIPLINARY ACTION

- A no-show for scheduled work without prior contact with Operations Manager or Transit Logistics.
- Late for assigned start time without prior contact with Operations Manager or Transit Logistics .
- Improper 2-way radio or vehicle AM/FM radio use.
- Failure to run on schedule for reasons within the control of the operator.
- Failure to report to the Logistics Specialist any reroutes caused by traffic or road conditions.
- Misuse of an Agency vehicle (i.e., stopping at an unauthorized location).
- Failure to properly perform the required pre/post trip inspections.
- Violations of or inability to perform duties and responsibilities as prescribed in this handbook.
- A moving violation in the agency vehicle.
- Violation of other responsibilities as prescribed by common sense judgments.

SECTION 2

DRIVER / EMPLOYEE TRAINING



NCDOT INTEGRATED MOBILITY DIVISION REQUIRED TRAINING STARDARDS

The following training is required by NCDOT's Integrated Mobility Division (IMD) and must be conducted as **part of new hire training and annually thereafter as refresher training with re-certification for applicable courses**. This training complies with either Federal or IMD training requirements effective 01/1/2022. Compliance reviews will be conducted by IMD or its designated agent to verify training standard adherence. Documentation of all training must include name of training course, date of training, instructor/organization, hours of training and kept in drivers training file. Training course supplementary documents shall be kept and include – training guide, presentation, and handouts and be available as part of IMD compliance review.

Reporting Requirements

Subrecipients must submit the following information to IMD Safety, Education and Compliance Unit no later than the 15th day of the beginning of each quarter (Jan, Apr, Jul, Oct).

- Quarterly training report submitted via Smartsheet
- Information submitted must include employee name, training date and training topic

Annual Training (must be completed every 365 days)

Americans with Disabilities Act (ADA) – Required Annually

Shall include at a minimum the following training (for further guidance refer to [49 CFR §37.173](#) Transportation Services for Individual with Disabilities (ADA)). Employees must be trained to proficiency.

The training must include:

- Sensitivity training
- Passenger assistance
- Wheelchair/Mobility Device handling
- Securement
- Lift/Ramp inspection and operation
- Emergency procedures (e.g., evacuations, medical emergencies, etc.)
- Service animals
- Oxygen / Oxygen supplies
- Reasonable Modifications
- Service denial

Bloodborne Pathogen – Required Annually

Shall include at a minimum the following training (for further guidance refer to 29 CFR [§1910.1030\(g\)\(2\)](#) Occupational Safety and Health Administration (OSHA) – Bloodborne Pathogens).

- Description of Bloodborne Pathogens
- OSHA
- Hepatitis B
- Covid-19 (new)
- Blood and body fluids
- Transmission and Infection
- Universal precautions
- Preventing infection
- Biohazard Kit – Personal Protective Equipment (PPE)
- Emergency procedures
- Clean up procedures
- Biohazard prevention
- Vehicle inspection and cleaning (standard and pandemic modifications)
- Identifying potential hazard
- Certification with renewal

Defensive Driving – Required Annually

Shall include all vehicle operators, including any employees that operate an agency vehicle in revenue and non-revenue service. This includes maintenance and administration staff operating system vehicles for any purpose. The following training elements should be included in the training:

- Safe lane changing
- Use of mirrors
- Following distance
- Buffer zone around vehicle
- All-weather driving
- Safe speeds
- Acceleration and deceleration
- Reaction time
- Identifying hazards
- Familiarity with vehicle specs (height, width, turning radius)
- Use of turn signals, headlights, flashers, high beams
- Avoiding blind spots
- Understanding traffic signs
- Proper use of safety equipment
- Anticipating potential hazards
- Avoiding distractions
- Proper backing techniques
- Approaching intersections
- City vs. rural driving characteristics
- Driver preparation
 - o Vehicle

- o Driver
- o Passengers
- Driver courtesy
- Accidents or breakdown procedures
- Night and day driving
- Road Rage
- Reaction and braking distance
- Railroad Crossings

Emergency Procedures for Vehicle Operators – Required Annually

The following training elements must be included in training:

- Communication and notification procedures
- Accident/Incident reporting procedures
- Passenger handling procedures
- Vehicle and facility evacuation procedures
- Driver and passenger security – threat identification
- Use of vehicle and facility safety equipment – not limited to the following:
 - o Fire Extinguishers and vehicle fire suppression system as applicable
 - o Emergency Triangles
 - o Bloodborne Pathogen Kit – see also Bloodborne Pathogen training
 - o First Aid Kit – proper use of items in kit
 - o Web Cutter
 - o Safety Apparel (reflective vest/shirt/jacket, high visibility shirt) – recommended but NOT required
- Unruly passenger and de-escalation procedures
- Participation in local emergency management drills/training is encouraged

HIPAA Compliance for Transit Drivers and Staff – Required Annually

Upon hire and annually, all front-line staff who communicate with the public or work with passenger information must be trained in the Health Insurance Portability and Accountability Act (HIPAA). Training elements should include the following.

- Understanding Protective Health Information and covered entities
- Scheduling and manifest development address use and identifiable labels
- Communication of medically descriptive information
- Circumstances when medical information can be shared
- Similarities to Americans with Disabilities Act (ADA)

Ride Check Evaluations – Required Annually

Each new safety sensitive employee must complete a driver evaluation before entering revenue service without on-vehicle supervision and annually thereafter.

- Driver evaluations will be conducted per Transit System Policy. IMD **requires** annual evaluations and recommends evaluations for remedial purposes.

- Completed evaluations should include date of evaluation, name of supervisor conducting evaluation, weather and road conditions, vehicle type, scoring or checklist of evaluation criteria, deficiencies noted, and signatures of both driver and supervisor.
- Evaluations should be kept in the **permanent** employee training file and provided upon request to IMD, IMD agents or FTA.
- Evaluations conducted through surveillance equipment can be used in place of on-board evaluation, but evaluation form must be completed and filed.
- If deficiencies are identified during evaluation process, remedial training is required and must be documented on the evaluation form.
- Remedial training should be conducted as needed.

NEW HIRE / REHIRE TRAINING

(Required prior to performing a safety sensitive function)

Illegal Drug Use and Alcohol Misuse

The following training is required for all FTA/NCDOT sub-recipients as per FTA 49 CFR Part §655.14(b)(1) and §655.14(b)(2) and IMD as shown below.

- Covered employees must receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.
- Supervisors and/or other company officers authorized by the employer to make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral, and performance indicators of probable drug use and at least 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.
- This shall be done upon hire or before beginning a safety sensitive position. (Required under 49 CFR 655.14(b))
- Any changes to FTA's 49 CFR Part 655 or Part 40 will require additional training on changes to the rule.

Employee Drug Education Training (all safety sensitive employees) Required Upon Hire

At least 60 minutes on the following:

- Effects of prohibited drug use on personal health, safety, and the work environment
- Consequences of prohibited drug use on personal health, safety, and the work environment
- Signs and symptoms that may indicate prohibited drug use.
- Training must only cover prohibited drug use. The 60 minutes of training shall not include alcohol misuse.
- If an employer chooses to provide similar training to employees about alcohol misuse, it must be in addition to the 60 minutes spent on drug use.

- Training content and length must be documented for each employee completing the training

Reasonable Suspicion Training (supervisors, dispatchers, operations staff)

Required (for at least one person that comes into daily contact with employees) – As Needed to Meet Regulations

At least a total of 120 minutes of training

- 60 minutes of training on the physical, behavioral, and performance indicators of probable drug use
- Cover all tested illegal substances identified in 49 CFR Part 655 and 40
- 60 minutes of training on the physical, behavioral, and performance indicators of probable alcohol misuse
- Covers specific, contemporaneous, and articulable observations concerning a person's:
 - o Appearance
 - o Speech
 - o Behavior
 - o Body Odor(s)
- Training content and length must be documented for each employee completing the training
- Training is offered, at a minimum, annually by NCDOT – IMD

Training Standards may be subject to change based on periodic risk-based analysis of subrecipient safety and security data conducted by IMD and its agents.

The training requirements contained in this document supersedes all previously issued training policies and procedures including the Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators.

NCDOT – Integrated Mobility Division Minimum Training Standards – January 2022

PERFORMANCE EVALUATION POLICY

This administrative policy was adopted by the *Rutherford County Transit*

Description:

This section on performance evaluation concerns only non-probationary or part-time employees; temporary employees shall be evaluated in a similar manner, in-so-far as possible.

- *Frequency:* Each Rutherford County Transit driver will have a ride check evaluation not less than annually. New employees are to be ride-check evaluated as part of their orientation. Periodic or special performance evaluations are subject to determination by competent authority, such as the Transit Director or Operations Manager.
- *Responsibility:* Each *Rutherford County Transit* employee will be evaluated by his or her immediate supervisor or designated appointee. The Transit Director will be evaluated by the County Manager annually.
- *Documentation Required:* Each *Rutherford County Transit* driver's completed evaluation sheet will be personally reviewed with him/her by the immediate supervisor or higher authority. Both the supervisor and the employee will sign and date the evaluation sheet in the appropriate places. The employee may attach comments to explain or clarify any points made in the evaluation. It will then be filed in the subject employee's training record in a confidential manner.
- *Full-Time employees:* All full-time *Rutherford County Transit* employee will have their performance review conducted by their supervisor annually. A documented copy of their performance review will be placed in the employee's personnel file.

Evaluation results will be the basis for promotion, salary actions, demotions, suspensions, dismissals, and other such actions.

All performance appraisals are maintained in a secure manner.

EMPLOYEE CONDUCT POLICY

This administrative policy was adopted by the *Rutherford County Transit*

Description:

No employee of *Rutherford County Transit* shall have the authority to make statements on behalf of *Rutherford County Transit* without prior approval of the Transit Director. All employees shall conduct themselves in such a manner which shall bring credit to the *Rutherford County Transit* organization or to the particular subcontractor to which the employee is attached.

Behavior of any employee which may affect the safety and well-being of other employees of *Rutherford County Transit* or subcontractor, or to personnel served by *Rutherford County Transit* or subcontractor, shall be cause for disciplinary action, whether or not such behavior relates to proper performance of the employee's job.

TRAINING PROGRAM FOR DRIVERS AND OTHER SAFETY SENSITIVE EMPLOYEES

Required Training:

- New Driver/Employee Orientation: Operations Manager
- CPR/First Aid: Annually---- by Operations Manager or Instructor
- Emergency Evacuations/Passenger Service & Safety: Operations Manager or Instructor
- Blood Borne Pathogens (Entire County Exposure Plan and Transit Duty Specific Plan): Annually-Operations Manager or Instructor
- Defensive Driving Procedures: Annually- Operations Manager or Instructor
- Illegal Drug Use: Annually- Operations Manager or Instructor
- American with Disabilities Act (ADA): Annually-Operations Manager or Instructor

There is a desktop computer provided in kitchen/meeting area that every employee can log onto and access the internet for additional training.

Other Recommended Training Topics may include:

- Tire Blowout Procedures
- Backing Procedures
- RR Crossing Procedures
- Winter Driving Procedures
- Proper use of Fire Extinguishers
- Safe Driving Techniques

All Required Annual Training standards are to be completed within 365 calendar days of the previous date that a particular training standard was conducted.

NEW HIRE TRAINING AGENDA

TOPIC	TIME	LOCATION
Defensive Driving	4 hours 1 hour	Classroom Road Test
ADA Training	1 hour 2 hours	Classroom In Vehicle
Blood Borne Pathogens	1 hours	Classroom (video/test)
Emergency Procedures	1 hour 2 hours	Classroom (video) In Vehicle Demonstration
Illegal Drug Use	1 hour 2 hours	Classroom (video) Classroom (video) – for Dispatcher or Supervisors
Pre-Post Trip Inspections	1 hour	In Vehicle
Transit Orientation – policies and procedures	2 hours	Classroom

SCHEDULE FOR REFRESHER TRAINING COURSES

- CPR – every 2 years as required by the American Heart Association
- First Aid – yearly as part of refresher training, would be incorporated with CPR.
- Blood Borne Pathogen – yearly as required by OSHA.
- Defensive Driving – yearly as a part of annual refresher training
- ADA – yearly as a part of annual refresher training
- Drug and Alcohol – yearly as part of annual refresher training
- Emergency Procedures for Vehicle Operators – yearly as part of annual refresher training
- Emergency Management drill participation would be coordinated when notified of drills by the Director of Emergency Management.

BACKING PROCEDURES

Vehicle backing shall be avoided if possible. Rutherford County Transit employees are reminded that the following procedures are suggested in the event that an operator is required reverse vehicle.

- Driver shall only back agency vehicle if absolutely necessary, and then only as far as needed to exit parking spot and shall use a slow speed of less than 1mph.
- Upon entering a parking area, driver shall look around the parking area and determine if it is possible for them to pull through a parking spot so to be able to pull out without backing when leaving. If pulling through is not possible, driver shall attempt to park by backing into parking spot upon arrival so to be able to pull out without backing when leaving.
- If it becomes necessary to back the vehicle while the vehicle is in service, a driver may use an adult as a spotter. The spotter should not be asked to exit the vehicle because that can cause the spotter to be vulnerable to injury. Driver should inform spotter of his/her concern for spotter to watch for and agree on simple voice commands. Use of a spotter does not relieve the driver of the responsibility to back the vehicle safely.
- Before backing, check carefully in all directions around vehicle including the rear of the vehicle.
- Begin honking the horn (if the vehicle does not have a working 'back-up' alarm) and continue to give short continuous beeps on the horn while in motion.
- As a rule, when stopping in traffic, stop far enough back to see where the rear tires on the vehicle ahead touch the road. This allows the driver the ability to go around a stalled vehicle on the left or right if necessary without the need to back up, allows room for potential roll back from vehicle in front and allows cushion in front in the event vehicle is struck by another vehicle from behind. This procedure does not always work but is good example of how to avoid backing.
- Be sure to stay out of intersections and crosswalks until they are free to traffic. Try not to get into positions where backing a large vehicle becomes necessary. Always stop vehicle behind crosswalks and sidewalks to check for pedestrians crossing. This may cause driver to stop twice. Once behind a sidewalk or crosswalk and again at the intersection.
- If the view is obstructed and the driver is in doubt, he or she should exit the vehicle (if it is reasonable safe to do so) to check behind and around it. If driver has been out of vehicle, when returning to vehicle the driver shall always walk around their vehicle prior to entering vehicle to check for potential hazards prior to entering driver's seat to start backing vehicle. Use the acronym G.O.A.L. (Get Out And Look) before backing.

CROSSING RAILROAD TRACKS

To insure that everyone arrives safely at their destination, Rutherford County Transit employees will consistently utilize the following procedures when approaching and crossing railroad tracks:

- All commercial vehicles that are passenger carrying must stop at all RR Crossings.
- The FTA's rule of thumb for what is considered a RR Crossing is, if there is steel rails showing across the roadway, then you must consider it as an active RR Crossing.
- Upon approaching the railroad crossing, proceed into the far right lane.
- Turn on the four-way flashers 300 feet before reaching the tracks, the vehicle must stop behind the white line (if a line is present) and not in the path of the crossing barrier. No closer than 15 feet from tracks and no further than 50 feet away.
- Open the driver window and passenger window (if possible) prior to stopping behind stop line and listen.
- Look in both track directions as you listen for an approaching train.
- When you can conclude that no train is approaching. Check your left mirror for traffic.
- Proceed slowly over the tracks to avoid damage to the vehicle.
- Turn off the four-way flashers after the bus is past the tracks.
- Close windows if they have been opened to listen.
- Rutherford County Transit lift vans and LTV's display signage on rear of every vehicle "This Vehicle Stops at Railroad Crossings"

DEALING WITH BRAKE FAILURE PROCEDURES

The guidelines below can assist you in safely maneuvering your vehicle during brake failure:

- Remain calm.
- Take firm grip of steering wheel with two hands.
- Do not force the brake to the floor; you will destroy any chance of rebuilding pressure.
- Gently pump the brake pedal to see if you can restore pressure.
- Sound your horn and flash your lights to alert other drivers.
- Shift to the lowest gear possible.
- Remain calm and guide your vehicle into an environment where you can slow the vehicle and bring it to a natural stop.
- Look for an outlet. Can you use a natural upgrade to slow the vehicle? Is there a large open parking lot that you can coast across?
- Do not pull the parking brake handle firmly – you could cause vehicle spin. In vans or small buses, you may be able to use the hand pull emergency brake, but you should control the release with your hand to prevent the brakes from locking.
- Do not permit the wheels to lock until the vehicle has stopped.

EN-ROUTE PROCEDURES

Rutherford County Transit employees will observe the following enroute procedures:

- Depart on time and stay on schedule, but never at the expense of overall safety.
- Drive safely and smoothly. Operate at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which the vehicle is being operated.
- Avoid lengthy conversations with passengers since conversations can distract a driver from safely operating the vehicle.
- A vehicle with passenger doors in the open position shall not be operated with passengers aboard. The doors shall not be opened until the vehicle is stopped or at a railroad crossing. A vehicle with inoperable doors shall not be operated with passengers aboard.
- During darkness, interior lighting, and lighting of stepwells on vehicles should be sufficient for passengers to enter and exit safely.
- Passengers shall not be permitted in the stepwells of the vehicle nor occupy an area forward of the standee line when the vehicle is in motion.
- Passengers shall not be permitted to stand on vehicles not designed to accommodate standing.
- Fueling the vehicle when passengers are being transported should be avoided unless it is necessary.
- When passengers are aboard, the transit system requires the driver and passengers shall always be secured in their proper seat with the vehicles manufacturer supplied proper restraining belts and harnesses for that seat and/or wheelchair securement station while the bus is in motion.
- Vehicles should not be left unattended at any time when passengers are aboard unless driver can keep vehicle in their sight while assisting another passenger from or to their door. In event driver must leave the vehicle with passengers on board with vehicle in sight, the key shall be removed from the ignition switch and taken with driver.
- When transporting passengers, drivers shall stop at all railroad crossings in compliance with North Carolina Statues.

HELPING PASSENGERS WITH PERSONAL ASSISTANCE DEVICES

REMEMBER: OFFER TO ASSIST ALL RIDERS AND TREAT ALL INDIVIDUALS WITH RESPECT AND DIGNITY

If another passenger is sitting in the Priority seating in vehicle you may ask if they would move to allow a person with a disability to sit there but you cannot compel them to move if they refuse.

Assisting Passengers Who are Using Canes, walkers, or crutches:

- Always ask the person with the disability if you can assist her/him prior to assisting the passenger.
- Assist from the opposite side of the mobility device if your assistance is requested.
- Canes, walkers, and other personal assistance devices should be stored and secured so that they do not interfere with movement in the vehicle and do not become a projectile in event of sudden stop or accident.
- Driver shall monitor vehicle interior temperature when at all times for comfort and also pay attention to amputees to ensure they do not get overheated.

Assisting Developmentally Disabled Passengers:

- Be patient and repeat instructions when necessary.
- Be firm if they insist on doing something that will endanger you, them, or the other passengers.

Assisting Hearing-Impaired Passengers:

- Look directly at them so they can see your lips.
- Talk normally (do not shout) and do not exaggerate your speech.
- Be prepared to repeat yourself.
- Get another person to talk to them if the passenger has trouble reading your lips.
- Use a pad and pencil when needed to communicate with a passenger.

Assisting Speech-Impaired Passengers:

- Do not hesitate to ask speech-impaired persons to repeat anything that you do not understand.
- Be patient; the passenger's speech condition may become more difficult to understand if the passenger is under stress.
- Offer passenger pad and pen to write their request or need if you still cannot understand them.

Assisting Passengers with Visual Impairments:

- Introduce yourself and ask passenger if you may assist them and wait on their reply.
- Do not touch the passenger unless passenger has given his/her permission.
- Do not shout at the passenger.
- If permission granted to assist, before boarding the passenger, take their hand and show them the door openings as well as the seat and mention any hazards.
- When escorting the passenger, remain on the opposite side of any assistance device and have them hold your arm. Advise the passenger of any changes in ground texture or elevation level.

- When walking with a passenger, call out turns and maneuvers at least five (5) steps in advance.
- If the passenger uses a service animal, it may be helpful to learn the name of the animal for future reference. Avoid any abrupt movements toward the animal or the passenger.
- Seat visually impaired passengers against vehicle walls when possible or seat the passengers in seats with arm rests in order to assist them in keeping their balance.

NIGHTTIME DRIVING PROCEDURES

Several hazards associated with night driving are listed below:

- Reduced visibility
- Glare from external lighting or oncoming vehicles
- The need for increased following distance
- An increased number of tired and intoxicated drivers

Procedures for driving at night:

- Inspect and clean your headlights, taillights, windshield, clearance lights, reflectors and turn signals.
- Increase your space cushion by driving a slightly slower speed than you usually would during the day.
- Turn your lights on early and avoid the glare of oncoming bright lights by watching the right edge of the roadway. If someone is needlessly using bright light, do not turn your bright lights on in response to their lights.
- Make sure that your speed does not overdrive your headlight visibility.
- Do not brake more than necessary. Use engine and lower gears to help you to slow down the vehicle when traction is poor.
- Keep the fuel tank at least half full.

TRANSPORTING ELDERLY PASSENGERS PROCEDURES

Rutherford County Transit employees will observe special care in serving elderly passengers:

- Dispatcher shall be patient when giving elderly passengers information regarding bus routes and schedules.
- Offer assistance and follow their response in what they need.
- If the elderly passenger refuses assistance, stay close to prevent them from tripping or falling.
- When assisting elderly passengers, do not put too much pressure on the passenger's arm.
- Allow elderly passengers additional time to get on or off the bus.
- When letting elderly passengers on or off a vehicle, pull the vehicle close to the curb so the passenger won't have to step very far.
- Ensure elderly passengers do not sit too close to heaters or other such hazards.
- Elderly passengers may need to be reminded where to get off of the vehicle.
- Keep temperature controls warm in the winter and cool in summer.
- Inquire if they need additional heat or air conditioning while enroute.
- Driver shall notify dispatch or management if they notice a change in the appearance of elderly passengers or changes in their property that may indicate a decline in their abilities. Driver shall also advise agency if they observe the elderly passengers' health noticeably declining.

WHEELCHAIR BOARDING/DE-BOARDING METHODS

Rutherford County Transit passenger's safety depends on more than just safely transporting them to their destination; their safety will also depend on how you board and secure their wheelchairs and how you unload their wheelchairs. It also depends on how you secure them as a passenger in a wheelchair using the vehicle securement devices. Several passenger wheelchair-boarding and securing guidelines are listed below: **All Drivers SHALL follow the guidelines below.**

- Roll the passenger in wheelchair onto the lift, making sure passenger's feet are not pushing against the upright transition plate as it will not allow lift to operate.
- Lock the brakes.
- If the passenger has the capability to do so, ask the passenger to hold on to the handrails provided on the lift. If the passenger does not have the capability to hold onto the handrails, ask the passenger to hold his/her hands in his/her lap.
- Ask the passenger if he/she is ready, then operate the lift for boarding. Keep one hand on the lift controls. Ask the passenger if it is okay for you to rest your other hand lightly on the armrest of the wheelchair as the lift goes up while you stand on the ground; this will keep you alert to the stability of the chair while also providing the passenger with psychological comfort. After raising lift a few inches to allow rear roll-top to raise and lock, stop lift and check that rear roll stop is locked in upright position.
- Make sure that the lift is level with the vehicle floor before stopping. Be sure that there is a smooth surface created by the vehicle transition plate so that the wheelchair rolls smoothly over it and into the vehicle. Roll passenger into van partially and lock wheelchair brakes. Ask passenger to wait.
- From inside the vehicle, hold the wheelchair handle as you unlock the brakes. (Have passenger turn the power back on or engage the clutches of a motorized wheelchair if needed.)
- ADA Regulations require passengers in wheelchairs shall be secured facing the front of the vehicle.
- When de-boarding a wheelchair from the passenger area of the transit van follow these steps below:
- Park van in level area if possible with room to rear of van to deploy lift, put vehicle in Park, set parking brake, open passenger door, open back doors of van and secure them, and lower lift from stowed position to floor level of van. Ask passenger to wait for your assistance to enter lift area.
- Go inside vehicle and remove wheelchair tie down straps and passenger shoulder and lap belt. Unlock brake/turn power on; roll the passenger back onto the lift, make sure passengers' feet are inside lift area and will not prevent front roll-stop from being in vertical position. Lock the brakes/turn power off. Inform passenger that you are going to operate the lift from the outside.
- If the passenger has the capability to do so, ask the passenger to hold on to the handrails provided on the lift. If the passenger does not have the capability to hold onto the handrails, ask the passenger to hold his/her hands in his/her lap.

- Ask the passenger if he/she is ready, operate the lift for unloading. Keep one hand on the lift controls. Ask the passenger if it is okay for you to rest your other hand lightly on the armrest of the wheelchair as the lift goes down while you stand on the ground; this will keep you alert to the stability of the chair while also providing the passenger with psychological comfort.
- After lowering lift to the ground, unlock brakes on wheelchair and roll the passenger off of lift and away from lift a short distance. Lock brakes: return the lift to the stowed/folded position before assisting passenger to the door of facility or their home even if there is another person to unload using the lift at the same location.
- The driver shall not ride on the lift for any reason unless authorization is given by agency management.

DRIVER SHALL NOT LEAVE VAN UNATTENDED UNLESS LIFT IS IN STOWED POSITION.

WHEELCHAIR LIFT AND SECUREMENT PROCEDURES

Always follow the guidelines below to ensure safe lift operation and passenger safety:

- Always inspect a lift prior to each use (look for loose nuts, bolts, loose wires...etc.)
- Before deploying a lift for use, safely park the vehicle on level ground, turn the engine off (unless otherwise specified by the manufacturer) and check for obstacles to avoid in area where lift is to be deployed. Make sure that hands, feet, and clothing are away from folding parts of the lift.
- Only passengers and their mobility devices shall ride the lift.
- When operating a lift with a passenger on it, allow the lift to go all the way up to floor level or down to the ground without stopping.
- Have the passenger use the handrails if capable or place hands in their lap during lift operation.
- Never leave the van unattended unless lift is in the stowed (upright) position.

SECURING AN OCCUPIED WHEELCHAIR

To ensure the safety of your passengers, consistently use good practices in handling wheelchairs:

- Driver **SHALL** use a four-point tie-down securement that attaches to floor of vehicle.
- Tie-downs should be attached to the strongest part of the chair which is the seat frame.
- Lap boards or metal and plastic trays attached to the chairs should be removed and secured.
- Liquid oxygen being transported shall be secured to cylinder mounts attached to van floor to prevent damage and to prevent it becoming a projectile in event of sudden stop or accident.
- Aspirators, ventilators/other equipment must be securely mounted to wheelchair or vehicle.
- Never restrain a child's head separately such as with a headband attached to the back of the seat. Restraining a child's head separately can cause excessive strain on the child's neck. Many children now have special neck braces to support their head during transport.
- After unloading passenger in wheelchair, all securement straps, lap belts and shoulder harnesses shall be returned to the storage bin after being removed from securing chair and before continuing route. No securement straps or retractors may remain in vehicle floor unless they are in use.

TRANSPORTING CHILDREN PROCEDURES

Many public transportation vehicles are not noted as safe places for children. As required by North Carolina Laws, ensure that your vehicle remains a safe place by using the following procedures:

Note: These provisions of law do not apply to vehicles, which are not required by federal law or regulation to be equipped with seat belts.

- **Rutherford County Transit** does not supply child seats or booster seats in vehicles. Seats or boosters must be supplied by the parent/guardian and removed at end of each trip leg.
- Every driver who is transporting a child of less than 8 years of age shall have the child properly secured in a child passenger safety seat, which meets current federal and state standards. If the child is over eight years old up to age 12, the above safety requirements do not apply and can be met instead by using a safety seat belt.
- There are Four Types of Child Restraint Required by (FMVSS) 213:

1. Infant Only Seat*

Used for infants from birth to approximately 22lbs and 26 inches in length. The seats must only face the rear and be at approximately a 45-degree angle of recline. The harness should be snug, and minimal padding may be necessary. The infant has outgrown the seat when the infant's head reaches the top of the infant only seat. The infant should then be moved to a convertible seat. *Follow manufacturer instructions.

2. Convertible Seats*

Convertible safety seats are child seats that change from rear facing for use with infants up to 22lbs. then convert to forward-facing for use with children weighting up to 40lbs. when using convertible seats for children over 22lbs., the seats must be fully upright and face the front of the vehicle. The harness and shields should be adjusted to fit snugly. The child has outgrown the convertible seat when the upper weight limit has been reached or when the middle of the children's ear reaches the top of the seat back. *Follow manufacturer instructions.

3. Booster Seats*

Booster seats are used for older children who have outgrown convertible seats but are too small for seat belts to fit properly. To provide upper body support to the child, booster seats must be used with a shield and a lap belt or lap/shoulder belt. Booster seats are generally used for children over 40lbs. and 8 years of age. It is legal to use a booster seat for large children who are less than 8 years of age that are not allowed to use manual seat belt according to the North Carolina seat belt law. *Follow manufacturer instructions. If noted, a locking clip must be used with a lap/shoulder belt.

4. Manual Seat Belts*

Manual seat belts come in two types: lap only and lap/shoulder. Manual seat belts are to be used for children that are over 40lbs. and over 8 years of age. Manual seat belts should only be used when the child outgrows the convertible child safety seat, and the belt properly fits the child. If a proper fit cannot be achieved, then a booster seat should be used. If it is necessary in an emergency, a manual seat belt can be used for children over 20lbs. *Follow manufacturer instructions.

ATTENDANTS TRAVELING WITH CLIENT PROCEDURE

1. Attendants must be 16 years of age or older.
2. Attendants must be capable of providing necessary assistance for the passenger and not have any medical conditions that would interfere with the attendant's duties.
3. Attendants must have a completed and approved "Medical Verification Form" from DSS.

HELPING A PASSENGER WHO HAS A SEIZURE

Rutherford County Transit personnel should carefully review and practice the following procedures:

- Contact the Dispatcher for assistance. Be prepared to give vehicle location in event emergency personnel are dispatched.
- Stop the bus in a safe area and secure the vehicle.
- Clear the area around the passenger so that rough or sharp objects do not cause further injuries.
- Cushion the passenger's head and remove eyeglasses.
- Do not attempt to restrain the passenger; this can cause passenger to become agitated and cause further injury.
- Do not put anything into the passenger's mouth.
- Give the passenger adequate time to rest after the seizure.
- Ask other passengers to back away from the passenger having seizure. People crowded around them could cause confusion and embarrassment as they recover from the seizure.
- Notify the dispatcher when the seizure has subsided, and you are ready to proceed on your route.
- If a seizure re-occurs, immediately call for medical assistance.

VEHICLE EVACUATION PROCEDURES

Being prepared to deal with evacuation emergencies will make it easier for you to successfully evacuate your passengers.

Evacuate your passengers only under the following circumstances:

- a fire occurs
- you see or smell smoke
- you are given evacuation orders from emergency responders on the scene
- a fuel leak occurs
- the vehicle is in an unsafe position, and it is safer for passengers to be off vehicle than inside

Familiarize yourself with the guidelines below:

- Regularly review your evacuation procedures.
- Calm yourself and protect yourself.
- Assess the situation to determine if vehicle needs to be evacuated.
- Pull the vehicle to the side of the road.
- Turn off the engine and set the parking brake.
- Calmly inform passengers that there is an emergency and explain to them that evacuating the vehicle is necessary and what they must do to evacuate the vehicle. Provide aid to any passenger that may need it. Give passengers specific instructions to follow. Assign a passenger to help keep everyone together once off van.
- Open doors and unbuckle or cut seat belt of any restrained passengers if needed.
- Evacuate ambulatory and passengers in the vehicle one row at a time. Assist passengers leaving the vehicle and have passengers gather in a safe location away from the vehicle.
- Ask wheelchair passengers how to best evacuate them from the vehicle. Ask another passenger to assist you in evacuation of non-ambulatory passengers if one is available. Passenger assisting should also use fire extinguisher to protect your exit only and not to try to put out fire if fire is present.
- Contact dispatch to request assistance and give location.
- Collect emergency information and compile a list of passengers.
- Assist emergency personnel when they arrive on scene and assume responsibility of scene.

DRIVING IN INCLEMENT WEATHER

Several hazards are associated with rain, snow, fog, and icy conditions. These hazards include:

- Reduced visibility
- Reduced steering control
- Reduced speed and frequent braking
- Drivers who are not driving cautiously

The following guidelines will help you to travel safely in adverse weather:

- Increase the following distance between you and other vehicles by at least 2 seconds.
- Use extra caution in shaded areas during the winter; since these areas can remain icy when open areas may have melted.
- Remember that bridges will freeze before other areas due to their elevation above the ground.
- Be aware that “black ice” on asphalt roads appears shiny and can’t be seen but makes the road slippery.
- Avoid braking on slippery surfaces. Take foot off accelerator and coast on slippery surfaces.
- Be careful when driving just after rain begins because the water will mix with oil on the entire road surface.
- To reduce instances of hydroplaning on standing water, reduce your speed, keep the tires at proper inflation and maintain sufficient tread depth.
- Avoid driving into deep-water puddles if possible. If it is impossible to avoid deep puddles, slow down before entering the puddle, keep a firm grip on the wheel and do not brake.
- When driving through other forms of high water, slow down, place the transmission in low gear and increase your engine RPM as you pass through the water. When you are out of the water, apply light pressure on the brakes for a short distance to heat them up and dry them out. Make a test stop when it is safe to do so.
- When driving in fog, slow down, turn on your low beam lights and use the right edge of the roadway to identify and maintain your position on the road.

BLACK ICE

Black Ice is a term attributed to a thin and often invisible layer of ice that can potentially form on sections of roads during the cold temperature months. The condition is most prevalent when ambient temperature drops, below 32°F (0°C). Contributing factors promoting this condition include:

- Fog or dew condensing on the colder surfaces of bridges, overpasses, and shaded areas of roadways.
- Wind-chill or a rapid drop in ambient temperature causing moisture already on the road surface to freeze suddenly.

Potential Signs of Black Ice

A driver should take notice of these conditions that might suggest that Black Ice conditions potentially exist:

- Ice builds up on vehicle windshield, mirrors, wiper blades or antenna.
- When checking mirror or observing a vehicle in front, there is a sudden reduction in road-spray and the road surface condition looks shiny.
- The presence of road glare from vehicle lights at night.
- Road signs, barriers, trees, and fences have icicle formations.
- Feedback from other drivers, the radio or TV weather/road condition reports.

If you Encounter Poor Road Conditions.

Do not put yourself at risk, pull over to a safe location and notify your supervisor. Wait until the road conditions improve before continuing your trip. Other defensive actions you can take if you believe there is the potential for Black Ice formation includes:

- Reducing vehicle speed to a safe operating level.
- Increasing following distances.
- Planning for longer braking distances.
- Heighten your awareness of the potential reactions and actions of other drivers.
- Practice the “Smith SystemTM”: defensive driving 5 Safety Keys.

RIGHT TURN ON RED

It is the policy of Rutherford County Transit that no transit vehicle shall turn right on a red traffic light signal. While it has been legal to do so in the state of North Carolina since 1978, Rutherford County Transit feels it is unsafe for transit vehicles to do so.

VEHICLE BREAKDOWNS AND UNAVOIDABLE STOPS

- Should a vehicle act erratically or a breakdown is suspected, or occurs, safely guide the unit off the road onto the right shoulder or into a parking area.
- Immediately engage emergency flashers and position emergency reflectors. Notify the dispatcher. Indicate whether there are passengers on board, give a brief description of the problem, and vehicle location.
- If necessary, use landmarks to clarify the location of vehicle. The dispatcher will dispatch another vehicle to the designated location and arrange for towing. The driver must ensure that passengers are kept as safe as possible.
- Passengers may be moved into an appropriate public building if the disabled vehicle is in a high accident area or if cold or hot weather endangers passengers. Removing passengers is not favored unless they will be safer than staying in the vehicle.
- Sometimes, it becomes imperative to remove the vehicle from the flow of traffic. Passenger illness, such as vomiting, vision impaired by sleet, snow, rain, or the unwanted presence of a bee or other insects, are all valid reasons for temporarily pulling clear of the road. Use directional signals and steer off the street exiting from the right lane onto the right shoulder or parking area. Engage hazard lights immediately.
- Do not leave passengers unattended unless it is an extreme emergency.
- Be sure that you and your passengers are SAFE. If it is extremely cold, you will want to find shelter for your riders. If you cannot get shelter and your riders must remain on the vehicle, do not let your vehicle run standing still for more than ten (10) minutes every hour.
- When your vehicle is running, windows should be cracked open. Also, be sure your tailpipe is clear. This will prevent carbon monoxide poisoning. Carbon monoxide is a non-irritating, colorless, tasteless, and odorless gas. Overexposure is extremely dangerous and can occur without victims realizing it.

TIRE BLOWOUT PROCEDURES

To insure that you remain in control of the situation during a tire blowout, utilize the following information:

Warning Signs

- The loud bang of a blowout is an easily recognized sign. Because it takes a few seconds for your vehicle to react, you might think it was some other vehicle. But anytime you hear a tire blow, assume that it is yours.
- If the vehicle thumps or vibrates heavily, it may be a sign that one of the tires has gone flat. With a rear tire, that may be the only sign that you get.
- If the steering feels heavy or the wheel pulls hard to one side it is probably a sign that one of the front tires has failed. Sometimes, failure of a rear tire will cause the vehicle to slide back and forth.

What to do When a Tire Blows

- Hold the steering wheel firmly.
- Immediately release the accelerator pedal to allow vehicle to slow down.
- If vehicle moves onto shoulder of roadway, allow vehicle to slow to stop without attempting to bring vehicle back onto roadway.
- Stay off the brake unless absolutely necessary. When vehicle has slowed considerably apply light pressure to brakes and gently pull off the road and stop vehicle.
- After stopping, check all tires and notify the dispatcher or supervisor.

ELECTRONIC DEVICE USAGE POLICY

- It shall be the policy of Rutherford County Transit that a driver may not use an electronic device while driving a county owned vehicle except the Transit provided Bluetooth connected with the 2-way radios in each vehicle.
- Electronic devices may sometimes be used by drivers who are experiencing two-way radio problems. However, all employees using a electronic device (cell phone) must abide by this policy.
- If there is a need to use an electronic device (not the Bluetooth) for personal or Transit business, the driver must pull over to a safe location in order to use an electronic device. The vehicle must be parked, and the engine turned off. If the driver is using their personal cell phone, there must not be any passengers on board the vehicle.
- Each driver is provided a Bluetooth and is required to use this device while the driver is conducting transit job duties. The driver will be responsible for the use of, cleaning of, the daily charging of, and responsibility of the care of the Bluetooth.
- Transit Bluetooth devices supplied for use with 2-way radio must be worn by drivers while in operation of Transit vehicle. Personal Bluetooth devices are not to be worn in the driver's ear even if they are not using their electronic device while driving.
- In the event that a drivers' Bluetooth device becomes inoperable, it will be the responsibility of the driver to report to dispatch that they are using the microphone that is attached to radio, the reason it is being used and must bring Bluetooth device into the Operations Manager for repair or replacement.
- If a driver's Bluetooth device is lost the cost of the replacement of device will be the responsibility of the driver. If a driver's Bluetooth is broken or inoperable due to negligence of driver, the cost of replacement or repair will be the financial responsibility of the driver. The use of the on-board camera will be used to help determine responsibility. Transit will cover the cost of normal wear and tear of the device.
- Insurance carriers are investigating the use of electronic devices as the probable cause of vehicle accidents. If it is determined that an accident was caused by a driver using an electronic device, liability would be charged to driver.
- If there is a family emergency, friends and family shall contact dispatch at 828.287.6339 and the dispatcher will contact the driver.

2-WAY RADIO/BLUE TOOTH PROCEDURES

Drivers and all office staff and supervisors are to be instructed in the proper use and communication codes on the 2-way radios both in the vehicles and at the base station in dispatch office along with the proper use of the Agency supplied Blue Tooth devices for the 2-way radio. A signed copy of this procedure page is to be placed in each employees training file.

Two-Way Radio instructions:

1. Make sure that radio is turned on by pressing the power button on top left side of radio and look that **Transit Digital** is displayed on the display screen. If not press home button (little house emblem) until **Transit Digital** appears on display.
2. To transmit (talk) on radio to base or to another vehicle, you must press the button on the right side of the mic in the vehicle or the right button on the bottom of the base mic.
3. To receive communication from either a vehicle or the base the button for transmitting on the mic must not be pressed but in a full released position.
4. When transmitting on the radio the caller must speak slowly and plainly approx. 4-6" from front of mic so that he/she will be understood by the other party. Driver should identify themselves by name when transmitting and state who they are calling.
5. Conversations should be short and detailed and related to Transit business.
6. There should be NO personal communications on the 2-Way Radio between drivers in different vehicles or drivers and dispatch so to keep the channel open for transmissions for business purposes.
7. Verbal acknowledgement of calls to drivers or dispatch should be made as soon as safely possible.
8. Emergency calls can be made on the 2-way radio, if driver has been involved in an accident or has an emergency; he/she shall radio dispatch on the 2-way radio for assistance.
9. Drivers should always pay attention to transmissions on the radio to listen for any calls to him/her and for any system wide messages of important information.
10. If radio is not working, notify dispatch via phone at earliest safe time. Driver must follow Transit procedures for making calls on cell phones.
11. Driver/dispatch should report any problems to Operations Manager concerning problems with 2-way radios in vehicles or dispatch.

Blue Tooth (BT) instructions:

Each driver has been assigned a Blue Tooth designed to connect to the vehicles 2-way radio. This device is capable of connecting to any radio in any vehicle after it has been successfully paired

to the radio in vehicle. The BT device shall be worn at all times while driver is in performance of job duties.

First time Pairing B/T to a vehicle radio.

This procedure is to be followed when you are using the B/T device with a vehicle radio for the first time. Upon completion of this procedure, the radio in vehicle you just paired to should remember this B/T device and should not need to be repeated the next time you drive that vehicle. If you try to connect B/T with a vehicle radio that you have used before and it will not connect/pair, repeat the steps to **pair** the B/T to the radio. You will need to follow these procedures any time you drive a vehicle that you have never driven with your B/T device.

1. Start vehicle and allow radio to come on completely.
2. 2-Way radio handheld mic must be in the stored in the metal mic clip mounted on dash area. It must always remain in metal clip for the BT device to function.
3. Press the power button on your B/T device till powered on. *(First time only: Once BT device is powered ON, if not previously selected, the BT device will instruct you to select language. After selecting **ENGLISH** as the language, it will go into pairing mode automatically.)*
4. Press the OK button to the right of the display on the radio face.
5. Use down scroll button to go down to **BLUETOOTH**. Press OK.
6. Use up/down scroll buttons to go to **DEVICES**. Press OK.
7. Use the up/down buttons to scroll to **FIND DEVICES**. Press OK. The BT must be within 2 feet of the radio for successful pairing. The radio will display that it is searching and will display the Bluetooth ID when it finds the device.
8. When BT device is found press OK. The radio will display that it is connecting to the device. When the radio connects to the device, you will hear a ring indication playing on the BT. Press the **POWER** button for approx. **2 seconds** to start connection process. When the connection is established, the radio will sound 4 connection beeps. If radio fails to connect the display will read "connection failed". Repeat the above process. If it fails to connect again, contact dispatch or Operations Manager for help.
9. When B/T and radio connect, press the PTT button once to take out of pairing mode. Adjust volume on B/T device for hearing comfort.
10. Press PTT button and talk in normal volume asking dispatch for a radio check to ensure you are connected via B/T and communication with dispatch is good.

The following procedures are to be used when connecting to a different van radio that the BT has not been paired to.

1. Start van and ensure the 2-way radio is on.
2. Put **BT** device in pairing mode by powering on **BT** device while pressing the **PTT** button simultaneously. Typically, you will need to hold power button on for 4-5 seconds.
3. Follow steps 4 through 10 above to complete pairing **BT** with different radio.

The following procedures are to be used when getting back in a van that the B/T has already been paired with the radio.

When first entering vehicle:

1. Start vehicle and allow radio to boot up.
2. Turn on Bluetooth device and listen for radio to signal the connection. (Press the power button for approx. 1-2 seconds. Look for the blue light, it will be solid blue.)
3. Press and release the PTT button on the Bluetooth. (Blue light should change from solid to a heartbeat style blue flash.)
4. Do a radio check with dispatch to ensure that you are connected. If you hear any sound out of radio at this point the Bluetooth is not connected correctly.

You should not have to turn device off if just getting out of van while van is running.

When leaving vehicle at end of route:

1. Turn Bluetooth device off. Turn volume down before turning device off. (Press and hold power button until you hear the radio signal the disconnection.)
2. When Bluetooth is powered off, you can turn vehicle engine off.

Repeat process each time you enter and leave vehicle.

If you are still unable to connect your radio and Bluetooth device, notify dispatch of your situation to get approval to not be on your B/T and report this ASAP to Operations Manager.

Rutherford County Transit New Employee Training Record

NAME: _____

Training	Date	Driver Initial	Instructor Initial
Orientation to Transit Agency			
Drug Testing Conducted			
<i>A negative test result is required prior to performing ANY safety sensitive functions unsupervised</i>			
Drug Test Results Received			
Safety Sensitive Work Began			
Drug & Alcohol Policy			
Tens Codes/Emergency Code			
Timesheets/Pay Period Schedule			
Radio/Keys/Security Procedures			
Pre/Post-Trip Safety Inspection			
OJT			
Defensive Driving			
Power Point Presentation			
OJT			
Emergency Procedures			
ADA Customer Service			
HIPAA Compliance			
Reasonable Modifications			
DOT Human Trafficking Awareness			
Wheelchair Securement			
Video/Platform Practice			
OJT			
Drug Information and their Effects			
Child Passenger Safety			
Ride Check Evaluation			
Passenger Van Safety			
Emergency Equipment Training			
Fire Extinguisher Use			
Blood-borne Pathogen Kit			
Emergency Triangle Placement			
CPR/First Aid Kit			
Web Cutter Location/Use			

RIDE CHECK: DRIVER EVALUATION

Date of Evaluation _____ Driver's Name _____

Evaluator's Name/Position _____

Vehicle Condition

1. ☐ Daily pre-trip inspection complete/documented
2. ☐ Web cutter and emergency triangles are available
3. ☐ Registration and insurance card in vehicle
4. ☐ Driver's license/logs with driver
5. ☐ Vehicle exterior clean
6. ☐ Vehicle interior clean
7. ☐ Dashboard/windshield area clear of all objects
8. ☐ Tie downs properly employed
9. ☐ Tie downs clean/ stowed in box
10. ☐ Seat belts in good working condition
11. ☐ Fire extinguisher is available, serviceable, properly mounted/tagged
12. ☐ First Aid/Blood borne pathogen kit available in vehicle
13. ☐ Flashlight working (if applicable)
14. ☐ Communications system operable
15. ☐ Child seat used/stowed properly
16. ☐ Daily defect report filled out
17. ☐ Lift operational check
18. ☐ Keeps logs up to date

Passenger Reception

1. ☐ Confirms identity/destination of passenger
2. ☐ Present at entry door while boarding
3. ☐ Greets passenger in a friendly manner
4. ☐ Uses proper assistance techniques (What are the driver's responsibilities?)
5. ☐ Assists passengers to and from the vehicle door if needed
6. ☐ Stops proper distance from curb
7. ☐ Avoids use of AM/FM radio
8. ☐ Uses correct ADA language at all times

Performance While En route

1. ☐ Driver uses correct posture when driving
2. ☐ Both hands on steering wheel
3. ☐ Appropriate uniform/footwear
4. ☐ Driver and passengers use seatbelts
5. ☐ Driver gets out of vehicle and looks before backing
6. ☐ Adjust mirrors before moving vehicle. Keeps eyes moving
7. ☐ Signals entry into traffic every time. Leaves himself an out

8. ☐ Moves vehicle smoothly while slowing braking and stopping. Make sure they see you
9. ☐ Telegraphs use of brake or flashers when stopping
10. ☐ Squares corners when turning
11. ☐ Moves at appropriate speeds for current road conditions
12. ☐ Maintains following distance safety zone (4 seconds)
13. ☐ Uses proper caution at intersections
14. ☐ Anticipates stale green lights (slows down)
15. ☐ Seats passengers properly
16. ☐ Stops at all railroad crossings
17. ☐ Comes to a complete stop, leaving private property
18. ☐ Uses proper lane changing procedure
19. ☐ Stops behind line or plane at intersections
20. ☐ Observes proper communication procedures
21. ☐ Uses turn signals properly
22. ☐ Maintains order in vehicle
23. ☐ Maintains scheduled stops and pick-ups
24. ☐ Avoids unauthorized stops
25. ☐ Uses four second distance rule, adds seconds to following distance when driving conditions
Change - keep safety cushion

Passenger Discharge

1. ☐ Uses parking brake when de-boarding passengers
2. ☐ Stops proper distance from curb. Assist passengers off vehicle (when needed or when passengers request help)
3. ☐ Renders adequate assistance to wheelchair passengers
4. ☐ Advises Base when leaving vehicle and upon return to vehicle
5. ☐ Makes sure passenger is safely inside of destination before leaving property
6. ☐ Follows passengers instruction for assistance when needed

Comments: _____

Course of Action (required/taken): _____

Driver's Comments: _____

Driver's Signature

Date

Supervisor's Signature

Date

RIDE CHECK

DRIVER PERFORMANCE EVALUATION EXPLANATION

PASSENGER RECEPTION

The Driver...

1. Asks the name of the passenger and the destination before boarding unless the passenger is a subscription rider.
2. Is available at the door to assist the passenger on or off the vehicle (if needed).
3. Acts courteously, offers help by asking, "may I help" or "how may I help you?"
4. Follows guidance from the passenger if help is needed.
5. Uses the passenger's instructions to assist in boarding and exiting the vehicle, if needed.
6. Stops the vehicle six (6) inches or four (4) feet from curb to keep passengers from falling off the vehicle as they load and unload. (This depends on the stopping or parking situation.)
7. Uses AM or FM radio only when passengers are not aboard, then only for the news and weather forecast.
8. Uses correct language under ADA guidelines. (Refer to the ADA handout given to drivers who have taken the SNAAP training.)

VEHICLE CONDITION

The Driver...

1. Performs a pre-trip inspection and completely fills out the pre-trip inspection form before starting the first run of the day.
2. Ensure registration and insurance cards are current and available.
3. Has driver license in possession and current route logs on person at all times.
4. Vehicle is clean on exterior.
5. Vehicle is kept clean inside at all times.
6. Nothing is on the dashboard, rear view mirror, or sun visors that could create a hazardous situation.
7. Safely attaches tie down straps into floor tracks and use the four-point tie down on wheelchairs.
8. Removes tie downs from floor after each use. Stores tie down straps in their proper place.
9. Seat belts/tie down straps are not tangled, missing, or broken.
10. Checks fire extinguisher for serviceability and expiration date.
11. Checks the first aid and Blood borne Pathogen Kits regularly (PPE) and re-supplies when needed.
12. Ensures web cutter and emergency triangles are available.
13. Checks batteries daily to make sure flashlight is usable. (If applicable)
14. Tests the two-way radio and/or other communication device for operability.
15. Child seats are placed in vehicle properly and stowed when not in use.
16. Fills out daily defect report correctly.
17. Keeps logs up to date as trip is completed for each passenger.

PERFORMANCE EN ROUTE

The Driver...

1. Does not slouch in the seat while driving. Arms are not on or out of the window frame.
2. Both hands are on the steering wheel at the 9 and 3 or the 10 and 2 position. Gets the big picture.
3. Clothing should be appropriate for job.
4. Uses seat belt correctly and requires correct use of seat belt for all passengers.
5. Gets out and looks behind vehicle, for obstacles, before backing.
6. Adjusts mirrors before leaving base (for safety and visibility). Keep eyes moving.
7. Uses signals for all maneuvers in traffic. Leaves an out.
8. Does not jerk the vehicle when stopping and starting. Uses the brakes without stomping or slamming (stops vehicle smoothly).
9. Presses the brakes slightly to warn tailgaters to slow down or uses flashers when coming to a quick stop.
10. Does not whip around corners. Slows down to 2 to 5 miles per hour when turning corners. Positions vehicle for proper safe turns. (Squares the corner.)
11. Does not travel too slow or too fast for conditions on the road or for the posted speed limit.
12. Does not enter intersection without proper caution, uses the four second rule. Keeps safety cushion under control.
13. Slows down when green light has been green for some time at a distance.
14. Checks mirrors, looks over shoulder, signals, moves into passing lane, signals, and returns to proper lane. Leaves (*himself/herself*) an out.
15. Signals at proper distance for an intended turn. Cancels signal when maneuver is completed.
16. Does not allow profanity or misbehavior in the vehicle.
17. Keeps on schedule safely but does not jeopardize safety for schedule.
18. Only transports passenger on route schedule. No unauthorized passengers or stops.
19. Maintains a safe distance when following someone in all weather conditions.

PASSENGER DISCHARGE:

The Driver...

1. Uses parking brake when loading or unloading passengers.
2. Stops the vehicle 6 inches to 4 feet from curb to discharge passengers. Assists passenger off vehicle.
3. Assists all passengers as required.
4. Advises dispatcher of absence from vehicle and advises dispatcher of return to vehicle.
5. Does not leave elderly and disabled passengers unattended. Makes sure they are in the hands of caretakers or inside their homes/destinations before driver leaves the property (case by case judgments).

SECTION 3

SAFETY DATA

ACQUISITION/ANALYSIS



DESCRIPTION OF ELEMENT

Understanding safety data is an important step toward allocating important (and often scarce) resources to implement safety program elements. Safety data relative to transit provider operations can be used to determine safety trends in system operation. The data include information gathered from within the system on safety-related events such as passenger injuries or claims, employee injuries, accidents, incidents, and preventability. Driver reports (sometimes called logs) can be an important source of safety problems, such as dangerous stop locations, problems with vehicle equipment, safety problems with the route, and other issues. The data is useful in a formal hazard identification and resolution process to help identify hazards before they cause accidents. The data may also help improve system performance, not only in respect to safety, but also in overall delivery of service to the riding public. In addition, trend analyses of safety data can help determine the effectiveness of safety initiatives that have been implemented.

- A. One of the most important services the safety unit provides for the transit organization is the collection, maintenance, and distribution of safety data relative to system operation.
 - Includes information gathered from within the system on various operating events relative to safety.
- B. Analysis of this system specific data can be used to determine trends and patterns in system operation.
- C. Used as part of the Hazard Resolution Process, data collection and analysis can be used to identify hazards before they cause accidents.
 - This is done by techniques such as trend analysis and thus become a vital component of efforts to improve system performance, not only in respect to safety but also in overall delivery of service to the riding public.
- D. The responsibilities for providing, receiving, processing, and analyzing data should be listed here and can be general or specific, based on the needs of the transit system.

SAFETY PLAN PURPOSE

A System Safety Plan has many beneficial purposes for your employees and passengers. A plan provides:

- A documented approach to accomplishing a system safety program.
- A means of providing safety policies and procedures to drivers, vehicle maintenance, office, and facility personnel.
- A way to reduce accidents and injuries through preventative measures.

SAFETY OBJECTIVES

In the transit environment, when properly applied, system safety:

1. Ensures safety is addressed during system planning, design, and construction.
2. Provide analysis tools and methodologies to promote safe system operation through the identification of safety hazards and the implementation of technology, procedures, training, and safety devices to resolve these hazards.

TRANSIT SYSTEM SAFETY PHILOSOPHY

NCDOT Safety Philosophy Statements

A Safety Philosophy is part of the North Carolina Department of Transportation (NCDOT) mission. North Carolina public transit systems can uphold this mission by acknowledging and implementing the NCDOT safety philosophy statements shown below:

- ❖ All accidents and injuries can be prevented.
- ❖ Management/supervisors are responsible and will be held accountable for preventing injuries and occupational illnesses.
- ❖ Occupational safety and health is part of every employee's total job performance.
- ❖ Working safely is a condition of employment.
- ❖ All workplace hazards can be safeguarded.
- ❖ Training employees to work safely is essential and is the responsibility of management/supervision.
- ❖ Preventing personal injuries and accidents is good business.

RUTHERFORD COUNTY TRANSIT SAFETY GOALS

As a public transportation provider in North Carolina, transit systems should utilize and uphold statewide safety goals. These goals include:

- ❖ Instilling a safety attitude and a safe workplace/customer service environment
- ❖ Establishing a commitment to safety
- ❖ Developing and maintaining a comprehensive, structured safety program
- ❖ Developing and maintaining safety standards and procedures
- ❖ Providing formalized safety training
- ❖ Reducing accident and injury rates
- ❖ Selecting equipment that promotes and enhances safety
- ❖ Safeguarding hazards
- ❖ Making necessary changes in the system to uphold safety
- ❖ Establishing an incentive/reward program that rewards safe employee practices
- ❖ Increasing employee safety awareness
- ❖ Applying new research and development in safety efforts
- ❖ Meet NCDOT/PTD minimum training standard

Create a proactive transit safety culture that supports employee safety and safe system operation through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment.

SAFETY RESPONSIBILITIES – SPECIFIC POSITIONS

Transportation Services Director

Under the direction of the Transportation Services Director there is:

- A thorough and effective Accident Investigation to include reporting and recording procedure, and action taken against individual violators of safety rules and practices.
- A training program for employees and supervisory personnel directly related to avoiding a possible injury or illness in the area of assigned operations.
- A periodic audit of all premises, equipment, and materials so that recommendations can be developed to obtain compliance with established standards.
- A communications system established and maintained to ensure that all personnel responsible for safety matters are kept abreast of new standards or procedures published by the Department of Labor.
- Specific goals established for the safety program, with progress toward those goals measured on a monthly basis. Copies of monthly progress reports are forwarded to the Administrator/Director.

The six steps to achieving your safety policy are accomplished through:

- A Safety Manual
- A Operations Manager/Safety Coordinator
- Employee Training and Supervision
- Employee Safety Meetings
- Accident Investigation
- Departmental Self-Inspection

Transportation Services Director Responsibility

The Transportation Services Director is directly responsible for all safety efforts in the organization. Enthusiasm and faith in the safety program must be such as to maintain the interest and support of all employees. This attitude is reflected down to the individual workers. The specific accident prevention duties include the following:

- Demonstrated support of the program through personal participation and through approval of necessary expenditures for such items as personal protective equipment, mechanical guards, good lighting, good ventilation, and other physical improvements to the working environment, as well as expenditures for safety training materials, awards and incentives, etc.
- Continuing review of the effectiveness of accident prevention efforts in various sections and departments, with necessary follow-up and bolstering of efforts when required.
-

Operations Manager

Management will demonstrate support for the safety program through every visible means, including:

- Providing a safe and healthful workplace.
- Providing personal protective equipment as well as machine guards and safety devices commensurate with the state of the art.
- Reviewing accident records and accomplishments of the safety program.
- Evaluating effectiveness of the safety program.
- Participating directly and/or indirectly in safety activities as may be required to maintain the enthusiasm and interest of all concerned.
- Abiding by Safety rules and regulations when exposed to conditions governed by the rules.
- Directing that any flagrant disregard of safety rules and regulations by employees be grounds for dismissal as outlined in Personnel Policy.

Operations Manager Responsibility

Implement and administer the safety program.

- Maintain records as necessary to comply with laws and objectives of the safety program. These records should include:
 - Copy of Report of Injury, illness, or Accident
 - Supervisor's Accident Investigation Reports
 - Required OSHA forms
 - Minutes of all Safety Meetings
- Active participation and direction in the planning of details for accident prevention which will bring the best results for all employees. Expansion and adaptation of program and procedures to all areas within the organization.
- Make periodic visits to all buildings/operations to assist and consult in developing safe work methods, accident investigations, training, and other technical assistance.
- Study accident/incident reports to determine if preventable or non-preventable.
- Attend County Safety Committee meetings.
- Promote "safety awareness" in all employees through stimulating educational training programs.
- Compliance with all OSHA, state and local laws, and established safety standards.
- Assist employees in all matters pertaining to safety.
- Maintain contact with available sources of topical safety information such as American Society of Safety Engineers, National Safety Council, NALGESCO, NC Department of Labor, and NC Industrial Commission.
- Provide training programs for all employees.
- Represent management in the implementation of the Safety Policy.
- Recommend immediate corrective action in cases of hazardous operations.
- Submit a copy of Accident/Incident Reports to NCDOT/PTD Safety & Training Unit

Employee Responsibility

To assist the employee in developing keen “safety awareness” the following responsibilities are assigned:

- To abide by the safety rules and regulations of the organization.
- To regard the safety of fellow workers at all times.
- To report any unsafe condition to the Supervisor.
- To contribute ideas and suggestions for improving the safety of conditions or procedures to the Supervisor.
- To use individual knowledge and influence to prevent accidents.
- To attend safety training sessions.
- To report accidents and injuries immediately.

It is the responsibility of each employee of the Transit System to abide by all rules and regulations and to comply with all laws pertaining to safety and health in the workplace. Safety becomes a shared responsibility between management and the employee and working safely is a condition of employment.

Employees are required to identify, report, and correct unsafe conduct and conditions. **Under (OSHA) 29 CFR part 1910;** employees have the right to report any unsafe working conditions without being subjected to any retaliation whatsoever. Each employee must be an integral part of the **SYSTEM SAFETY PROGRAM**.

All transit employees are required to attend safety meetings. Safety meetings involve employees in the Safety Program and are very useful ways of training employees. Safety meetings are used to present information, discuss problems and new ideas and discuss recent accidents and injuries.

Safety meetings and commitment shall include, but shall not be limited to, the following:

1. Wearing the prescribed uniform and proper shoes as required.
2. Reporting promptly and in writing, to your supervisor, all injuries and illnesses associated with the jobs.
3. Reporting, no matter how slight, all fires, accidental damage to property, hazardous material spills and other emergency occurrences to your supervisor.
4. Disposing of all hazardous materials in an acceptable and lawful manner.
5. Working under the influence of alcohol or illegal drugs is specifically forbidden. Use of prescription drugs, which may affect your alertness or work abilities, shall be reported to your supervisor (49 CFR parts 40, 653, and 654).
6. Taking care not to abuse tools and equipment, so these items will be in usable condition for as long as possible, as well as ensure they are in the best possible condition while being used.

RELATIONSHIP BETWEEN SYSTEM SAFETY AND SYSTEM OPERATIONS

Management of Unsafe Conditions

- Eliminate hazards by removing the machines, tool, method, material, or structure that is causing the hazard through appropriate means. Contacting officials of OSHA, or EPA, may be necessary for proper disposal.
- Control the hazard by enclosing or guarding the point of hazard at the source.
- Train personnel on steps to take when confronted by a hazardous condition and provide procedures to safely avoid the hazard.
- Provide and ensure the use of personal protective equipment to shield employees from the hazard.

At no time should protective devices or safety practices be set aside to get the job done faster and cheaper. The price paid for such indiscretion may greatly exceed the anticipated gain from the action.

OFFICE SAFETY PROCEDURES

The following practices will be observed by Rutherford County Transit employees:

- Do not place keyboards, calculators, or phones too close to the edge of the desk or other surfaces.
- Machines that tend to move during operation should be fastened down or secured with rubber feet or mats.
- Electric office machines should be equipped with three-prong electrical cords.
- Avoid stretching cords between desks or across aisles.
- Never store combustible office materials in HVAC closets or electrical rooms.
- Do not permit floor coverings to become tripping hazards.
- Keep floors clean. Wipe up all spills on floors immediately. Pick up papers, pencils, clips, and any objects that may cause tripping hazards.
- Place wastebaskets where they will not present a tripping hazard.
- Never stack anything so high as to obstruct vision. Make sure that stacks are not within 18 inches of ceiling sprinkler heads.
- Electrical cords and phone lines should be secured to prevent tripping hazards.
- Know where building emergency exits are located. These areas should not be used for storage.
- File drawers should be closed immediately after use so no one can run into or trip over them. Only one drawer should be opened at a time to prevent the cabinet from falling forward.
- Entryway steps should be marked with contrasting colors.
- Be sure all electrical equipment is grounded and the cord is in good condition. If a machine delivers an electrical shock or is smoking, unplug it immediately and report the defect.
- The use of portable electric, gas or other heating devices is discouraged.
- Be cautious as you approach doors that open in your direction.
- Slow your pace when approaching a blind corner in a hallway.
- Do not run in corridors.
- Office tables, chairs, and desks must be maintained in good condition and remain free from sharp corners, projecting edges wobbly legs, etc.
- Never use chairs, desks, or other furniture as a makeshift ladder. Use a stepladder for climbing but do not use the top two steps.
- Do not lean forward in a roller chair to pick up an object.
- All employees should observe proper body posture when sitting at desk to help reduce fatigue and muscle tension.

SAFE LIFTING PROCEDURES

Rutherford County Transit employees should use these procedures when lifting:

- Before lifting a load, think of other means of moving it using a device that can help you to pull, push or roll the load.
- Have firm footing and make sure the standing surface that you are on is not slippery.
- Determine the best way to hold the load using handles, gripping areas, or special lifting tools. Get a firm grip on the load.
- Keep your back straight by tucking your chin in.
- Tighten your stomach muscles and lift with your legs.
- Lift the load slowly.
- Hold the load as close to the body as possible; be sure you position the load close to the body before lifting.
- Do not twist during your lift or when moving the load. Turn with your feet rather than your back.
- Set the load down gently, using your legs and keeping your back as straight as possible.
- Be sure your fingers are out of the way when putting the load down and when moving the load through tight spaces.
- Ask for help if you need it and use lifting tools and devices whenever they are available.

HAZARD IDENTIFICATION AND ANALYSIS METHODOLOGY

Hazard Assessment Matrix

The Matrix condenses “hazard assessment” into a chart and prioritizes those hazards that are evaluated. Two hazard severity categories are used to designate the magnitude of the “worst case” potential effects of the hazard are as follows:

- **Category I – Critical**
Hazard can result in severe injuries or death to passengers, employees, or others who encounter the Transportation System and/or cause major property damage.
- **Category II – Marginal**
Hazard can result in minor injury or negligible property damage.

After hazards are assessed for their potential severity, they can be examined to determine the probability that they may lead to an accident. As an increase in knowledge about safety is established through the course of the System Safety Program, prior accident information will be factored into the probability analysis if it is appropriate to do so.

A. Frequent

The hazard is likely to cause an accident on a recurrent basis.

B. Remote

An accident is unlikely but possible during the life of the hazard.

HAZARD ASSESSMENT MATRIX		
Frequency of Occurrence	Hazard Categories	
	Critical I	Marginal II
A Frequent	I A	II A
B Remote	I B	II B

Hazard Risk Index	
I A	Unacceptable or Undesirable (Management Decision Necessary)
II A, I B	Acceptable with Management Review
II B	Acceptable without Management Review

POTENTIAL WORK SITE HAZARDS IDENTIFICATION

POLICY

- A. The Supervisor at work site shall identify any potential Occupational Safety or Health Hazards at that work site.

Any time a new substance, process, procedure, or piece of equipment is introduced and presents a potential hazard or a hazard or is identified during a Safety Inspection, an updated Identification must be completed.

- B. A copy of the completed Hazards Identification shall be posted at the work site and must be reviewed with any new employee assigned to that work site BEFORE the new employee begins to work.

A copy of the completed Hazards Identification is to be filed in the Operation Managers office.

HAZARDS IDENTIFICATION

Work Site Name: Rutherford County Transit

Hazard Location:

Potential Hazards	Employee Action to be Followed

Completed by: Operations Manager Date

REVIEW ACTION

- A. No remediation action possible
- B. Remediation to be done (see attached documentation)

BLOOD BORNE PATHOGENS / INFECTION CONTROL

If a bio-hazardous spill occurs as part of a vehicular accident, first aid for injured persons should be the first priority, along with notification of appropriate medical assistance personnel. Bio-hazardous spills may also occur from an on-vehicle injury without a vehicular accident. Again, first aid provision comes first. Additionally, a bio-hazardous spill may occur as a result of vomiting or loss of bladder control, in which case, first aid is normally not necessary. However, anytime the driver does administer first aid, latex gloves and other personal protective equipment should be used.

Contaminated items should be carefully placed in the designated bio-hazard disposal bag.

Following first aid administration, where necessary, the vehicle must be cleaned of the spill. The following steps should be followed:

1. Retrieve the Blood Borne Pathogen Kit from the storage area in van, put on a new pair of supplied latex gloves, put on supplied dust mask from kit.
2. Contain any liquid spill as best as possible with paper towels and/or solidifying powder, found in the BBP kit.
3. Clean up spill with paper towels, or if a solidifying powder is used, use a dustpan and broom.
4. Clean areas of spill with the disinfectant spray and or disinfectant wipes and dry area with paper towels and/or fresh solidifying powder.
5. **Place all items used to clean spill and the spill material into a Red Bio-hazardous waste disposal bag.**
6. If the exterior of the red disposal bag has not been contaminated by the spill, then remove both Latex gloves and place them in the disposal bag and seal the bag.
7. If the exterior of the bio-hazardous waste disposal bag has been contaminated by the spill, seal the bag and place inside another bag.
8. **Upon return to Transit office, take the Bio-hazard bag(s) to the EMS station on Callahan Koon Road, within the same County Complex as Transit. There is not a specific container to leave the plastic bag(s) in at EMS, but rather, the bag(s) shall be given directly to EMS personnel.**
9. Rutherford County Transit and Rutherford County EMS have a mutual agreement that EMS will have it disposed of by an appropriate medical hazard disposal organization for proper ultimate destruction.

SAFETY MEETING REPORT

Safety Meetings will be conducted monthly and will be mandatory for all safety sensitive positions. Non safety sensitive positions are encouraged to attend.

The Operations Manager will have a sign in sheet to track attendance and a copy will be placed in each employee's file who attends. The Operations Manager will also take minutes of the meeting and keep a copy in the Safety Meeting Manual located in his/her office.

SAFETY TERMS AND DEFINITIONS

Accident

- An unforeseen event or occurrence that results in death, injury, or property damage – System Safety Program Training Participant's Guide
- An incident involving a moving vehicle. Includes collisions with another vehicle, object, or person (except suicides) and derailment/left roadway. This also includes Personal Casualties incidents on the vehicle and entering/exiting the vehicle. – Federal Transit Administration (FTA) - Safety Management Information Statistics (1999 SAMIS Annual Report) (2000) <http://transit-safety.volpe.dot.gov/publications/default.asp>
- Occurrence in a sequence of events that produces unintended injury, death, or property damage. Accident refers to the event, not the result of the event. – National Safety Council (NSC), National Safety Council Statistics Glossary [online](Research & Statistics, 25 July 2000[15 March 2002]); <http://www.nsc.org/lrs/glossary.htm>

Hazard

- Any real or potential condition that can cause injury, death or damage to or loss of equipment or property.
 - theoretical condition
 - identified before an incident actually occurs.
- FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>

Incident

- An unforeseen event or occurrence which does not necessarily result in death, injury, contact or property damage - FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>
- Collisions, personal casualties, derailments/left roadway, fires, and property damage greater than \$1,000 associated with transit agency revenue vehicles and all transit

facilities - FTA - Safety Management Information Statistics (1993 SAMIS Annual Report) (1995) <http://transit-safety.volpe.dot.gov/publications/default.asp>

Risk

- Probability of an accident multiplied by the consequences of an accident (often in \$) - System Safety Program Training Participant's Guide
- Exposure or probable likelihood of a hazard (accident, crisis, emergency, or disaster) occurring at a system. Risk is measured in terms of impact and vulnerability - FTA - Critical Incident Management Guidelines (1998) <http://transit-safety.volpe.dot.gov/publications/default.asp>

Safety

- Freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment – Military Standard 882-D
- Freedom from danger - FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>

Security

- Precautions taken to guard against crime, attack, sabotage, espionage, etc. – The Learning Network, Inc., A-Z Dictionary [online](2000-2002[15 March 2002]) <http://www.infoplease.com>
- Freedom from intentional danger - FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>

System Security

- All activities associated with providing security to transit patrons and securing transit property including supervision and clerical support. Includes patrolling revenue vehicles and passenger facilities during revenue operations; patrolling and controlling access to yards, buildings and structures; monitoring security devices; and, reporting security breaches – US Department of Transportation, Bureau of Transportation Statistics, Transportation Expressions [online](1996[15 March 2002]) <http://www.bts.gov/btsprod/expr/expsearch.html>

SECTION 4

DRUG / ALCOHOL ABUSE PROGRAMS



DRUG AND ALCOHOL POLICY

Purpose

To establish guidelines that ensures a safe, healthy, and productive drug-free work environment for the employees of the Agency.

Scope

This policy affects and applies to all Rutherford County Transit employees.

Policy

Being under the influence of a drug or alcohol while on the job poses serious safety and health risks to the user and to co-workers. Therefore, Rutherford County Transit has established the following policy to ensure a drug-free work environment:

Rutherford County Transit has zero tolerance for the use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when consumed.

Drug and alcohol tests may be administered pre-employment, re-entry, post-accident, for causes or random.

A positive test result is any amount of alcohol or illegal substance as revealed by the test. The medical Review Officer will make the final decision as to a positive or negative test result. A positive test result will result in immediate termination.

Alternate types of tests may be conducted when two or more tests within twelve months are found to be inclusive or a situation warrants such tests.

Failure to submit to a drug/alcohol test when requested or leaving the test site without completing the test is grounds for immediate termination. Other behaviors that will be considered a refusal are tampering with the specimen or not reporting for a drug test without a valid reason immediately following an accident.

An ongoing drug free awareness program to inform employees has been established and begins with their initial agency orientation then continues on an annual basis.

All employees will receive 1 hour of substance abuse awareness education as presented by a Substance Abuse Professional. All supervisory personnel will receive 1 hour of substance abuse awareness education and 1 hour of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse as presented by a Substance Abuse Professional.

Each employee will sign a statement of understanding that, as a condition of employment under grants providing funding for his/her position, the employee will abide by the terms of the drug free workplace statement and notify [System name] in writing of his/her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such a conviction.

An employee may voluntarily come forward and ask for rehabilitation counseling. He/she would be suspended without pay until a Substance Abuse Professional could certify that the employee is fit to return to duty. Any employee with a substance abuse problem is encouraged to seek help through the Agency Employee Assistance Program.

Administration

The Executive Director will administer this policy.

Drug and Alcohol Program

"Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations," as implemented by [49 CFR Part 655](#) (August 2001), as amended, and to be read in conjunction with [49 CFR Part 40](#), requires all subrecipients receiving Federal Transit Administration funds under Capital Grant, Urbanized Area Formula Grant, or Non-Urbanized Area Formula Grant Programs to have a drug and alcohol testing program in place for all safety sensitive employees.

In addition, the U.S. Department of Transportation has issued [49 CFR Part 40](#), *"Procedures for Transportation Workplace Drug and Alcohol Testing Programs,"* which prescribes testing methods to be followed.

Certification must be signed by the subrecipient's governing board or other authorized individual or body in compliance with the above. Failure to certify compliance with the drug and alcohol rules will result in jeopardizing federal funding from FTA. In addition, an FTA grant recipient is subject to criminal sanctions and fines for false statements or misrepresentation under Section 1001 of Title 18 of the U.S. Code.

Drug and Alcohol Regulations

NCDOT subrecipients of specific Federal Transit Administration (FTA) funding must establish and maintain a Drug and Alcohol Testing Program in accordance with [49 CFR §655](#), and in consonance with [49 CFR Part 40](#).

To ensure compliance with FTA Drug and Alcohol Testing Program requirements public transportation providers must:

- Establish an anti-drug use and alcohol misuse program as outlined in [49 CFR § 655.11-12](#);
- Establish an education and training program for all covered employees as outlined in [49 CFR § 655.14](#);
- Establish and provide written notice to every covered employee, of the employer's anti-drug and alcohol misuse program policy, in accordance with [49 CFR § 655.15 -17](#);
- Establish a program that provides testing for prohibited drugs as outlined in [49 CFR § 655.21](#);
- Establish a program that provides testing for alcohol as outlined in [49 CFR § 655.31-35](#), and in conjunction with [49 CFR Part 40](#);
- Comply with the testing requirements as detailed in [49 CFR § 655.41-62](#);

- Maintain in a secure location, with controlled access, all records of its anti-drug and alcohol misuse program as detailed in [49 CFR § 655.71](#), and in accordance with records disclosure instructions provided in [49 CFR § 655.73](#); and
- Annually prepare, maintain, and electronically complete and submit a Drug and Alcohol Management Information System (DAMIS) Report reflecting the results of its anti-drug and alcohol misuse testing programs performed for the previous calendar year. Transit agencies complete this report electronically. The NCDOT/PTD will provide DAMIS Report preparation instructions, along with a transit agency user ID# and Password to all FTA Section 5311 *sub recipients*, upon receipt from FTA.

To ensure NCDOT sub recipient compliance with FTA mandated Drug and Alcohol Testing Program and the Drug-Free Workplace requirements, the NCDOT:

- Periodically reviews each transit agency's Drug and Alcohol Program Policy for compliance;
- Conduct on-site visits to review all aspects of each transit agency's Drug and Alcohol Program that cannot be accomplished via desktop audit, such as compliance with program management requirements, records maintenance and storage review, ensuring that all applicable Drug and Alcohol Program regulations are readily available, reviewing documentation of employee training, collector compliance with regulations, and reviewing any other program compliance requirements;
- Provide technical assistance in all matters pertaining to transit agency Drug and Alcohol Program management as requested, or deemed to be appropriate;
- Provide employee/supervisor training, such as "Reasonable Suspicion Referral for Supervisors" and other program related training as available/required;
- Monitor transit agency Drug and Alcohol program management activities via accessing and reviewing the 3rd Party Administrator (TPA) Website;
- Monitor collection sites for compliance with FTA Drug and Alcohol Testing Program requirements;
- Coordinate efforts that would eventually allow individual transit agencies to review their Drug and Alcohol Testing Program activities via accessing the current TPA website;
- Collect, compile, and review all data necessary to validate each transit agency's Drug and Alcohol Management Information System (DAMIS) Report. Each transit agency prepares this report electronically. The NCDOT reviews each report and then electronically forwards the data to FTA prior to March 15 of each year.

Drug-Free Workplace Act

The Drug-Free Workplace Act of 1988, as well as Section 44-107-30, S.C. Code of Laws (1976), as amended, requires all grantees receiving grants from any state agency to certify they will maintain a drug-free workplace.

ZERO TOLERANCE DRUG AND ALCOHOL TESTING POLICY

RUTHERFORD COUNTY TRANSIT

Adopted as of February 5, 2024

A. PURPOSE

- 1) The Rutherford County Transit provides public transit and paratransit services for the residents of **Rutherford County, North Carolina**. Part of our mission is to ensure that this service is delivered safely, efficiently, and effectively by establishing a drug and alcohol-free work environment, and to ensure that the workplace remains free from the effects of drugs and alcohol in order to promote the health and safety of employees and the general public. In keeping with this mission, Rutherford County Transit declares that the unlawful manufacture, distribution, dispense, possession, or use of controlled substances or misuse of alcohol is prohibited for all employees.
- 2) Additionally, the purpose of this policy is to establish guidelines to maintain a drug and alcohol-free workplace in compliance with the Drug-Free Workplace Act of 1988, and the Omnibus Transportation Employee Testing Act of 1991. Covered employees shall abide by the terms of this policy statement as a condition of employment. This policy is intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry. Specifically, the Federal Transit Administration (FTA) of the U.S. Department of Transportation has published 49 CFR Part 655, as amended, that mandates drug and alcohol testing for safety-sensitive positions and prohibits performance of safety-sensitive functions when there is a positive test result, or a refusal to test. The U. S. Department of Transportation (USDOT) has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of specimens for drug and alcohol testing.
- 3) Any provisions set forth in this policy that are included under the sole authority of Rutherford County Transit and are not provided under the authority of the above-named Federal regulations are underlined. Tests conducted under the sole authority of Rutherford County Transit will be performed on non-USDOT forms and will be separate from USDOT testing in all respects.

B. APPLICABILITY

This Drug and Alcohol Testing Policy applies to all safety-sensitive employees (full- or part-time) when performing safety sensitive duties. See Attachment A for a list of employees and the authority under which they are included.

A safety-sensitive function is operation of public transit service including the operation of a revenue service vehicle (whether or not the vehicle is in revenue service), maintenance of a revenue service vehicle or equipment used in revenue service, security personnel who carry firearms, persons controlling the dispatch or movement of revenue service vehicles and any transit employee who operates a non-revenue service vehicle that requires a Commercial Driver's License to operate. Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment used in revenue service. A list of safety-sensitive positions who perform one or more of the above-mentioned duties is provided in Attachment A. Supervisors are only safety sensitive if they perform one of the above functions. Volunteers are considered safety sensitive and subject to testing if they are required to hold a CDL or receive remuneration for service in excess of actual expense.

C. DEFINITIONS

Accident: An occurrence associated with the operation of a vehicle even when not in revenue service, if as a result:

- a. An individual dies;
- b. An individual suffers a bodily injury and immediately receives medical treatment away from the scene of the accident; or,
- c. One or more vehicles incur disabling damage as the result of the occurrence and is transported away from the scene by a tow truck or other vehicle. For purposes of this definition, *disabling damage* means damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated but would have been further damaged if so operated, but does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperative.

Adulterated specimen: A specimen that has been altered, as evidenced by test results showing either a substance that is not a normal constituent for that type of specimen or showing an abnormal concentration of an endogenous substance.

Alcohol: The intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols contained in any beverage, mixture, mouthwash, candy, food, preparation, or medication.

Alcohol Concentration: Expressed in terms of grams of alcohol per 210 liters of breath as indicated by a breath test under 49 CFR Part 40.

Aliquot: A fractional part of a specimen used for testing; it is taken as a sample representing the whole specimen.

Alternate specimen: An authorized specimen, other than the type of specimen previously collected or attempted to be collected.

Canceled Test: A drug or alcohol test that has a problem identified that cannot be or has not been corrected, or which is cancelled. A canceled test is neither positive nor negative.

Collection Site: A place selected by the employer where employees present themselves for the purpose of providing a specimen for a drug test.

Confirmatory Drug Test: A second analytical procedure performed on a different aliquot of the original specimen to identify and quantify a specific drug or drug metabolite.

Confirmatory Validity Test: A second test performed on a different aliquot of the original urine specimen to further support a validity test result.

Covered Employee Under FTA Authority: An employee who performs a safety-sensitive function including an applicant or transferee who is being considered for hire into a safety-sensitive function (See Attachment A for a list of covered employees).

Cutoff: The analytical value (e.g., drug or drug metabolite concentration) used as the decision point to determine a result (e.g., negative, positive, adulterated, invalid, or substituted) or the need for further testing.

Designated Employer Representative (DER): An employee authorized by the employer to take immediate action to remove employees from safety-sensitive duties and to make required decisions in testing. The DER also receives test results and other communications for the employer, consistent with the requirements of 49 CFR Parts 40 and 655.

DOT, The Department, DOT Agency: These terms encompass all DOT agencies, including, but not limited to, the Federal Aviation Administration (FAA), the Federal Railroad Administration (FRA), the Federal Motor Carrier Safety Administration (FMCSA), the Federal Transit Administration (FTA), the National Highway Traffic Safety Administration (NHTSA), the Pipeline and Hazardous Materials Safety Administration (PHMSA), and the Office of the Secretary (OST). For purposes of 49 CFR Part 40, the United States Coast Guard (USCG), in the Department of Homeland Security, is considered to be a DOT agency for drug testing purposes. These terms include any designee of a DOT agency.

Dilute specimen: A urine specimen with creatinine and specific gravity values that are lower than expected for human urine.

Disabling damage: Damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated but would have been further damaged if so operated, but does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperative.

Employee: Any person who is designated in a DOT agency regulation as subject to drug testing and/or alcohol testing. The term includes individuals currently performing safety-sensitive functions designated in DOT agency regulations and applicants for employment subject to pre-employment testing. For purposes of drug testing under 49 CFR Part 40, the term employee has the same meaning as the term “donor” as found on CCF and related guidance materials produced by the Department of Health and Human Services.

Evidential Breath Testing Device (EBT): A device approved by the NHTSA for the evidential testing of breath at the 0.02 and the 0.04 alcohol concentrations and appears on ODAPC’s Web page for “Approved Evidential Breath Measurement Devices” because it conforms with the model specifications available from NHTSA.

Initial Drug Test: The first test used to differentiate a negative specimen from one that requires further testing for drugs or drug metabolites.

Initial Specimen Validity Test: The first test used to determine if a specimen is adulterated, diluted, substituted, or invalid.

Invalid Result: The result reported by an HHS-certified laboratory in accordance with the criteria established by the HHS when a positive, negative, adulterated, or substituted result cannot be established for a specific drug or specimen validity test.

Laboratory: Any U.S. laboratory certified by HHS under the National Laboratory Certification Program as meeting the minimum standards of HHS; or, in the case of foreign laboratories, a laboratory approved for participation by DOT under 49 CFR Part 40.

Limit of Detection (LOD): The lowest concentration at which the analyte (e.g., drug or drug metabolite) can be identified.

Limit of Quantification (LOQ): For quantitative assays, the lowest concentration at which the identity and concentration of the analyte (e.g., drug or drug metabolite) can be accurately established.

Medical Review Officer (MRO): A licensed physician (medical doctor or doctor of osteopathy) responsible for receiving laboratory results generated by the drug testing program who has knowledge of substance abuse disorders, and has appropriate medical training to interpret and evaluate an individual's confirmed positive test result, together with his/her medical history, and any other relevant bio-medical information.

Negative Dilute: A drug test result which is negative for the five drug/drug metabolites but has creatinine and specific gravity values that are lower than expected for human urine.

Negative result: The result reported by an HHS-certified laboratory to an MRO when a specimen contains no drug, or the concentration of the drug is less than the cutoff concentration for the drug or drug class and the specimen is a valid specimen. An alcohol concentration of less than 0.02 BAC is a negative test result.

Non-negative specimen: A specimen that is reported as adulterated, substituted, positive (for drug(s) or drug metabolite(s)), or invalid.

Oral Fluid Specimen: A specimen that is collected from an employee's oral cavity and is a combination of physiological fluids produced primarily by the salivary glands. An oral fluid specimen is considered to be a direct observation collection for all purposes of 49 CFR Part 40, as amended.

Oxidizing Adulterant: A substance that acts alone or in combination with other substances to oxidize drugs or drug metabolites to prevent the detection of the drug or metabolites or affects the reagents in either the initial or confirmatory drug test.

Performing (a safety-sensitive function): A covered employee is considered to be performing a safety-sensitive function and includes any period in which he or she is actually performing, ready to perform, or immediately available to perform such functions.

Positive result: The result reported by an HHS- Certified laboratory when a specimen contains a drug or drug metabolite equal or greater to the cutoff concentrations.

Primary specimen: In drug testing, the specimen bottle that is opened and tested by a first laboratory to determine whether the employee has a drug or drug metabolite in his or her system; and for the purpose of specimen validity. The primary specimen is the portion of the donor's subdivided specimen designated as the primary ("A") specimen by the collector to distinguish it from the split ("B") specimen, as defined in 49 CFR Part 40, as amended.

Prohibited drug: Identified as marijuana, cocaine, opioids, amphetamines, or phencyclidine as specified in 49 CFR Part 40, as amended.

Reconfirmed: The result reported for a split (Bottle B) specimen when the second HHS-certified laboratory corroborates the original result reported for the primary (Bottle A) specimen.

Rejected for Testing: The result reported by an HHS- Certified laboratory when no tests are performed for specimen because of a fatal flaw or a correctable flaw that has not been corrected.

Revenue Service Vehicles: All transit vehicles that are used for passenger transportation service.

Safety-sensitive functions: Employee duties identified as:

- (1) The operation of a transit revenue service vehicle even when the vehicle is not in revenue service.
- (2) The operation of a non-revenue service vehicle by an employee when the operation of such a vehicle requires the driver to hold a Commercial Drivers License (CDL).
- (3) Maintaining a revenue service vehicle or equipment used in revenue service.
- (4) Controlling dispatch or movement of a revenue service vehicle and
- (5) Carrying a firearm for security purposes.

Specimen: Fluid, breath, or other material collected from an employee at the collection site for the purpose of a drug or alcohol test.

Specimen Bottle: The bottle that, after being sealed and labeled according to the procedures in 49 CFR Part 40, is used to hold a primary (“A”) or split (“B”) specimen during the transportation to the laboratory. In the context of oral fluid testing, it may be referred to as a “vial,” “tube,” or “bottle.”

Split Specimen: In drug testing, the specimen that is sent to a first laboratory and stored with its original seal intact, and which is transported to a second laboratory for retesting at the employee’s request following MRO verification of the primary specimen as positive, adulterated, or substituted.

Split specimen collection: A collection in which the single specimen collected is divided into two separate specimen bottles, the primary specimen (Bottle A) and the split specimen (Bottle B).

Substance Abuse Professional (SAP): A licensed physician (medical doctor or doctor of osteopathy) or licensed or certified psychologist, social worker, employee assistance professional, state-licensed or certified marriage and family therapist, or drug and alcohol counselor (certified by an organization listed at <https://www.transportation.gov/odapc/sap>) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

Substituted specimen: An employee’s specimen not consistent with a normal human specimen, as determined by HHS (e.g., a urine specimen, with creatinine and specific gravity values that are so diminished, or so divergent that they are not consistent with normal human urine).

Test Refusal: The following are considered a refusal to test if the employee:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer.
- (2) Fail to remain at the collection site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.

- (3) Fail to attempt to provide a specimen. An employee who does not provide a specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly observed or monitored urine collection in a drug test, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient quantity of specimen without a valid medical explanation.
- (6) Fail or decline to take an additional test as directed by the collector or the employer for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or the employer's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly observed urine collection.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.
- (14) As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

Undiluted (neat) oral fluid: An oral fluid specimen to which no other solid or liquid has been added. For example: A collection device that uses a diluent (or other component, process, or method that modifies the volume of the testable specimen) must collect at least 1 mL of undiluted (neat) oral fluid.

Urine specimen: Urine collected from an employee at the collection site for the purpose of a drug test.

Vehicle: A bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A public transit vehicle is a vehicle used for public transportation or for ancillary services.

Verified negative test: A drug test result reviewed by a medical review officer and determined to have no evidence of prohibited drug use at or above the minimum cutoff levels established by the Department of Health and Human Services (HHS).

Verified positive test: A drug test result reviewed by a medical review officer and determined to have evidence of prohibited drug use at or above the minimum cutoff levels specified in 49 CFR Part 40 as revised.

Validity testing: The evaluation of the specimen to determine if it is consistent with normal human urine. Specimen validity testing will be conducted on all specimens provided for testing under DOT authority. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the specimen, if the specimen was diluted, or if the specimen was altered.

D. EDUCATION AND TRAINING

- 1) Every covered employee will receive a copy of this policy and will have ready access to the corresponding federal regulations including 49 CFR Parts 655 and 40, as amended. In addition, all covered employees will undergo a minimum of 60 minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. The training also includes manifestations and behavioral cues that may indicate prohibited drug use.
- 2) All supervisory personnel or company officials who are in a position to determine employee fitness for duty will receive 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

E. PROHIBITED SUBSTANCES

- 1) Prohibited substances addressed by this policy include the following.
 - a. Illegally Used Controlled Substance or Drugs Under the Drug-Free Workplace Act of 1988 any drug or any substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), and as further defined by 21 CFR 1308.11 through 1308.15 is prohibited at all times in the workplace unless a legal prescription has been written for the substance. This includes, but is not limited to: marijuana, amphetamines, opioids, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. It is important to note that the use of marijuana in any circumstances remains completely prohibited for any safety-sensitive employee subject to drug testing under USDOT regulations. The use of marijuana in any circumstance (including under state recreational and/or medical marijuana laws) by a safety-sensitive employee is a violation of this policy and a violation of the USDOT regulation 49 CFR Part 40, as amended.

Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all employees covered under FTA authority be tested for marijuana, cocaine, amphetamines, opioids, and phencyclidine as described in this policy. Illegal use of these five drugs is prohibited at all times and thus, covered employees may be tested for these drugs anytime that they are on duty.

- b. Legal Drugs: The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to a Rutherford County Transit supervisor and the employee is required to provide a written release from his/her doctor or pharmacist indicating that the employee can perform his/her safety-sensitive functions.
- c. Alcohol: The use of beverages containing alcohol (including mouthwash, medication, food, candy) or any other substances containing alcohol in a manner which violates the conduct listed in this policy is prohibited.

F. PROHIBITED CONDUCT

- 1) Illegal use of the drugs listed in this policy and as defined in 49 CFR Part 40, as amended is prohibited at all times. All covered employees are prohibited from reporting for duty or remaining on duty if they have used a prohibited drug as defined in 49 CFR Part 40, as amended.
- 2) Each covered employee is prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. The covered employee will subsequently be relieved of his/her on-call responsibilities and subject to discipline for not fulfilling his/her on-call responsibilities.
- 3) The Transit Department shall not permit any covered employee to perform or continue to perform safety-sensitive functions if it has actual knowledge that the employee is using alcohol.
- 4) Each covered employee is prohibited from reporting to work or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.04 or greater regardless of when the alcohol was consumed.
 - a. An employee with a breath alcohol concentration which measures 0.02-0.039 is not considered to have violated the USDOT-FTA drug and alcohol regulations, provided the employee hasn't consumed the alcohol within four (4) hours of performing a safety-sensitive duty. However, if a safety-sensitive employee has a breath alcohol concentration of 0.02-0.039, USDOT-FTA regulations require the employee to be removed from the performance of safety-sensitive duties until:
 - i. The employee's alcohol concentration measures less than 0.02; or

- ii. The start of the employee's next regularly scheduled duty period, but not less than eight hours following administration of the test.
- 5) No covered employee shall consume alcohol for eight (8) hours following involvement in an accident or until he/she submits to the post-accident drug/alcohol test, whichever occurs first.
- 6) No covered employee shall consume alcohol within four (4) hours prior to the performance of safety-sensitive job functions.
- 7) Rutherford County Transit, under its own authority, also prohibits the consumption of alcohol at all times the employee is on duty, or anytime the employee is in uniform.
- 8) Consistent with the Drug-free Workplace Act of 1988, all Rutherford County Transit employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances in the workplace including transit system premises and transit vehicles.

G. DRUG STATUTE CONVICTION

Consistent with the Drug Free Workplace Act of 1998, all employees are required to notify the Rutherford County Transit management of any criminal drug statute conviction for a violation occurring in the workplace within five days after such conviction. Failure to comply with this provision shall result in disciplinary action as defined in this policy.

H. TESTING REQUIREMENTS

- 1) Drug testing and alcohol testing will be conducted as required by 49 CFR Part 40 as amended. All employees covered under FTA authority shall be subject to testing prior to performing safety-sensitive duty, for reasonable suspicion, following an accident, and random as defined in this policy, and return to duty/follow-up.
- 2) A drug test can be performed any time a covered employee is on duty. A reasonable suspicion, random, or follow-up alcohol test can only be performed just before, during, or after the performance of a safety-sensitive job function. Under Rutherford County Transit authority, a non-DOT alcohol test can be performed any time a covered employee is on duty.

All covered employees will be subject to drug testing and alcohol testing as a condition of ongoing employment Rutherford County Transit. Any safety-sensitive employee who refuses to comply with a request for testing shall be removed from duty and subject to discipline as defined in this policy.

I. DRUG TESTING PROCEDURES

- 1) Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Service (HHS). All testing will be conducted consistent with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be made to protect the employee, the integrity of the drug testing procedure, and the validity of the test result.
- 2) The drugs that will be tested for include marijuana, cocaine, opioids, amphetamines, and phencyclidine. After the identity of the donor is checked using picture identification, a urine and/or oral fluid specimen will be collected as described in 49 CFR Part 40, as amended. Each specimen will be accompanied by a DOT Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual. The specimen analysis will be conducted at a HHS certified laboratory. An initial drug screen and validity test will be conducted on the primary specimen. For those specimens that are not negative, a confirmatory test will be performed. The test will be considered positive if the amounts of the drug(s) and/or its metabolites identified by the confirmatory test are at or above the minimum thresholds established in 49 CFR Part 40, as amended.
- 3) The test results from the HHS certified laboratory will be reported to a Medical Review Officer. A Medical Review Officer (MRO) is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO will review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive, substitute, or adulterated test result. The MRO will attempt to contact the employee to notify the employee of the non-negative laboratory result and provide the employee with an opportunity to explain the confirmed laboratory test result. The MRO will subsequently review the employee's medical history/medical records as appropriate to determine whether there is a legitimate medical explanation for a non-negative laboratory result. If no legitimate medical explanation is found, the test will be verified positive or refusal to test and reported to Rutherford County Transit. If a legitimate explanation is found, the MRO will report the test result as negative.

- 4) If the test is invalid without a medical explanation, a retest will be conducted under direct observation. Employees do not have access to a test of their split specimen following an invalid result.
- 5) Any covered employee who questions the results of a required drug test may request that the split sample be tested. The split sample test must be conducted at a second HHS-certified laboratory. The test must be conducted on the split sample that was provided by the employee at the same time as the primary sample. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40, as amended. The employee's request for a split sample test must be made to the Medical Review Officer within 72 hours of notice of the original sample verified test result. Requests after 72 hours will only be accepted at the discretion of the MRO if the delay was due to documentable facts that were beyond the control of the employee. Rutherford County Transit will ensure that the cost for the split specimen analysis is covered in order for a timely analysis of the sample, however Rutherford County Transit will seek reimbursement for the split sample test from the employee.
- 6) If the analysis of the split specimen fails to confirm the presence of the drug(s) detected in the primary specimen, if the split specimen is not able to be analyzed, or if the results of the split specimen are not scientifically adequate, the MRO will declare the original test to be canceled.
- 7) Observed collections
 - a. Consistent with 49 CFR Part 40, as amended, collection under direct observation with no advance notice will occur if:
 - i. The laboratory reports to the MRO that a specimen is invalid, and the MRO reports to Rutherford County Transit that there was not an adequate medical explanation for the result;
 - ii. The MRO reports to Rutherford County Transit that the original positive, adulterated, or substituted test result had to be cancelled because the test of the split specimen could not be performed;
 - iii. The laboratory reported to the MRO that the urine specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reported the urine specimen as negative-dilute and that a second collection must take place under direct observation (see §40.197(b)(1)).
 - iv. The collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;

- v. The temperature on the original urine specimen was out of range (See §40.65(b)(5));
- vi. Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with (See §40.65(c)(1)).
- vii. All follow-up-tests; or
- viii. All return-to-duty tests

Urine collections that are required to be directly observed will be conducted by a person of the same gender as the donor as required by 49 CFR Part 40.67.

J. ALCOHOL TESTING PROCEDURES

- 1) Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing device (EBT) operated by a trained Breath Alcohol Technician (BAT). A list of approved EBTs can be found on ODAPC's Web page for "Approved Evidential Breath Measurement Devices." Alcohol screening tests may be performed using a non-evidential testing device (alcohol screening device (ASD)) which is also approved by NHTSA. A list of approved ASDs can be found on ODAPC's Web page for "Approved Screening Devices to Measure Alcohol in Bodily Fluids." If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. The confirmatory test must occur on an EBT. The confirmatory test will be conducted no sooner than fifteen minutes after the completion of the initial test. The confirmatory test will be performed using a NHTSA-approved EBT operated by a trained BAT. The EBT will identify each test by a unique sequential identification number. This number, time, and unit identifier will be provided on each EBT printout. The EBT printout, along with an approved alcohol testing form, will be used to document the test, the subsequent results, and to attribute the test to the correct employee. The test will be performed in a private, confidential manner as required by 49 CFR Part 40, as amended. The procedure will be followed as prescribed to protect the employee and to maintain the integrity of the alcohol testing procedures and validity of the test result.
- 2) A confirmed alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. The consequences of a positive alcohol test are described in this policy. Even though an employee who has a confirmed alcohol concentration of 0.02 to 0.039 is not considered positive, the employee shall still be removed from duty for at least eight hours or for the duration of the workday whichever is longer and will be subject to the consequences described in this policy. An alcohol concentration of less than 0.02 will be considered a negative test.

- 3) Rutherford County Transit affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. If at any time the integrity of the testing procedures or the validity of the test results is compromised, the test will be canceled. Minor inconsistencies or procedural flaws that do not impact the test result will not result in a cancelled test.
- 4) The alcohol testing form (ATF) required by 49 CFR Part 40 as amended, shall be used for all FTA required testing. Failure of an employee to sign step 2 of the ATF will be considered a refusal to submit to testing.

K. PRE-EMPLOYMENT TESTING

- 1) All applicants for covered transit positions shall undergo drug testing prior to performance of a safety-sensitive function.
 - a. All offers of employment for covered positions shall be extended conditional upon the applicant passing a drug test. An applicant will not be allowed to perform safety-sensitive functions unless the applicant takes a drug test with verified negative results.
 - b. An employee shall not be placed, transferred, or promoted into a position covered under FTA authority or company authority until the employee takes a drug test with verified negative results.
 - c. If an applicant fails a pre-employment drug test, the conditional offer of employment shall be rescinded, and the applicant will be provided with a list of at least two (2) USDOT qualified Substance Abuse Professionals. Failure of a pre-employment drug test will disqualify an applicant for employment for a period of at least one year. Before being considered for future employment the applicant must provide the employer proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G. The cost for the assessment and any subsequent treatment will be the sole responsibility of the applicant.
 - d. When an employee being placed, transferred, or promoted from a non-covered position to a position covered under FTA authority or company authority submits a drug test with a verified positive result, the employee shall be subject to disciplinary action in accordance with this policy.

- e. If a pre-employment test is canceled, Rutherford County Transit will require the applicant to take and pass another pre-employment drug test.
- f. In instances where a FTA covered employee does not perform a safety-sensitive function for a period of 90 consecutive days or more regardless of reason, and during that period is not in the random testing pool the employee will be required to take a pre-employment drug test under 49 CFR Part 655 and have negative test results prior to the conduct of safety-sensitive job functions.
- g. Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
- h. Applicants are required (even if ultimately not hired) to provide Rutherford County Transit with signed written releases requesting USDOT drug and alcohol records from all previous, USDOT-covered, employers that the applicant has worked for within the last two years. Failure to do so will result in the employment offer being rescinded. Rutherford County Transit is required to ask all applicants (even if ultimately not hired) if they have tested positive or refused to test on a pre-employment test for a USDOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a USDOT covered employer, the applicant must provide Rutherford County Transit proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G.

L. REASONABLE SUSPICION TESTING

- 1) All Rutherford County Transit FTA covered employees will be subject to a reasonable suspicion drug and/or alcohol test when the employer has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. Reasonable suspicion shall mean that there is objective evidence, based upon specific, contemporaneous, articulable observations of the employee's appearance, behavior, speech, or body odor that are consistent with possible drug use and/or alcohol misuse. Reasonable suspicion referrals must be made by one or more supervisors who are trained to detect the signs and symptoms of drug and alcohol use, and who reasonably concludes that an employee may be adversely affected or impaired in his/her work

performance due to possible prohibited substance abuse or alcohol misuse. A reasonable suspicion alcohol test can only be conducted just before, during, or just after the performance of a safety-sensitive job function. However, under Rutherford County Transit' authority, a non-DOT reasonable suspicion alcohol test may be performed any time the covered employee is on duty. A reasonable suspicion drug test can be performed any time the covered employee is on duty.

- 2) Rutherford County Transit shall be responsible for transporting the employee to the testing site. Supervisors should avoid placing themselves and/or others into a situation which might endanger the physical safety of those present. The employee shall be placed on administrative leave pending disciplinary action described in this policy. An employee who refuses an instruction to submit to a drug/alcohol test shall not be permitted to finish his or her shift and shall immediately be placed on administrative leave pending disciplinary action as specified in this policy.
- 3) A written record of the observations which led to a drug/alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor making the observation. This written record shall be submitted to the Rutherford County Transit.
- 4) When there are no specific, contemporaneous, articulable objective facts that indicate current drug or alcohol use, but the employee (who is not already a participant in a treatment program) admits the abuse of alcohol or other substances to a supervisor in his/her chain of command, the employee shall be referred for assessment and treatment consistent with this policy. Rutherford County Transit shall place the employee on administrative leave in accordance with the provisions set forth under this policy. Testing in this circumstance would be performed under the direct authority of the Rutherford County Transit. **Since the employee self-referred to management, testing under this circumstance would not be considered a violation of this policy or a positive test result under Federal authority.** However, self-referral does not exempt the covered employee from testing under Federal authority as specified in this policy or the associated consequences.

M. POST-ACCIDENT TESTING

- 1) **FATAL ACCIDENTS** – A covered employee will be required to undergo drug and alcohol testing if they are involved in an accident with a transit vehicle, whether or not the vehicle is in revenue service at the time of the accident, that results in a fatality. This includes all surviving covered employees that are operating the vehicle at the time of the accident and any other whose performance could have

contributed to the accident, as determined by the employer using the best information available at the time of the decision.

- 2) NON-FATAL ACCIDENTS – A post-accident test of the employee operating the public transportation vehicle will be conducted if an accident occurs and at least one of the following conditions is met:
 - a. The accident results in injuries requiring immediate medical treatment away from the scene unless the covered employee can be completely discounted as a contributing factor to the accident.
 - b. One or more vehicles incurs disabling damage as a result of the occurrence and must be transported away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident.

In addition, any other covered employee whose performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision, will be tested.

As soon as practicable following an accident, as defined in this policy, the transit supervisor investigating the accident will notify the transit employee operating the transit vehicle and all other covered employees whose performance could have contributed to the accident of the need for the test. The supervisor will make the determination using the best information available at the time of the decision.

The appropriate transit supervisor shall ensure that an employee, required to be tested under this section, is tested as soon as practicable, but no longer than eight (8) hours of the accident for alcohol, and no longer than 32 hours for drugs. If an alcohol test is not performed within two hours of the accident, the Supervisor will document the reason(s) for the delay. If the alcohol test is not conducted within (8) eight hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

Any covered employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident, or until he/she undergoes a post-accident alcohol test.

An employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying a supervisor of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed to have refused to submit to testing.

Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident, or to prohibit an employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident, or to obtain necessary emergency medical care.

In the rare event that Rutherford County Transit is unable to perform an FTA drug and alcohol test (i.e., employee is unconscious, employee is detained by law enforcement agency), Rutherford County Transit may use drug and alcohol post-accident test results administered by local law enforcement officials in lieu of the FTA test. The local law enforcement officials must have independent authority for the test and the employer must obtain the results in conformance with local law.

N. RANDOM TESTING

- 1) All covered employees will be subjected to random, unannounced testing. The selection of employees shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of safety-sensitive employees. Individuals who may be covered under company authority will be selected from a pool of non-DOT-covered individuals.
- 2) The dates for administering unannounced testing of randomly selected employees shall be spread reasonably throughout the calendar year, day of the week and hours of the day.
- 3) The number of employees randomly selected for drug/alcohol testing during the calendar year shall be not less than the percentage rates set each year by the FTA administrator. The current year testing rates can be viewed online at <https://www.transportation.gov/odapc/random-testing-rates>.
- 4) Each covered employee shall be in a pool from which the random selection is made. Each covered employee in the pool shall have an equal chance of selection each time the selections are made. Employees will remain in the pool and subject to selection, whether or not the employee has been previously tested. There is no discretion on the part of management in the selection.
- 5) Covered transit employees that fall under the Federal Transit Administration regulations will be included in one random pool maintained separately from the testing pool of non-safety-sensitive employees that are included solely under Rutherford County Transit authority.

- 6) Random tests can be conducted at any time during an employee's shift for drug testing. Alcohol random tests can only be performed just before, during, or just after the performance of a safety sensitive duty. However, under Rutherford County Transit' authority, a non-DOT random alcohol test may be performed any time the covered employee is on duty. Testing can occur during the beginning, middle, or end of an employee's shift.
- 7) Employees are required to proceed immediately to the collection site upon notification of their random selection.

O. RETURN-TO-DUTY TESTING

Rutherford County Transit will terminate the employment of any employee that tests positive or refuses a test as specified in this policy. However, in the rare event an employee is reinstated with court order or other action beyond the control of the transit system, the employee must complete the return-to-duty process prior to the performance of safety-sensitive functions. All covered employees who previously tested positive on a drug or alcohol test or refused a test, must test negative for drugs, alcohol (below 0.02 for alcohol), or both and be evaluated and released by the Substance Abuse Professional before returning to work. Following the initial assessment, the SAP will recommend a course of rehabilitation unique to the individual. The SAP will recommend the return-to-duty test only when the employee has successfully completed the treatment requirement and is known to be drug and alcohol-free and there are no undue concerns for public safety. The SAP will determine whether the employee returning to duty will require a return-to-duty drug test, alcohol test, or both.

P. FOLLOW-UP TESTING

Covered employees that have returned to duty following a positive or refused test will be required to undergo frequent, unannounced drug and/or alcohol testing following their return-to-duty test. The follow-up testing will be performed for a period of one to five years with a minimum of six tests to be performed the first year. The frequency and duration of the follow-up tests (beyond the minimums) will be determined by the SAP reflecting the SAP's assessment of the employee's unique situation and recovery progress. Follow-up testing should be frequent enough to deter and/or detect a relapse. Follow-up testing is

separate and in addition to the random, post-accident, reasonable suspicion, and return-to-duty testing.

In the instance of a self-referral or a management referral, the employee will be subject to non-USDOT follow-up tests and follow-up testing plans modeled using the process described in 49 CFR Part 40. However, all non-USDOT follow-up tests and all paperwork associated with an employee's return-to-work agreement that was not precipitated by a positive test result (or refusal to test) does not constitute a violation of the Federal regulations will be conducted under company authority and will be performed using non-DOT testing forms.

Q. RESULT OF DRUG/ALCOHOL TEST

- 1) Any covered employee that has a verified positive drug or alcohol test, or test refusal, will be immediately removed from his/her safety-sensitive position, informed of educational and rehabilitation programs available, and will be provided with a list of at least two (2) USDOT qualified Substance Abuse Professionals (SAP) for assessment, and will be terminated.
- 2) Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
- 3) Refusal to submit to a drug/alcohol test shall be considered equivalent to a positive test result and a direct act of insubordination and shall result in termination and referral to a list of USDOT qualified SAPs. A test refusal is defined as any of the following circumstances:
 - a. Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer.
 - b. Fail to remain at the collection site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
 - c. Fail to attempt to provide a specimen. An employee who does not provide a specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
 - d. In the case of a directly observed or monitored urine collection in a drug test, fail to permit monitoring or observation of your provision of a specimen.
 - e. Fail to provide a sufficient quantity of specimen without a valid medical explanation.

- f. Fail or decline to take an additional test as directed by the collector or the employer for drug testing.
 - g. Fail to undergo a medical evaluation as required by the MRO or the employer's Designated Employer Representative (DER).
 - h. Fail to cooperate with any part of the testing process.
 - i. Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly observed urine collection.
 - j. Possess or wear a prosthetic or other device used to tamper with the collection process.
 - k. Admit to the adulteration or substitution of a specimen to the collector or MRO.
 - l. Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
 - m. Fail to remain readily available following an accident.
 - n. As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.
- 4) An alcohol test result of ≥ 0.02 to ≤ 0.039 BAC shall result in the removal of the employee from duty for eight hours or the remainder of the workday whichever is longer. The employee will not be allowed to return to safety-sensitive duty for his/her next shift until he/she submits to a NONDOT alcohol test with a result of less than 0.02 BAC.
- 5) In the instance of a self-referral or a management referral, disciplinary action against the employee shall include:
- a. Mandatory referral for an assessment by an employer approved counseling professional for assessment, formulation of a treatment plan, and execution of a return-to-work agreement;
 - b. Failure to execute or remain compliant with the return-to-work agreement shall result in termination from Rutherford County Transit employment.
 - i. Compliance with the return-to-work agreement means that the employee has submitted to a drug/alcohol test immediately prior to returning to work; the result of that test is negative; the employee is cooperating with his/her recommended treatment program; and, the employee has agreed to periodic unannounced follow-up testing as described in this policy; however, all follow-up testing performed as part of a return-to-work agreement required under this policy is under the sole authority of Rutherford County Transit and will be performed using non-DOT testing forms.
 - c. Refusal to submit to a periodic unannounced follow-up drug/alcohol test shall be considered a direct act of insubordination and shall result in termination. **All tests conducted as part of the return-to-work agreement will be conducted under company authority and will be performed using non-DOT testing forms.**

- d. A self-referral or management referral to the employer's counseling professional that was not precipitated by a positive test result does not constitute a violation of the Federal regulations and will not be considered as a positive test result in relation to the progressive discipline defined in this policy.
 - e. Periodic unannounced follow-up drug/alcohol testing conducted as a result of a self-referral or management referral which results in a verified positive shall be considered a positive test result in relation to the progressive discipline defined in this policy.
 - f. A Voluntary Referral does not shield an employee from disciplinary action or guarantee employment with Rutherford County Transit.
 - g. A Voluntary Referral does not shield an employee from the requirement to comply with drug and alcohol testing.
- 6) Failure of an employee to report within five days a criminal drug statute conviction for a violation occurring in the workplace shall result in termination.

R. GRIEVANCE AND APPEAL

The consequences specified by 49 CFR Part 40.149 (c) for a positive test or test refusal is not subject to arbitration.

S. PROPER APPLICATION OF THE POLICY

Rutherford County Transit is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, supervisors/managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/manager who knowingly disregards the requirements of this policy, or who is found to deliberately misuse the policy in regard to subordinates, shall be subject to disciplinary action, up to and including termination.

T. INFORMATION DISCLOSURE

- 1) Drug/alcohol testing records shall be maintained by the Rutherford County Transit Drug and Alcohol Program Manager and, except as provided below or by law, the results of any drug/alcohol test shall not be disclosed without express written consent of the tested employee.

- 2) The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration records, and records of laboratory certifications. Employees may not have access to SAP follow-up testing plans.
- 3) Records of a verified positive drug/alcohol test result shall be released to the Drug and Alcohol Program Manager, and other transit system management personnel on a need-to-know basis.
- 4) Records will be released to a subsequent employer only upon receipt of a written request from the employee.
- 5) Records of an employee's drug/alcohol tests shall be released to the adjudicator in a grievance, lawsuit, or other proceeding initiated by or on behalf of the tested individual arising from the results of the drug/alcohol test. The records will be released to the decision maker in the proceeding.
- 6) Records will be released to the National Transportation Safety Board during an accident investigation.
- 7) Information will be released in a criminal or civil action resulting from an employee's performance of safety-sensitive duties, in which a court of competent jurisdiction determines that the drug or alcohol test information is relevant to the case and issues an order to the employer to release the information. The employer will release the information to the decision maker in the proceeding with a binding stipulation that it will only be released to parties of the proceeding.
- 8) Records will be released to the DOT or any DOT agency with regulatory authority over the employer or any of its employees.
- 9) Records will be released if requested by a Federal, state, or local safety agency with regulatory authority over Rutherford County Transit or the employee.
- 10) If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of Part 40 as amended, necessary legal steps to contest the issuance of the order will be taken.

- 11) In cases of a contractor or sub-recipient of a state department of transportation, records will be released when requested by such agencies that must certify compliance with the regulation to the FTA.

This policy was adopted by the Rutherford County Board of Commissioners on February 5, 2024. See Board of Commissioners meeting minutes from February 2024 for official approval.

Authorized Official: 
Bryan King, Chairman
Rutherford County Board of Commissioners

Date: 2-5-24

Attachment A

<u>Job Title</u>	<u>Job Duties</u>	<u>Testing Authority</u>
Driver	Drive	49CFR PART 655
Mechanic	Preventive Maintenance and Repairs	49CFR PART 655
Dispatcher	Inform drivers of pick up and drop off times of passengers	49CFR PART 655
Operations Manager	Driver evaluations and manage maintenance of vehicles	49CFR PART 655

Attachment B Contacts

Any questions regarding this policy or any other aspect of the substance abuse policy should be directed to the following individual(s).

Rutherford County Transit Drug and Alcohol Program Manager

Name: Kerry Giles
Title: Transit Director
Address: 294 Fairground Road, Spindale, NC 28160
Telephone: 828-288-4505

Medical Review Officer

Name: Dr. George Finch
Title: Medical Doctor
Address: 288 S. Ridgecrest Ave, Rutherfordton, NC 28139
Telephone: 828-286-5508

Substance Abuse Professional #1

Name: Jeffrey Wells, Lifeline Counseling Center
Title: Certified Substance Abuse Counselor
Address: 373 W. Main Street, Forest City, NC 28043
Telephone: 828-289-0574

Substance Abuse Professional #2

Name: Dr. Sarah Horne, Preferred Choice Healthcare
Title: Certified Substance Abuse Counselor
Address: 182 W. Court Street, Rutherfordton, NC 28139
Telephone: 828-287-7806

SECTION 5

VEHICLE MAINTENANCE



April 17, 2007

TO: Community Transportation Systems

FROM: NCDOT/PTD

SUBJECT: Maintenance Plan

Recipients must keep Federally funded equipment and facilities in good operating order.

Recipients must have a written maintenance plan. The maintenance plan should identify the goals and objectives of a maintenance program, which may include vehicle life, frequency of road calls, maintenance costs compared to total operating costs, etc. The maintenance program should also establish the means by which such goals and objectives will be obtained.

At a minimum, the plan should designate the specific goals and objectives of the program for preventive maintenance inspections, servicing, washing, defect reporting, maintenance-related mechanical failures, warranty recovery, vehicle service life, and vehicle records. The program must address the particular maintenance cycles for each capital item.

Recipients must have records showing when periodic maintenance inspections have been conducted on vehicles and equipment. Include information showing that the periodic maintenance program meets at least minimum requirements of the manufacturer.

Maintenance of ADA elements may be incorporated in the regular maintenance plan or addressed separately. At a minimum, the grantee must demonstrate that such features as lifts, elevators, ramps, securement devices, signage, and communications equipment are maintained and operational. The recipient is required to develop a system of maintenance checks for lifts on non-rail vehicles to ensure proper operation. Additionally, a recipient is required to remove an accessible van with an inoperable lift from service before the next day, unless no spare vehicles are available to replace that vehicle. When a vehicle with an inoperable lift is operated, the vehicle must not be in service for more than five days.

Recipients must keep written maintenance plans and checklist systems, as well as maintenance records for accessible equipment.

Recipients are required to maintain systems for recording warranty claims and enforcement of such claims. Recipients should have written warranty recovery procedures. The warranty recovery system should include warranty records and annual summaries of warranty claims submitted.

Federally funded equipment needs to be maintained whether operated directly by a recipient or by a third-party contractor. When a recipient has contracted out a portion of its operation, a maintenance plan for Federally funded equipment should be in existence and be treated similarly to a recipient-operated service. In those cases, the third-party contractor must have in place a system to monitor the maintenance of federally funded equipment.

PREVENTIVE MAINTENANCE STANDARDS

All vehicles, wheelchair lifts and associated equipment, system owned or operating under contract with the system, is placed on a comprehensive preventive maintenance program in **Trapeze** for the purpose of **increasing safety and reducing operational costs**.

The Preventive Maintenance Plan should consist of:

- Making preventive maintenance arrangements
- Conducting a Pre/Post-Trip Inspection course for drivers
- Completing a corresponding inspection checklist
- Maintaining a combined Public Transportation Management System (PTMS), and a comprehensive maintenance record in Trapeze.
- Completing statistical reporting
- Reporting common problems
- Utilizing manufacturers Preventive Maintenance Guidelines Manual
- Keeping all maintenance records for the life of the vehicle to include three (3) years after disposition.

*Note: The Preventive Maintenance Program has been developed for the purpose of safety, reliability and vehicle use longevity. The guidelines are not designed to interfere with or violate the Manufacturer's Warranty Maintenance Schedule.

MAINTENANCE RECORDS

Rutherford County Garage and Rutherford County Transit will retain all records pertaining to maintenance, service, warranty, and other documents in Trapeze as required for vehicles and wheelchair lifts. The records should be maintained for at least the life of the vehicle which includes three (3) years after the vehicle's disposal.

Maintenance Records Include:

- Documents showing vehicle identity.
- Documents showing vehicle and wheelchair lift completed maintenance and inspection dates.
- Documents showing mileage.
- Documents identifying the contractor that provides non owned vehicles.
- Documents showing maintenance contractors' names and addresses.
- Vehicle Accident Reports
- A copy of the document notifying NCDOT of a fatal accident by the close of business or the end of the working day
- A copy of the document notifying NCDOT within 24 hours of a fatal death that occurs within 30 days as a result of an accident.
- Documents that report to NCDOT within 48 hours all accidents/incidents
- Documents showing completion of the driver's daily Pre/Post-Trip Inspection Checklists*
- Maintain for life of the vehicles plus three (3) years after disposition.

ONBOARD SAFETY EQUIPMENT

The following items have been placed in all vehicles:

Seat Belts - An adjustable driver's restraining belt that complies with FMVSS 209 (Seat Belt Assemblies) and FMVSS 210 (Seat Belt Anchorages) regulations.

Fire Extinguisher - Include a fully charged dry chemical or carbon dioxide fire extinguisher that has at least a 1A: BC rating and bears the Underwriter's Laboratory, Inc. label. The extinguisher shall be accessible and must be securely mounted in a visible place or a clearly marked compartment.

Red Reflector - Vehicles shall be equipped with three (3) portable red reflector warning devices in compliance with North Carolina Statutes.

Web Cutter – Shall be visible and easily accessible by the driver from seated position in drivers' seat.

Blood Borne Pathogen Kit – Kit includes disposable gloves for your hands, disinfectant spray for decontamination of any spill, absorbent powder for clean-up, approved bio-hazard bags for proper disposal, dustpan, broom, mouth and nose mask and disinfectant wipes for immediate hand cleaning.

Reflective Safety Vest – Shall be worn by the driver when performing job functions.

First Aid Kit – Kit should consist of the following items:

Bandage Compress	Adhesive Bandages
Gauze Pads	Scissors
Triangular Bandages	Gauze Bandages
Adhesive Tape	CPR Micro-shield Rescue Breather & Gloves
Tweezers	Different size Compression Bandages

PREVENTIVE MAINTENANCE PLAN

It shall be the policy of Rutherford County Transit to maintain all vehicles and wheelchair lifts in the best possible operational condition. This will be accomplished by adhering to and /or exceeding the manufacturer's recommended minimum maintenance requirements.

It is the policy of Rutherford County Transit that vehicle maintenance will be performed every 4,000 miles.

The Operations Manager or designated employee will initiate the PM's for vehicles based on the required PM Service required using Trapeze service interval projection module. When a PM is projected the County Garage is contacted to schedule the PM. The garage will schedule appointment with the Transit staff to bring vehicle to garage to complete the scheduled PM.

On scheduled day of PM, vehicle will be taken to garage by Transit driver and left for PM work to be performed. When work is completed, garage will notify Transit the vehicle is ready to be picked up. Vehicle will then be returned to Transit parking lot and ready for use.

The vehicle service schedule has been established on a 4,000-mile maintenance cycle. At a minimum the following maintenance action will be performed to include any additional maintenance required by the manufacturer or that is determined to be needed:

At 4,000 mile intervals: A Service

- Lubricate and perform preventive and required maintenance on wheelchair lifts.
- Check brakes and hubs.
- Check and rotate tires lubricate doors, hood hinges, etc.
- Check transmission and all fluid levels.
- Install engine additives.
- Check battery amperage.
- Check hoses, clamps, and wiring on all engine parts.
- Check exhaust system.

At 36,000 mile intervals: B Service

- Perform above actions plus: Service transmission, flush and add fluid and filter, and check axles and ball joints.

At 100,000 mile intervals: C Service

- Perform above actions except Transmission service plus: Change spark plugs, spark plug wires, service rear differential, flush cooling system and provide general tune-up.

All preventative maintenance actions are recorded electronically and filed at the county garage. Operations Manager will access garage-controlled Maintenance software each month to print completed work orders so that data can be entered into Trapeze. All completed paperwork will be placed in vehicle file in Operations Manager's office.

The Operations Manager will ensure that all Pre/Post Trip inspections are completed and timely on a daily basis.

WHEELCHAIR LIFT MAINTENANCE SCHEDULE

The transit driver will inspect all joints and hinges on the passenger lift as a part of the pre-trip inspection. Wheelchair lifts that have cycle counters will be lubricated by garage personnel. Lubricant is not issued to each driver by the county garage. Required preventive and annual maintenance will be completed every 4,000 miles by the county garage during the scheduled preventive maintenance of the vehicle.

Operations Manager will make periodic follow up inspections.

Key Control Process

It is the policy of Rutherford County Transit that all keys for all Transit vehicles to be kept in the bottom right locked drawer of Dispatcher's desk in the Dispatch Office. The keys are stored in numerical order on key hooks in the drawer. Upon completion of the next day's drivers' schedule, the schedule will be posted for drivers to view to determine their time to report to work and the vehicle they have been assigned to drive for that day. The drivers' route information will be assigned to that vehicle for the driver to view upon logging into the system the following day. The driver will come to Dispatcher's office and ask the Dispatcher for the key to the vehicle they have been assigned for the day prior to beginning their pre-trip inspection. This process also provides a procedure to prevent any vehicles that have been taken out of service for the day for maintenance or repairs to not be used mistakenly. Since the drivers' schedule will not appear in any vehicle other than their correct assigned vehicle for the day the driver would contact dispatch at this point and driver would be reassigned to correct vehicle. At the completion of their assigned work for the day, drivers' will return the vehicle key to the Dispatcher and the Dispatcher returns the key to the drawer and place them on assigned key post.

All vehicles scheduled for maintenance or repair are removed from service for that day and are taken to the County garage on the morning of their scheduled maintenance and key is left with vehicle. Once maintenance or repairs are completed the vehicle is brought back to the Transit parking area, the key is returned to the Dispatcher, key is placed in key drawer and the van is entered back into revenue service for the following day.

DAILY VEHICLE INSPECTION

Pre/Post Trip inspections are crucial to the success of the Rutherford County Transit preventative maintenance program. It is also a crucial step in the continued safe operation of the transit system. Each driver will inspect his/her vehicle both internally and externally before leaving the Rutherford County Transit parking lot noting items inspected by placing OK on form and inspect the vehicle upon completion of his/her daily trips and then complete the Daily Pre/Post Trip Inspection Form. The completed form must be turned in daily for each vehicle that you may drive that day. If you do not work on a day then no form is required since you did not drive any transit vehicles.

Any safety issues must be noted on form and addressed immediately with Operations Manager so that repairs can be scheduled. Any other maintenance issues must also be noted on form so corrective action can be taken. A complete form must be filled out in its entirety and signed by the driver. He/she is responsible to ensure that all information is complete and written neatly.

The following pages contain guidelines to help ensure that you are checking vehicle thoroughly and in order it should be completed. A copy of the current Pre/Post Trip Inspection form follows the guidelines.

PRE/POST TRIP INSPECTION PROCEDURE

PRE-TRIP INSPECTION

Under the Hood

- Check for problems under the hood at the beginning of your inspection before starting the engine. It is easier and safer when the engine is cool.
- Check the oil, radiator, and battery fluid levels. If low, make a note of it on your inspection checklist. If any fluids are below the safe level, see the coordinator for assistance.
- Also, check hoses for cracks or possible leaks and belts for any visible damage. Report any wear on the checklist as soon as it begins to show.

Vehicle Interior

Since you will need to leave the vehicle compartment while the vehicle is running parking brake should be applied.

- Begin while seated behind the steering wheel.
- First, put on the parking brake.
- Then, turn on the ignition.
- Check the oil pressure, fuel, and alternator gauges.
 - ❄ If the oil pressure light stays on or the gauge shows the oil pressure to be dangerously low, turn the motor off until the problem can be corrected. Alert the coordinator and document on your pre-trip inspection form.
 - ❄ If the alternator or generator light stays on, the battery may not be charging. To guard against the possibility of becoming stranded along the route by a dead battery, have the problem located and corrected right away.
- Check the windshield wipers to make sure they are working and not worn or stripped.

Vehicle Exterior

- Turn on all exterior lights. With the vehicle in park and the emergency brake still on, begin the exterior check from the front of the vehicle.
- During the exterior inspection, be sure to note and report any evidence of fresh damage to the vehicle. Reporting such damage now may save you a lengthy and difficult explanation or report later. Space is provided for you on the Daily Vehicle Inspection Checklist to note and describe any exterior damage.
- Check the headlights, signal lights, emergency flashers and clearance lights to make sure they are working.
- Check the left front tire for any signs of road damage or under-inflation.
 - Take care to maintain your tires at the recommended pressure.
 - A soft tire is very susceptible to severe road damage.
 - An over-inflated tire causes a bumpier and less comfortable ride, especially for elderly or disabled passengers.
 - Check the condition of the side marker light.
- Move to the back of the vehicle and inspect the rear left tire or duals for obvious damage.
- While at the back of the vehicle, check the taillights, the brake lights, turn signal lights, emergency flashers and any other clearance lights, reflectors, or signs.

- Make sure they are free of mud and dirt buildup.
- Carry a rag with you to clean any dirty lights, which may be hard to see even after dark.
- Check the right rear tire. If there are any other lights or outside signs for your boarding doors or lifts, make sure they are in place and clean.
- Next, look under the vehicle. Make sure there are no foreign or unfamiliar objects hanging down or wedged underneath.
- Also, check to see if there are any puddles or vehicle fluids under the vehicle. If the vehicle is leaking fluid, report it to your supervisor.
- Move to the front of the vehicle and examine the right front tire in the same manner as the left tire and check the condition of the side marker light.
- Adjust each of your mirrors so that you can see what you need to see from your normal driving position. When you are adjusting your mirrors, keep in mind what you want to be able to see within your safety zone.
- Test your horn to make sure it works.
- Turn the steering wheel gently to make sure it is not loose.
- Push on the brake pedal. If the tension feels spongy or soft, note this on your checklist. Your brakes may need to be adjusted.
- Check the blower fan to see if it works so you'll be able to use the heater, defroster, or air conditioner.
- Check the interior lights. If any lights are not working, note this on your checklist.
- Note on your checklist anything in the interior of the vehicle that needs attention.

Safety Equipment

Check your emergency equipment to make sure it is in the right location and in working order.

Emergency equipment should include:

- A properly charged fire extinguisher.
- Red reflective triangles (3)
- A first aid kit
- Blood Borne Pathogens Kits
- Web cutter
- Reflective Safety Vest

Look around the inside of your vehicle to make sure it is clean. Clear out trash, debris, or loose items. Trash or debris left in the vehicle can be tossed about by careless passengers and can cause slips, falls and fires. A clean vehicle presents a professional image.

Check any special accessibility equipment if your vehicle is so equipped.

Examine tie downs for signs of damage or excessive wear. Make sure they can be properly secured to the floor.

Check all lifts and ramps by operating them through one complete cycle. Make sure they are functioning properly. (You may have to move the vehicle to ensure proper clearance while performing this part of the inspection.)

Make sure all doors and emergency exits are functional and unobstructed.

POST-TRIP INSPECTION

At end of your trip record all information needed to complete your inspection sheet. Walk around and examine the vehicle for any problems that may have arisen during your trip.

Paperwork

Complete your pre/post trip inspection sheet with all items checked. Be sure to fill out the sheet correctly and keep it neat. Mileage is required to be listed on the sheet at the beginning of your trip and at the end of your trip. Also, you must write the beginning lift cycle count at the beginning of your trip and the cycle count at the end of your trip. This number will be different due to testing lift thru one complete cycle before starting trip. When paperwork is completed, turn in to the Operation Manager for record keeping.

RUTHERFORD COUNTY TRANSIT

Pre/Post-Trip Inspection Worksheet

Date _____ Time _____
 Driver _____ Vehicle # _____
 Mileage: PreTrip _____ Post Trip _____



Place **OK** next to each item to indicate that you have verified the condition of the item. If you find that something is missing or damaged, mark with an **X**, describe damage and report to your supervisor. Do not drive a vehicle that is unsafe.

Engine Compartment

Belts _____
 Hoses _____
 Brake Fluid _____
 Oil (check when cold) _____
 Transmission Fluid (engine hot) _____
 Battery/Cables _____
 Washer Fluid _____

* Post Trip

Safety Equipment

Fire Extinguisher _____
 First Aid Equipment _____
 Bloodborne Pathogen Kit _____
 Initial Brake Check _____
 Parking Brake _____
 Safety Triangles _____
 Safety Vest _____
 Web Cutter _____
 Key for Overhead Compartment _____
 Child Seats _____
 # Toddler _____ # Booster _____

Vehicle Exterior Checks

* All Lights & Lenses _____
 * Turn Signals & 4 Way Flasher _____
 Windshield, Wipers & Washers _____
 Door Operation, Seals Intact Tight _____
 Emergency Door/Windows Alarm _____
 * Tires, Wheels & Lugnuts _____
 * Glass and Mirrors _____
 Under Vehicle Leaks _____
 Lift Door Hold Backs _____
 * Body Damage _____
 Damage Location _____
 Oil Seals - Axle Seals - back _____
 Oil Seals - Hub seals - front _____
 * Exhaust System _____
 Fuel Tank Cap Tight _____

Cameras

Panic Button Light Lit and Not
 Flashing Before Checking Lift _____
 All Camera Lens Clean and
 Moisture Free _____

Defects/Leaks

Yes _____
 No _____

If Yes, Description of Defect:

Vehicle Interior Checks

Speedometer/Tachometer _____
 Heaters, Defroster, Ventilation
 and Air Conditioner _____
 All Gauges _____
 * Horn, Dash Lights/Hi/Lo Indicator _____
 Interior Lights _____
 Driver Seat Operation & Belts _____
 Hand Rails/Modesty Panels _____
 Steering Operation _____
 Two-Way Radio Operation _____
 Vehicle Interior Cleaned & Swept _____
 Registration _____
 Gas Card _____ Insurance Card _____
 License Plate/Light _____

Accessibility Equipment

Lift Cycle Count - Pre Trip _____
 Life Cycle Count - Post Trip _____
 Fully Operable Wheelchair Lift _____
 Wheelchair Belts/Securement Devices
 Complete & in Good Condition _____
 Wheelchair Lift Ramp _____
 Proper Number of Belts and
 Securement Devices _____
 Tie Down Sacks in Place _____

Post Trip Comments _____

Driver Signature: _____

Operations Manager Signature: _____

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THREE MONTH INSPECTION PROCEDURE

Every vehicle will be inspected every three (3) months by the assigned driver and/or the Operations Manager. The purpose of this inspection is to inspect your vans emergency safety equipment and to operate the escape hatch and windows by completely opening and closing them to ensure proper operation. You will fill out the 3-month inspection form and give to the Operations Manager to be filed in each vehicles maintenance file.

RUTHERFORD COUNTY TRANSIT THREE MONTH SAFETY INSPECTION SHEET

Date: _____

Vehicle #: _____

Current Mileage: _____

Next Oil Change Mileage: _____

SAFETY EQUIPMENT

- ☐ Fire extinguisher inspection/fluid
- ☐ Seat Belt Cutter in place
- ☐ Triangles
- ☐ First aid kit stocked
- ☐ Blood Borne Pathogen kit
- ☐ Emergency Escape Hatch Check (Opened and Closed)
- ☐ Side Escape Windows Check (Opened and Closed)
- ☐ Emergency Door Alarms (*if equipped*)
- ☐ Wheelchair Lift slot/joint oiling and check hinges/pins
- ☐ Wheelchair safety barrier operating correctly with lift
- ☐ Camera Domes Free of Moisture and Clean
- ☐ Reflective Safety Vest

Notes: _____

Inspector signature: _____

SECTION 6:

SECURITY



SECURITY

PURPOSE

The overall purpose of The Rutherford County Transportation's Security Program is to optimize -- within the constraints of time, cost, and operational effectiveness -- the level of protection afforded to Rutherford County's vehicles, equipment, facilities, passengers, employees, volunteers and contractors, and any other individuals who come into contact with the system both during normal operations and under emergency conditions.

The security of passengers and employees is paramount to promoting the objectives of FTA, NCDOT and their partner organizations in developing a Security Program. Rutherford County Transportation will take all reasonable and prudent actions to minimize the risk associated with intentional acts against passengers, employees, and equipment/facilities. To further this objective, Rutherford County Transportation has developed security plans and procedures and emergency response plans and procedures. The plans have been coordinated with local law enforcement, emergency services and with other regional transit providers, which addresses the conduct of exercises in support of their emergency plans, and assessment of critical assets and measures to protect these assets.

GOALS

The Security Program provides Rutherford County Transportation with a security and emergency preparedness capability that will:

1. The Security Program's number one goal is the protection and safety of system employees, passengers, vehicles, and equipment.
2. Ensure that security and emergency preparedness are addressed during all phases of system operation, including the hiring and training of agency personnel; the procurement and maintenance of agency equipment; the development agency policies, rules, and procedures; and coordination with local public safety and community emergency planning agencies.
3. Promote analysis tools and methodologies to encourage safe system operation through the identification, evaluation and resolution of threats and vulnerabilities, and the on-going assessment of agency capabilities and readiness.
4. Create a culture that supports employee safety, equipment/facility protection and security and safe system operation (during normal and emergency conditions) through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment.

OBJECTIVES

In this new environment, every threat cannot be identified and resolved, but Rutherford County Transportation can take steps to be more aware, to better protect passengers, employees, facilities, and equipment, and to stand ready to support community needs in response to a major event. To this end, our Security Program has five objectives:

1. Achieve a level of security performance and emergency readiness that meets or exceeds our requirements.
2. Increase and strengthen community involvement and participation in the safety and security of our system.
3. Insure that all employees are aware of the Security Plan procedures to follow in vehicles and in or on the Transit Facility property. Copies of the Security Plan can be found in the SSP located in the Directors office and Operations Managers office and in the Driver Manual.
4. Expand our training program for employees, volunteers, and contractors to address security awareness and emergency management issues.
5. Enhance our coordination with NCDOT/PTD regarding security and emergency preparedness issues.

Rutherford County Transit is a part of the Rutherford County Emergency Plan.

Rutherford County Transit offices are accessed through a single front entrance door that is monitored by office personnel via camera. Entrance into offices is via secured card access or by electric door lock release by office personnel. There is a rear door that is locked 24/7 and only accessible with a authorized access card unless opened from the inside.

PROGRAM GUIDELINES

Listed below are the actions taken to ensure that Rutherford County Transportation is in compliant with all FTA and NCDOT mandated regulatory requirements and polices.

1. Conduct briefings during safety meetings with employees to discuss security awareness.
2. Post Security Plan in SSP and the Drivers Manual so all employees may read.
3. Delegate and assign security responsibilities.
4. The Operations Manager will be made aware of all security issues and will work with management to develop possible solutions.
5. Establish procedures to control access to secure areas and vehicle operations.
6. Facilities and vehicles are monitored by local law enforcement by the use of regular and random patrols.
7. After normal hours of operation, the facility and vehicles are secured and all external lights available are turned on.
8. Brief all employees on required reporting procedures for reporting suspicious people, activities, packages, devices, or vehicles.
9. Brief all employees on required actions to take to protect themselves and passengers in case of an explosion or evacuation when a suspicious package is identified.
10. Develop procedures to respond to bomb threats or similar threats to include evacuation procedures, and notification of local authorities.
11. Develop safety and emergency response policies...brief all personnel.
12. Develop a policy on responding to passenger, vehicle, or traffic emergencies.
13. Devise procedures to show appropriate degree of supportiveness for drivers when emergency situations occur.
14. Inform law enforcement and emergency response personnel of planned changes to system facilities, operations, etc.
15. Establish policy and procedures to coordinate training exercises with law enforcement and emergency service personnel when developed.
16. Develop an Emergency Management Plan which is integrated with Regional Emergency Management Plans.
17. Establish Mutual Aid Agreement with regional public agencies such as local government, Fire and Police, etc. to coordinate actions during natural or other disasters.
18. Assign and brief roles/responsibilities employees have during various emergencies.

FTA'S SECURITY PROGRAM ACTION ITEMS FOR TRANSIT AGENCIES

The following Action items identify the most important elements that transit agencies should incorporate into their System Security Program Plans. These items are based on good security practices identified through FTA's Security Assessments and Technical Assistance provided to the largest transit agencies. Specific information on these elements may be found in FTA's *Transit System Security Program Planning Guide*. FTA is working with transit agencies to encourage them to incorporate these practices into their programs.

Management and Accountability

1. Written security program and emergency management plans are established.
2. The security plan is updated to reflect anti-terrorist measures and any current conditions.
3. The security plan is an integrated system security program, including regional coordination with other agencies, security design criteria in procurements and organizational charts for incident command and management systems.
4. The security plan is signed, endorsed, and approved by the County Board of Commissioners.
5. Security responsibilities are defined and delegated from management through to all employees.
6. The Transportation Services Director, the Operations Manager and the County Garage Supervisor are held accountable for security issues under their control.

Security Problem Identification

7. A threat and vulnerability assessment resolution process is established and used.
8. Security sensitive intelligence information sharing is improved by joining InfraGard, the FBI Regional Task Force and the Surface Transportation Intelligence Sharing & Analysis Center (SAC); security information is reported through the National Transit Database (NTD).

Employee Selection

9. Background investigations are conducted on all new employees (i.e., criminal history and motor vehicle records,).
10. Criteria for background investigations are established.

Training

11. Security orientation or awareness materials are provided to all employees.
12. Ongoing training programs on safety, security and emergency procedures by work area are provided.

Audits and Drills

13. Periodic audits of security policies and procedures are conducted.
14. Tabletop and functional drills are performed at least annually.

Document Control

15. Access to documents of security critical systems and facilities are controlled by Human Resources, County Attorney, and Finance Director.
16. Access to security sensitive documents is controlled.

Access Control

17. Background investigations conducted on all those who require access to security critical facilities. All employees are issued ID Badges upon hire and are required to display them when at work. All visitors must enter through the front door entrance. Dispatch has visual contact with a visitor upon entrance through first door and directs the visitor through the second door and to the office of whom they are to see.
18. The County is in the beginning stages of doing a complete Threat and Vulnerability assessment for all County departments to determine what security measures to employ upon the assessment.

Homeland Security

19. Protocols have been established to respond to the Office of Homeland Security Threat Advisory Levels.

PASSENGER RULES AND PROCEDURES

Rutherford County citizens have a right to transportation services provided by Rutherford County Transit (herein referred to as RCT) as well as the expectation/right to be treated with courtesy, dignity, and respect at all times by Transit personnel while using RCT services.

SCHEDULING APPOINTMENTS:

- Appointments should be scheduled three business days prior to transportation if possible.
- Passengers will be picked up and dropped off at the locations specified when the appointment was made. If you need to be dropped at another location, you must notify Transit in advance.
- All out of county appointments should be scheduled with the doctor's office between 9:00 am – 12:00 pm.

NO SHOW AND CANCELLATION POLICY:

- Passengers must cancel transportation by 2:00 pm on the business day prior to the appointment by calling 287-6339. Any cancellations after 2:00 pm will result in a "No Show".
- If a passenger does not require transportation for their take home trip, they must call 287-6339 at least one hour prior to their take home time. Failure to do so will result in a "No Show".
- Passengers must be ready for the driver when the van arrives for pick-up. Transit policy is for drivers to wait (5) five minutes. If a passenger is not ready within five minutes, the driver will leave, and the passenger will be documented as a "No Show."
- Three (3) No Shows in a three month period will result in the passenger being suspended from riding Transit for 30 days.

ON BOARD VEHICLE RULES:

- A passenger's right to transportation can be terminated by the transportation system due to misconduct of the passenger.
- Drivers may assist you in getting on or off the van if necessary. They may not go inside a home, facility, day care, school, business, etc. with a passenger.
- Priority seating at the front of vehicles is reserved for customers with disabilities and senior citizens. Riders asked to move to an alternate seat to accommodate disabled and senior citizens is required and in compliance with ADA laws and regulations.
- Passengers must exit vehicle once it has completed its one-way trip and/or completed one full loop on Tri-City Xpress route.
- Passengers shall remain seated at all times while vehicle is in motion.
- Passengers shall keep all personal items on lap or at your feet. Items may not block aisles, obstruct seats, take up seats or be left unattended.
- No eating or drinking on board vehicles. Exceptions are made to allow eating or drinking when medically necessary due to a passenger's medical condition or treatment, small children, and out of town medical trips.
- Passengers shall have proper personal hygiene to board the bus. This includes but is not limited to personal body odor.
- Passengers shall wear clothing properly covering their upper and lower torso and shoes.
- Shall not engage in disruptive behavior of any kind.
- Shall use headphones when using all electronic audio and visual devices.
- Shall use respectful language and behavior towards other passengers and vehicle operators.

- Shall not interfere with the operation of a vehicle.
- All passengers shall use the manufacturer supplied passenger restraint systems correctly to ensure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by this securement policy. Passengers must keep a signed document from their medical provider if the use of supplied restraints should be waived due to the passengers medical condition. Passenger must present document upon request. No panhandling and soliciting.
- No spitting, urinating, or defecating. This does not include instances of vomiting or incontinence due to treatment, medication, or illness.
- No engaging in inappropriate sexual behavior including direct or indirect comments or physical contact.
- No threats of any kind (including verbal or nonverbal gestures) toward another person, bus operator, or company employee.
- No physical violence, intimidation and/or harassment toward another person, bus operator, or company employee.
- No use of tobacco, smoking or vape electronic or otherwise aboard vehicle.
- No littering aboard vehicle or Transit property.
- No profanity or vulgarity is allowed while on board a RCT vehicle, with the exception of passengers whose actions and verbiage that are protected under ADA guidelines due to a disability.
- No animals other than service animals shall be allowed on an RCT vehicle.
- No participation in illegal activity (sale, distribution, possession of stolen property or controlled substances such as alcohol, drugs, narcotics, etc.)
- No display of public intoxication or impairment. No open alcohol aboard vehicle.
- No possession or use of weapons, explosives, flammable materials, or other hazardous items.
- No tampering with any equipment including but not limited to safety and emergency equipment, alarms, or control switches of any type on RCT vehicles or facilities.
- No damaging, defacing, destroying, or vandalizing any RCT vehicle, facility, or the personal property of another person using RCT.
- No trespassing on RCT property.
- Passengers shall follow instructions given by any RCT operator or RCT official while using RCT services.

CONSEQUENCES FOR VIOLATIONS:

The above list of conduct applies to all RCT vehicles, facilities, and properties. Prior to enforcement, RCT will make every attempt to first educate someone on our rules of conduct. However, any person who engages in prohibited conduct may be subject to enforcement ranging from warnings, immediate suspension, indefinite ban, and if necessary, law enforcement.

Procedures for violations of these rules are as follows:

- **First incident:** When a passenger's behavior disrupts the driver or other passengers, the Operations Manager, or his/her designated official will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) about his/her behavior. The director or official will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The director will also provide a written warning to the passenger.
- **Second incident:** If the passenger continues his/her disruptive behavior, the director or official will speak with the passenger and the passenger's sponsoring agency representative (if the passenger is a human agency client) a second time. During this conversation, the passenger will be notified of a second written warning stating the reasons his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that at this time there is a suspension of privileges to ride the transportation system for 30 days.
- **Third incident:** A third incident could result in a suspension of transportation privileges permanently. The director will present to the Transportation Advisory Board the circumstances surrounding the incidents and the board will then decide whether or not to suspend transportation privileges. The suspension notice will be written, and hand delivered to the passenger's sponsoring agency (if the passenger is a human services agency client) or sent by certified mail to his/her address and to that of the sponsoring agency, if applicable.

The RCT Director and/or Operations Manager reserves the right to exceed the above violation procedures, including calling the police and having a disruptive passenger removed, should it become necessary for the safety of the driver and/or other passengers.

Prioritized Risk Reduction Strategies

<i>Vulnerabilities Identified</i>		<i>Risk Reduction Actions Planned</i>
1	Major Collision with Injuries or Fatality	Rutherford County Transit follows multiple procedures and policies including a vehicle maintenance program, Zero-Tolerance Drug and Alcohol Testing program, extensive orientation and annual Driver Training program, annual MVR check, physical ride-a-longs with Operations Manager, random virtual ride-a-longs using the cameras in the vehicles. All accidents are investigated by Operations Manager to determine if preventable or non-preventable by talking to driver, any witnesses, viewing video from vehicle, reading driver description of accident and interviewing driver back at office. After investigation is complete determination will be discussed with driver and the determination on disciplinary action and remedial training will be made and relayed to driver at that time. All employees are briefed on any accident at monthly Safety Meetings.
2	Vehicle Fire	Rutherford County Transit's SSP contains our Fire Prevention Plan and procedures on proper Fire Extinguisher use. All vehicles contain the proper Fire Extinguisher, and they are professionally inspected annually and tagged, drivers also check them on their daily pre-trip inspection and also quarterly to verify they are ready and secure. Pre-trip inspections are performed daily to check for fuel leaks or spills around the vehicle. All employees would be briefed on investigation findings.
3	Wheelchair lift accident with injury	Rutherford County Transit has a thorough program for wheelchair lift maintenance that meets and exceeds manufacturers' recommendations. Lifts are fully cycled daily as part of driver pre-trip inspection. All drivers are given extensive training during orientation and annually on proper lift operations both electrically and manually and the proper securement of the wheelchair to the vehicle and the proper securement of the passenger by the Operations Manager or designated person who is PASS certified. A lift barrier has also been installed in all vehicles with lifts that works with the lift that raises a barrier when lift platform is not at floor level to prevent the wheelchair from accidentally being rolled out the vehicle with the ramp not in position. In event of wheelchair accident an investigation would be conducted to determine driver error or mechanical error, all employees would be briefed on investigation findings.
4	Passenger fall with injury	Rutherford County Drivers are trained on passenger assistance to the van and onto and off the van. Passengers have the right to refuse assistance, and this remains a risk of fall for passenger. In event of fall an investigation would be conducted to determine if fall was preventable and employees would be briefed on findings and if additional steps could have prevented fall.
5	Blood borne Pathogen Spill	Rutherford County Transit's SSP contains our BBP Policy. All employees are given annual training on Blood borne Pathogens and the proper cleanup of a spill. All vehicles contain a BBP kit to use in event of spill. All employees upon hire must

		elect in writing whether they would like to receive the full Hepatitis vaccination series or decline it. This vaccination is no cost to employee.
6	Inclement Weather	The Rutherford County Transit Director and Operations Manager monitor the inclement weather forecasts and alter start times for operations to begin or cancel routes due to safety concerns for drivers and passengers. Rutherford County Transit also follows instructions given by County Manager and Emergency Management. Instructions are given to employees by recording messaged to agency inclement weather phone line that all employees are trained to call before reporting to work during inclement weather. Annual training ins also given to all employees on driving in inclement weather.
7	Facility Fire or Act of nature with Facility Loss	Rutherford County Transit has a Emergency Evacuation and Fire Prevention Plan in our SSP. Fire extinguishers are located throughout the facility and employees are trained on proper use of fire extinguishers. As department of Rutherford County Local Government, Director and Operations Manager would work with County to establish a backup operations center until the facility could be replaced. Our computers are virtual and allows office staff to log into county computer system from another terminal. Our routing software is also web based which allows the ability to continue scheduling from any computer.
8	Vehicle Evacuation	Rutherford County Transit has Emergency Evacuation Procedures in our SSP. We conduct annual training with all drivers on proper procedures to evacuate vehicles and decision making on when to evacuate. We also conduct classroom and hands-on training using a certified trainer. In event of needed vehicle evacuation, the event will be investigated, and employees briefed.
9	Disruptive or Dangerous Passenger Behavior	All Rutherford County Transit employees receive annual training on how to handle dangerous or disruptive passengers and are instructed to report situation to dispatch immediately. We incorporate BT technology with our 2-way radios and the drivers have an "Emergency Phrase" to use on the radio to alert dispatch, if situation is serious, that they need assistance without the person in question knowing what the driver is hearing on radio. This phrase alerts all drivers to not use radio while driver and dispatcher are handling current situation. Dispatch will call 911 and ask for requested assistance from the appropriate authorities and give them the location of the vehicle by using the AVL in our software. An investigation will be conducted to determine if service suspension of the passenger is warranted, and employees will be briefed on the results.
10	Passenger under the influence of Drugs or Alcohol	Rutherford County Transit drivers would follow same training and protocols as the above Disruptive or Dangerous passenger situation. This includes immediately radioing dispatch to report situation and to have them call 911 is situation is severe enough. An investigation of the incident would be conducted to determine if passenger suspension for services is warranted. All employees will be briefed on the investigation results.

CRITICAL ASSET ANALYSIS

Critical Assets	Level of Criticality (Rate as High, Medium, Low)	Level of Vulnerability (Rate as High, Medium, Low)
Vehicles		
Buses/vans	High	Medium
Administrative vehicles	Low	Low
Radios	High	Low
Fare boxes	N/A	N/A
Lifts	High	Medium
Maintenance Area		
In-house		
Entrances/exits	N/A	N/A
Restrooms	N/A	N/A
Equipment	N/A	N/A
Other	N/A	N/A
Contractor	N/A	N/A
Storage Lots		
Vehicles	Medium	Medium
Entrances/exits	Low	Low
Fuel areas	N/A	N/A
Other	N/A	N/A
Office Facilities and Equipment		
Office furniture	Low	Low
Computers	High	Medium
Phone systems	High	Medium
Radio system	High	Low
Entrances/exits	High	Medium
Restrooms	High	Low
Storage areas	Low	Low
Revenue collection facilities	N/A	N/A
Employee parking lots	Medium	Low
Other	N/A	N/A
Transit Support		
Transit Center	High	Medium
Bus Stops	Low	Low
Bus Shelters	Low	Low
People		
Drivers	High	Medium
Other staff	High	Medium
Passengers	High	Medium

CRITICAL ASSET VULNERABILITY ACTION REPORT

Transit Assets	Elements of Vulnerability	Assessment of Adequacy of Current Levels of Protection	Action Required? Yes / No
Vehicles			
Transit vehicles	Medium	Good	No
Administrative vehicles	Low	Good	No
Radios	Low	Good	No
Fare boxes	N/A	N/A	N/A
Other	N/A	N/A	N/A
Maintenance Area			
In-house			
Entrances/exits	N/A	N/A	N/A
Restrooms	N/A	N/A	N/A
Equipment	N/A	N/A	N/A
Other	N/A	N/A	N/A
Contractor	N/A	N/A	N/A
Storage Lots			
Vehicles	Medium	Good	No
Entrances/exits	Low	Good	No
Fuel areas	N/A	N/A	N/A
Other	N/A	N/A	N/A
Office Facilities and Equipment			
Office furniture	Low	Good	No
Computers	Medium	Good	No
Phone Systems	Medium	Good	No
Radio system	Low	Good	No
Entrances/exits	Medium	Good	No
Restrooms	Low	Good	No
Storage areas	Low	Good	No
Revenue collection area	N/A	N/A	N/A
Employee parking lots	Low	Good	No
Other	N/A	N/A	N/A
Transit Support			
Transit Center	Medium	Good	No
Bus Stops	Low	Good	No
Bus Shelters	Low	Good	No
Personnel			
Drivers	Medium	Good	No
Other staff	Medium	Good	No
Passengers	Medium	Good	No

HAZARD AND THREAT ASSESSMENTS

Accident and Incident Assessment

Threat/Hazard	A. Likelihood 1 = improbable 10 = certain	B. Impact on Service Delivery 1 = minor 10 = catastrophic	C. Financial Impact 1 = negotiable 10 = catastrophic	Vulnerability Index (A+B+C)
<i>Accidents & Incidents</i>				
Minor Vehicle Collision	3	3	2	8
Major Collision no injuries	3	6	5	14
Major Collision injury/injuries	2	6	5	13
Major Collision fatality	2	8	7	17
Passenger Injury before boarding/ after alighting	4	2	1	7
Passenger Fall on vehicle/no injury	4	4	2	10
Passenger Fall on vehicle/injury	3	5	3	11
Employee Injury	2	5	2	9
Wheelchair Lift Failure/no injury	1	3	6	10
Wheelchair Lift Failure/injury	1	6	7	14
Injury Based on Securement Problem	3	5	5	13

Organizational Infrastructure Assessment

Threat/Hazard	A. Likelihood 1 = improbable 10 = certain	B. Impact on Service Delivery 1 = minor 10 = catastrophic	C. Financial Impact 1 = negotiable 10 = catastrophic	Vulnerability Index (A+B+C)
<i>Organizational Infrastructure</i>				
Trespassing	2	1	1	4
Vandalism	2	2	3	7
Employee Theft	1	1	1	3
Bomb Threat	2	8	6	16
Dangerous Mail	1	1	1	3
Brief Power Outage	4	2	2	8
Extended Power Outage	1	8	6	15
Hard Drive Crash/Cyber Attack	1	8	7	16
Loss of Landline Phone Service	3	3	5	11
Loss Of Cell Phone Service	3	2	2	7
Loss Of Radio System	2	7	2	11
Minor Structural Fire	1	5	5	11
Major Structural Fire	1	8	8	17
Vehicle Fire without injuries	3	8	5	16
Vehicle Fire with injury/fatality	3	8	7	18

Acts of Nature Assessment

Threat/Hazard	A. Likelihood 1 = improbable 10 = certain	B. Impact on Service Delivery 1 = minor 10 = catastrophic	C. Financial Impact 1 = negotiable 10 = catastrophic	Vulnerability Index (A+B+C)
<i>Acts of Nature</i>				
Flooding in community	5	5	2	12
Flooding of transit facilities	1	5	4	10
Severe Winter Weather	4	7	6	17
Fog	6	5	2	13
Tornado	2	8	3	13
Severe Thunderstorms	5	5	2	12
Fires	2	7	5	14
Landslide/ Rockslide/ Mudslide/ Sinkhole	2	2	3	7

Hazardous Materials Assessment

Threat/Hazard	A. Likelihood 1 = improbable 10 = certain	B. Impact on Service Delivery 1 = minor 10 = catastrophic	C. Financial Impact 1 = negotiable 10 = catastrophic	Vulnerability Index (A+B+C)
<i>Hazardous Materials</i>				
Blood borne Pathogen Spill	6	4	1	11
Toxic Release	1	6	2	9
Fuel Related Event	2	4	3	9

Criminal Activity Assessment

Threat/Hazard	A. Likelihood 1 = improbable 10 = certain	B. Impact on Service Delivery 1 = minor 10 = catastrophic	C. Financial Impact 1 = negotiable 10 = catastrophic	Vulnerability Index (A+B+C)
<i>Criminal Activity</i>				
Non-employee Theft	2	2	2	6
Menacing Behavior on Vehicle	4	3	2	9
Assault on Vehicle	2	3	2	7
Assault on Employees at or near facility	2	2	2	6
Shooter on Vehicle	2	9	2	13
Hostage Situation on Vehicle	1	9	2	12

Domestic or International Terrorism Assessment

Threat/Hazard	A. Likelihood 1 = improbable 10 = certain	B. Impact on Service Delivery 1 = minor 10 = catastrophic	C. Financial Impact 1 = negotiable 10 = catastrophic	Vulnerability Index (A+B+C)
<i>Terrorism</i>				
Suspicious Item on Vehicle	3	6	4	13
Improvised Explosive Device	1	10	7	18
Chemical Weapon	1	10	7	18
Biological Weapon	1	10	7	18
Radiological Weapon	1	10	9	20

PROCEDURE FOR USING A FIRE EXTINGUISHER

You should only try to fight fires after you have been properly trained on how to use a fire extinguisher and if the fire is contained in a small area. There are 3 different types of fire extinguishers. Always follow the guidelines below and choose the proper extinguisher.

CHOOSE THE CORRECT FIRE EXTINGUISHER FOR THE FIRE

Look for the symbol(s) on the fire extinguisher.

A	→	Use for wood, cloth, paper and rubbish fires. Do NOT use on electrical fires or burning liquids. (You can also fight a small class A fire by drenching it with water or smothering it with a blanket or sand.
B	→	Use for oil, paint, grease, propane and flammable liquid fires.
C	→	Use on electrical equipment fires.

A multipurpose fire extinguisher (“ABC”) can be used on all 3 major types of fires.

To use a fire extinguisher, simply remember **PASS**. If you follow these following four steps, you can safely and effectively put out a fire.

P – Pull the pin. This unlocks the operating lever and allows you to discharge the extinguisher.

A – Aim the nozzle of the extinguisher at the base of the fire.

S – Squeeze the lever. (Releasing the lever will stop the discharge of the extinguisher agent).

S – Sweep with a nozzle, from side to side. Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out. Watch the area closely and if a fire restarts, repeat the process.

FIRE FIGHTING PROCEDURE

The following guidelines shall be used if you must deal with a fire. Contact 911.

- You should have received fire extinguisher training and practiced proper techniques for using the fire extinguisher.
- During a fire, activate the four-way flashers.
- Use your 2-way radio to notify the dispatcher of your problem and location.
- Pull safely off of the roadway. Park in an open area away from building, trees, brush, or other vehicles that might be endangered. **DO NOT** pull into a service station.
- Shut off the ignition and master electrical switch.
- Evacuate the vehicle, moving the passengers well away from the vehicle. Use fire extinguisher to protect your exit.
- Set up the emergency warning equipment (Triangles).
- Attempt to extinguish the fire only if you know how to safely do so.
- Use the appropriate fire extinguisher; do not use water on electrical or gasoline fires. If you are not sure what to use, wait for qualified fire fighters.
- When using the fire extinguisher, stay far away from the fire.
- Aim at the base or source of the fire rather than up in the flames.
- With an engine fire, turn off the ignition as soon as you can. Do not open the hood. Shoot the extinguisher spray through the louvers, the radiator, or from the underside of the vehicle.
- Position yourself upwind; let the wind carry the extinguisher spray to the fire.

POST ACCIDENT/INCIDENT AND EMERGENCY COMMUNICATION PROCEDURE

1. Protect Yourself:

- Ensure that you are not injured.
- Once your safety is secured, focus on passengers.

2. Assess The Situation:

- Check to see if you are injured or in immediate danger.
- Check on condition of all passengers.
- Check your location.
- Check on vehicle condition.
- DO NOT MOVE VEHICLE unless:
 - a. Instructed to do so by law enforcement or
 - b. Leaving vehicle in same position would expose passengers to greater danger.

3. Notify Dispatch/ Request Assistance:

- Your precise Location
- Type of emergency and description of what happened.
- Number of passengers and nature and severity of any injuries
- Type of help needed from Police, Fire, or EMS
- Whether or not you are blocking traffic and if vehicle can be safely moved

4. Protect Others:

- Keep passengers on the vehicle unless remaining there presents a life safety hazard.
- Keep passengers together safe and protected. Identify and assist injured or ill passengers.
- Keep passengers reassured by keeping them informed with status updates.
- Evacuate vehicle only if absolutely necessary.

5. Secure The Vehicle:

- Unless you have been in an accident, move the vehicle off roadway to a safe location.
- Set brakes, turn off engine (unless needed for climate comfort), and turn on 4-way flashers.
- Block or Curb tires to prevent roll away.
- Set out emergency triangles appropriately to warn approaching motorists.

6. Gather Accident/Incident Information:

- Collect statements from passengers and witnesses including their names and phone numbers.

- Collect information from other driver(s) and first responders.
- Answer questions from first responders and law enforcement
- Do not make unsolicited statements or remarks.
- Do not talk to the media.

7. Complete Post Accident/Incident Reports and/or Testing:

- Report immediately for any required post-accident Drug/Alcohol testing
- Complete all necessary reports promptly and completely to capture details while fresh.
- Make notes of anything unusual about the accident scene, the victims...etc.

PROCEDURE FOR INVESTIGATING AND DOCUMENTATION OF ACCIDENT/INCIDENT

1. Upon receiving call of accident/incident, needed emergency personnel are contacted if needed and location of accident is given to person in charge if Operations Manager or Transportation Services Director is not available to respond to accident/incident.
2. Drive to scene of accident if not at facility.
3. Make an initial assessment of the situation and advise dispatch of any immediate needs.
4. Consult with the driver/employee, and obtain initial account of accident/incident, and what steps Driver/employee has taken to gather witnesses and render assistance to passengers. Assess Driver/employee and any passengers or others for injuries.
5. Coordinate with on-scene emergency personnel (police, fire, emergency medical service) as necessary; and facilitate exchange of information with investigating police officer regarding driver/employee, other motorist(s), bus, or other vehicle passengers' information, and witness information.
6. Notify Dispatch of any other needed assistance, including: police, fire, EMS (ambulance); towing of involved fleet vehicle; clean-up crew; driver/employee post-accident drug/alcohol testing arrangements if required by using the FTA post-accident decision form (pg. 140 of SSP); and transport for any remaining passengers if needed.
7. Photograph scene including: overall views, damage to vehicles or property, views from operators' perspectives; skid marks of any involved vehicles; views from bystanders/witnesses; overall views of vehicles including vehicle registrations/license plates; or any other relevant images.
8. Interview involved driver/employee and any other involved motorist, passengers, witnesses, or other agency personnel with knowledge of incident and obtain their name, address, and phone number for call back and obtain police report number if one made.
9. Return to office with driver/employee and have them fill out the accident/incident report describing the accident/incident in detail.
10. Fill out the required forms for reporting to claims department. 1. NCACC Loss Notice Form, 2. NC Industrial Commission Form 19, and 3. OSHA Form 301. These forms are found in the Operations Manager office in file for Accident/Incident Forms.

11. Report accident information into Enterprise Asset Management (Trapeze).
<https://faweb13.Trapeze.com/NCDOT/>
 - a. Login to Enterprise Asset Management ID: jhill PW: *****
 - b. Click on Screens tab on top left portion of screen.
 - c. Click on Drop Down tab in right selection box for Incident Management
 - d. Select option for Accident.
 - e. Select NEW at top of screen and fill in required information.
 - f. When finished click Save at top of screen.
12. Arrange download of video from DVR located on the vehicle that was involved in accident/incident.
13. Interview driver/employee again and compare their interview to viewed video images, witness statements, police reports, photos from the scene and your personal interpretation of the accident/incident scene and determine if accident /incident was preventable or non-preventable.
14. After determination is made, relay findings to the Transportation Services Director and then to the driver/employee.
15. Make determination of discipline action needed (if required) and arrange for any remedial safety training to be completed by driver/employee (if required)

FTA POST ACCIDENT DRUG AND ALCOHOL TESTING DECISION FORM

Accident Information:

Date of Accident _____ Time of Accident: _____ AM/PM

Employee Name: _____

Decision Questions:

1: Was there a **fatality**? Yes _____ No _____ (If yes, FTA drug and alcohol testing required)

2. If there was **NO fatality**, answer the following questions:

- Did any individual involved in the accident suffer **bodily injury** and **immediately receive medical treatment away from the scene of the accident**?

Yes _____ (If yes, FTA drug and alcohol testing required) No _____

- Did the mass transit vehicle (bus, electric bus, van, or automobile) or any other vehicle involved in the accident sustain **disabling damage*** **requiring any of the vehicles to be transported away from the scene** by a tow truck or other vehicle?

Yes _____ (If yes, FTA drug and alcohol testing required) No _____

- **If there was NO fatality AND you checked YES for either or both of the answers to QUESTION 2, a FTA Post-Accident DRUG and ALCOHOL test is required unless you determine, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any reason for discounting the employee's performance as a contributing factor to the accident MUST be documented on the reverse side of this form.**

3. Could the **actions of any other safety-sensitive employee have contributed to the accident (e.g., mechanic, dispatcher)**?

Yes _____ (If yes, contact the employee's supervisor to conduct an FTA drug and alcohol test)

No _____

If ALCOHOL testing is not conducted within 2 hours after the accident, document the reason for the delay on the reverse side of this form. If no alcohol test is administered within 8 hours, cease all efforts to have the test administered and **update the documentation.**

If DRUG test is not conducted within 32 hours after the accident, cease all efforts to administer the drug test and document the reason why the test was not administered.

DISABLING DAMAGE is damage that precludes the departure of any vehicle from the scene of an accident in its usual manner in daylight hours after simple repairs. **Disabling damage includes:** damage to vehicles that could have been operated but would have caused further damage if so operated. **Disabling damage does not include:** damage that could be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperable.

Reason the ALCOHOL test was not conducted within 2 hours of the accident.
Update this statement if no test conducted within 8 hours.

Reason the DRUG test was not conducted within 32 hours of the accident.

Reason the employee's performance was completely DISCOUNTED as a contributing factor to the accident and therefore, FTA post-accident testing was not conducted.

SUSPICIOUS ITEM OR PACKAGE ON TRANSIT VEHICLE PROCEDURE

The following procedure should be used in the event a suspicious item or package is found unattended or left on a Transit vehicle.

- Driver identifies suspicious item/package on vehicle. Do not use 2-way radio or cell phone in or near vehicle.
- Driver should stop vehicle in a non-crowded area away from people or buildings.
- If there are passengers on vehicle, announce calmly that the vehicle must be evacuated.
- Evacuate vehicle and move passengers behind a barrier (if possible) and as far away as possible.
- Notify dispatch by phone (cell/land line) to the vehicle location, description of item/package and inform that vehicle is evacuated. Stay with passengers and await Emergency personnel.
- Dispatch is to verify that vehicle is evacuated. Dispatch is to call **911** and notify of situation with vehicle location and description of item/package. If Emergency Management Director or Asst Fire Marshall in, notify also.
- Dispatch is to notify management of situation and location of vehicle and item/package description. Inform management of steps already in process.
- Management should have dispatch notify all drivers to pull vehicle off roadway in safe area and search vehicle for any suspicious items and report to dispatch any findings.
- If more suspicious items/packages found on other vehicles, management is to have all in service vehicles to evacuate vehicles immediately and notify **911** the location of other vehicles.
- If multiple devices have been found, transit facilities including all idle vehicles at facility should be searched for suspicious items or packages and facilities evacuated if required.
- If no additional items/packages are found, another driver should be dispatched to location of vehicle and pick up passengers and continue on to their destinations. Driver to remain on site awaiting further instructions.
- Supervisor shall immediately go to scene.
- Inform Key Officials of situation.

- Supervisor to stay in contact with Emergency personnel and await further instructions.
- Once given signal that it is safe to resume service, management should give transit staff instructions to resume service.

SUSPICIOUS ITEM OR PACKAGE IN OR NEAR TRANSIT FACILITY PROCEDURE

The following procedure should be used in the event a suspicious item or package is found unattended in or near the Transit facility.

- Transit employee observes a suspicious item/package in or near the Transit facility.
- Transit employees are to evacuate the facility well away from building and behind a barrier if possible. Transit staff should not use 2-way radio or cell phone in or close to building.
- If management not on hand, dispatch is to notify **911** with location and description of the item/package. If Emergency Management Director or Asst. Fire Marshall is in, notify also.
- Management is to make decision whether or not to pull vehicles off roadway to search for suspicious items/packages.
- If decision made to pull vehicles, mode of notification is to be determined for dispatch to use to have drivers pull off roadway and search vehicles for suspicious items/packages.
- If other items/packages found, service is to be halted immediately and vehicles evacuated.
- Emergency Services is to be notified of the locations and descriptions of the other items/packages and location of vehicles.
- Notify Key Officials of situation.
- Management to stay in contact with Emergency Services and await further instructions.
- Once given signal that it is safe to resume service, management should give transit staff instructions to resume service.

DANGEROUS PERSON ON TRANSIT VEHICLE PROCEDURE

The following procedure should be followed in the event that a dangerous person is aboard a Transit vehicle.

- Driver should notify dispatch (if safe to do so) using the predetermined emergency code and inform if possible that there is a dangerous person on vehicle.
- Dispatch should verify position of vehicle using GPS positioning from the radio transmission and get acknowledgment from driver of location.
- If safe to do so, pull vehicle off road in public, populated well lit location and open doors to allow person to exit. If dangerous person exits vehicle, immediately shut and lock doors and drive away from area. If person does not exit, look for opportunity to escape vehicle and if safe to do so, assist other passengers in getting off vehicle.
- If unsafe to do the above, remain calm and cooperate with the dangerous individual and await Emergency personnel.
- If dispatch receives notification of dangerous person on vehicle, they are to notify **911** with vehicle location and a description of the situation and individual. If Emergency Management Director or Asst Fire Marshall in, notify also.
- If unable to continue to talk to driver, dispatch is not to continue to contact driver or make comments that may further incite the dangerous individual.
- Dispatch is to notify supervisor.
- Supervisor to go to vehicle location and await instructions from the Emergency personnel on the scene.
- Once situation resolved, notify dispatch that situation resolved so other drivers can return to normal operations.
- Dispatch to send back up vehicle and driver to location to pick up passengers to continue to their destinations.
- If driver uninjured, have driver return to Transit to fill out paperwork and ensure driver receives opportunity for counseling.
- Notify Key officials of situation and the resolution of the incident.

DANGEROUS PERSON ON/IN TRANSIT FACILITY PROCEDURE

The following procedure should be followed in the event that a dangerous person is on Transit property.

- If Transit employee sees trespasser on Transit property and makes determination that person is dangerous they should attempt to get good look at person for physical description, evidence of weapons, location, and direction of their movement.
- Proceed to safe location (in building, vehicle) without compromising personal safety, lock doors and call **911** if possible and give all possible details about the person. If Emergency Management Director or Asst Fire Marshall in, notify also.
- Notify management if possible without compromising safety.
- Management should call **911** to ensure call has been received by Emergency personnel.
- If Emergency personnel have not arrived, management should determine whether to evacuate, relocate or take shelter in place.
- Management should make sure all impacted persons have instructions on what to do about evacuation, relocation or stay in place.
- Management should try to establish a command location outside perimeter of facility and attempt to stop all individuals/vehicles from entering perimeter.
- Await instructions from the Emergency personnel.
- Management to notify Key officials and update as appropriate.

GUNMAN OR HOSTAGE SITUATION ON TRANSIT VEHICLE PROCEDURE

The following procedure should be followed in event of a gunman or hostage situation on board a Transit vehicle.

- Driver should notify dispatch (if safe to do so without risk to self) using the predetermined emergency code phrase that there is a gunman or a hostage situation on board vehicle. If possible, include the location of vehicle and description of individual.
- If possible and safe to do so, pull vehicle off roadway in a public and well-lit location, open doors of vehicle and look for opportunity to escape.
- If unsafe to do above, remain calm and cooperate with individual, following their instructions and await the arrival of Emergency personnel.
- Attempt to engage individual in conversations using empathy to establish a relationship offering the individual the opportunity to get off vehicle and leave area at any time.
- Dispatch to call **911** after receiving notification of situation from driver. Give details to **911** including location of vehicle and any other information that you may have received from the driver. If Emergency Management Director or Asst Fire Marshall in, notify also.
- If communication to driver is stopped, do not repeatedly attempt to contact driver, or make any comments that may further incite dangerous individual.
- Dispatch to contact management if not already aware of situation.
- Supervisor to go to location but not approach vehicle.
- Dispatch to reroute other Transit vehicle away from the affected area.
- Management to contact Key officials.
- Management to await information from Emergency personnel and notify dispatch once situation is resolved to have drivers return to normal schedule. Dispatch to send back up vehicle and driver to location to pick up any passengers and continue to their destinations.

- If driver not injured, have them return to Transit office and complete paperwork on incident. Ensure driver receives opportunity for counseling.
- Inform Key officials of resolution of incident.

END OF DAY PROCEDURES

For All Drivers:

Each driver is responsible for locking and securing their van at the end of the day. That includes cleaning out of trash containers, locking all doors on vans and turning off all van lights and switches not to drain battery levels, and making sure van is filled with gas. Drivers will finish paperwork in a timely manner.

The Rutherford County Sheriff department continuously patrols the street during night hours to check the parking lot for any unusual activity.

For the Driver of the Deviated Fixed Route (afternoon shift):

The following is a checklist of procedures that are to be followed before leaving at end of the day.

1. Dispatch closes at 5pm M-F. Before 5pm radio in to dispatch to get list of all drivers that are still out finishing their work. Listen to radio for incoming calls from these drivers that may need assistance or who are calling in that they have completed their work and are headed back to transit or are already there and leaving for the day.
 - If you have an emergency situation contact the following with driver name and the nature of emergency. Operations Manager (Jeff): 828-447-1263 or Director (Kerry): 828-287-6597.
2. Upon returning to Transit at end of your route check the parking lot for any drivers or vans both route and Demand/Response that have not returned to Transit.
 - If a driver has not returned to Transit, try to contact driver by radio. If you reach driver get an ETA for their arrival at Transit.
 - If you fail to get the driver on radio. Contact the following with the driver name and van#. Operations Manager (Jeff): 828-447-1263 or Director (Kerry): 828-287-6597.
3. Check for any suspicious activity or unauthorized persons on property. If anyone present do not try to investigate situation but stay in vehicle if you feel unsafe and call 911 then call the Operations Manager or Director at above numbers.
4. Check parking area and look for any obvious van safety or securement issues on parked vans. (Ex: open doors, lights left on, etc.)
5. Put completed paperwork in top mailbox and check glass door to ensure that it is locked.

WORKPLACE SECURITY ASSESSMENT FORM

Facility (Worksite): Rutherford County Transit

Location: 294 Fairgrounds Road, Spindale, NC 28160

Date: January 20, 2014

Describe the physical layout of the establishment. Indicate its location to other businesses or residences in the area and access to the street. Building is shared with the Board of Elections. Board of Elections has a separate entrance and interior door is locked between Transit and Board of Elections. Building is located directly on Fairground Road. Other businesses include county offices such as: Senior Center, Social Services, Public Library, Maintenance Garage, Mental Health, Health Center, etc. Rutherford Life Services is located next below Transit building and Veterans Office is located across the street.

Number/gender of employees on-site between 8:30 am and 5pm. Males = 3, Females = 2,
plus, multiple drivers throughout the day, both male and female.

Describe nature and frequency of client/customer/passenger/other contact: There is very little
contact with the general public in the office during normal business hours. If someone does come by
the office, the Dispatcher has visibility of them through an interior window and video cameras.

Yes No
☐ X Are cash transactions conducted with the public during working hours? If yes, how
much cash is kept in the cash drawer or in another place accessible to a robber?

Yes No
☐ X Is there safe or lockbox on the premises into which cash is deposited?

What is the security history of the establishment and environs? No prior issues.

What physical security measures are present? Front door has an alarm which is armed each
evening when the last person leaves and disarmed in the morning when the first employee arrives. If an
employee stays in the office past 5:00 pm, the front door is locked, but the alarm is not armed until they
leave. There are also security cameras that cover the parking lot and front of the building. These cameras
are monitored in the dispatch office. The dispatcher also has a mirror on his/her wall in order to see who
is coming in the front door when they are facing their computer (back to the window).

SECURITY INCIDENT RECORDING FORM

Date of Incident: _____

Time of Incident: _____AM/PM

Location: _____

of Fatalities: _____ # of Injuries: _____ Property Damage Estimate: \$ _____

Type of Security Incidents: *Check all that applies.*

Homicide	<input type="checkbox"/>	Burglary	<input type="checkbox"/>	Motor Vehicle Theft	<input type="checkbox"/>
Forcible Rape	<input type="checkbox"/>	Bombing	<input type="checkbox"/>	Chemical or Biological Release	<input type="checkbox"/>
Robbery	<input type="checkbox"/>	Arson	<input type="checkbox"/>	Aggravated Assault	<input type="checkbox"/>
Hijacking	<input type="checkbox"/>	Bomb Threat	<input type="checkbox"/>	Kidnapping	<input type="checkbox"/>
Other	<input type="checkbox"/>	_____			

Description of Incident: *Attach law enforcement report(s) if available.*

Recorded By: _____

Date: _____

Title: _____

Phone #: _____

EMERGENCY MANAGEMENT

Before Disaster Strikes

- Develop a workable Plan.
 - Work with your colleagues and counterparts in the police department, fire department, health department, public buildings department, and emergency management office to develop a plan that will be successful.
 - Review your plan regularly and update it when your system changes or new threats emerge.
 - Plan for the worst. Determine what you will do if...
 - ☐ Normal communication system (television, web, radio, telecommunication) are not available.
 - ☐ Electrical power is cut off.
 - ☐ There are massive deaths or injuries.
 - ☐ There are air-borne chemical or biological hazards.
- Practice, Practice, Practice
 - ☐ Conduct regular emergency/disaster drills (not just fire drills) to keep skills sharp and your plan up to date.
 - ☐ Build interagency relationship; every level of transit leadership should personally know his/her counterparts in the agencies and organizations who will be responding to an emergency situation.
- Some Things that Really Matter
 - ☐ Put the resources in place to execute your plan – people, equipment, facilities.
 - ☐ Identify alternative means of transportation for the transit-using public in case one or more of your primary modes is disabled.
 - ☐ Radio communication capability is essential because cell phones are not reliable during the emergencies; be sure you have multiple communication systems, in case one or more is inoperative.
 - ☐ Conduct criminal and credit background checks on every employee.
 - ☐ Make sure every employee has a photo identification and require that it be displayed at all times.

Emergency Response

- Establish Command Central
 - ☐ Immediately set up a joint operations center so that your key responders can talk to each other face-to-face and make joint decisions.

Although it was not clear at the outset whether there was a terrible accident or a terrorist incident, the command center leadership made the decision to respond to the situation as a terrorist attack. As a result, the NYC transit authority immediately evacuated all trains, passengers, and transit employees from the World Trade Center area – and there were no transit-related deaths or serious injuries and no equipment losses as a result of the collapsed building.

- Improvise!
- Be ready and willing to improvise; even a good plan can't anticipate everything.

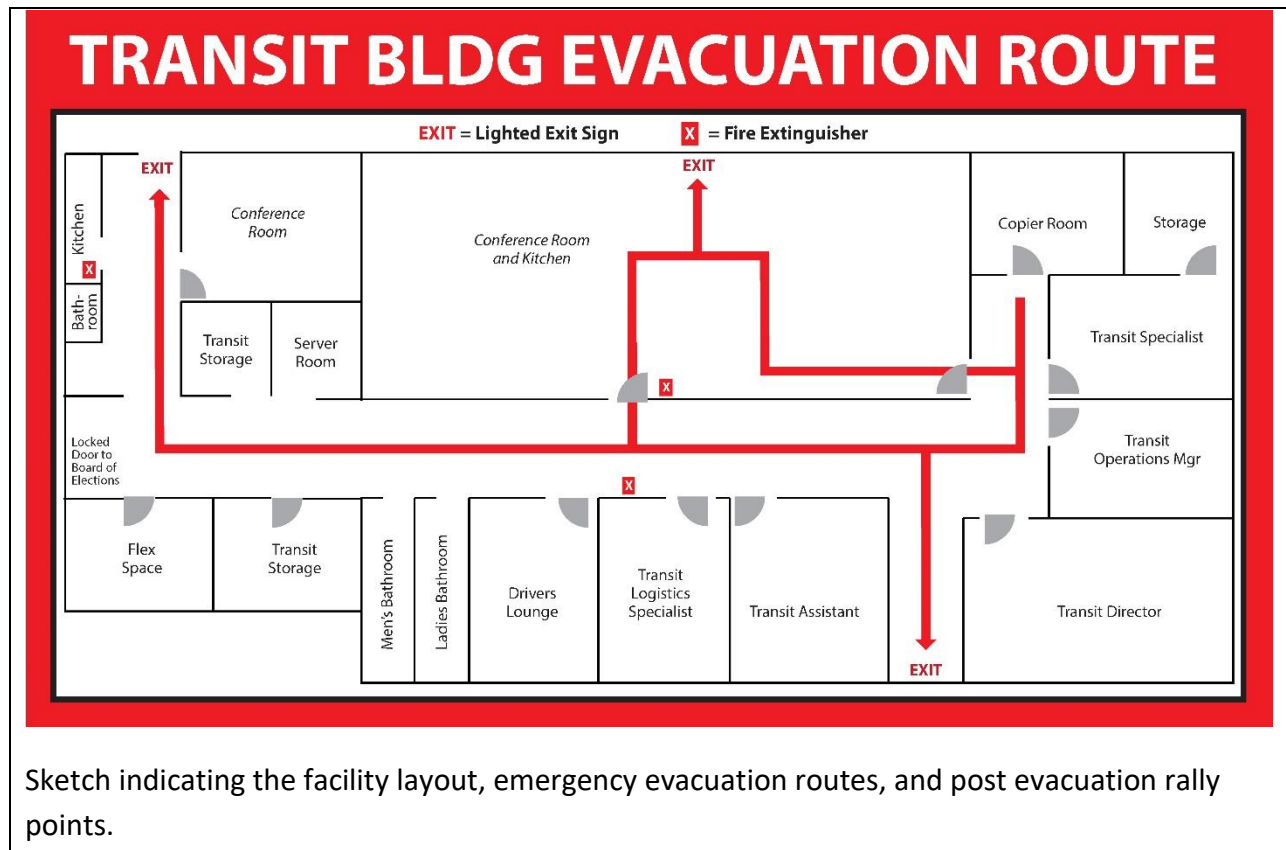
NYC Transit made the decision to let everyone leave the city for free; this decision made *the evacuation process quicker and built tremendous goodwill with the public.*

In the Aftermath

- Communicate with the Public
 - ☐ Use your website to communicate your service plans and availability with the public on a real-time basis.
- NYC Transit has been getting 10 million hits a day, compared to a usual 200,000 hits, and updates its site every 2 hours even if no substantive changes to service have been made.
 - ☐ Work with local television and radio stations to get information about closings and alternative routes to the public.
- Restore Public Confidence
 - ☐ Increase law enforcement visibility; put a uniformed officer on every train, if possible, to reassure the public and deter potential threats
 - ☐ Tell people – with brochures, ads, and announcement – how they can help enhance security.

EMERGENCY EVACUATION AND FIRE PREVENTION PLAN TRAINING

In case of fire or other emergency event requiring evacuation, follow the evacuation routes as designated below. Carefully study and use the evacuation routes and post evacuation rally points (*)(**). If you have questions, see your supervisor.



Accountability

Persons evacuating the facility will be required to meet at a predetermined location in order to account for all persons.

Primary post evacuation rally point (*) The Concrete Block Building beside Transit Parking Lot

In the event that primary rally point (*) is hazardous due to wind direction or other uncontrolled Conditions, an alternate rally point (**) has been assigned.

Alternate rally point (**) The School Bus parking lot and building directly behind the Transit Office.

Training

The personnel listed below have been trained to assist in the safe and orderly emergency evacuation of employees. Employee training is provided to employees when:

- The plan is initiated.
- An employee's required actions and responsibilities change
- There are any changes to the plan.

Name	Title	Work Area	Special Assignment
Kerry Giles	Transit Director	Transit Offices	Evacuate all employees
Jeff Hill	Operations Manager	Transit Offices	Check office after evacuation

Employee Accountability Procedures after Evacuation

After the evacuation, each supervisor (or designee) is responsible for accounting for each employee assigned to the supervisor, by rallying at a predetermined point and by conducting a head count. Each assigned employee will be accounted for by name. *[Confirmation must be made on all driver locations]*. All supervisors are required to report their head count (by name) to the Emergency Plan Coordinator.

Each supervisor is responsible for accounting for each of his or her assigned employees following an evacuation. This will be accompanied by these procedures:

- Rally points are to be established for all evacuation routes and procedures. These points are designated by an asterisk (*) on each posted work area escape route.
- All work area supervisors and employees must report to their primary rally points immediately following an evacuation.
- Each employee is responsible for reporting to his or her supervisor. Supervisors will account for all employees and report the information to the Emergency Plan Coordinator.
- The Emergency Plan Coordinator will be located at one of the following locations:

Primary Rally Point Location: The Concrete Block Building beside Transit parking lot

Alternate Rally Point Location: The School Bus parking lot and building directly behind the Transit office

EXTERNAL EMERGENCY PLAN

Notification of Emergency

When notice has been received that an event has occurred or the potential of an event occurring, which has or may produce a large number of casualties, the following information should be obtained by the person receiving the information:

1. Name of person making notification and from what telephone number.
2. Location of emergency including address.
3. Estimated number of casualties.
4. Type of emergency (fire, explosion, vehicle crash, natural, weather related, etc.).
5. Time call received.
6. Estimated time of emergency event occurrence.

The person receiving the call shall then notify the Transit Director and/or Operations Manager.

Activation of Emergency Action Plan

If the decision is made to implement the External Emergency Plan, the following actions shall be taken:

Transit Director Will:

1. Act under guidance of trained experts when available.
2. Organize the Emergency Action Plan.
3. Assess the situation and make appropriate decisions for passenger and employee safety as situation demands.
4. Be responsible for the notification of the “all clear”.
5. Provide information for media release.

INTERNAL EMERGENCY PLAN

Activation of Internal Emergency Plan

1. The Dispatcher should be notified promptly of any emergency situation.
2. Dispatcher will call “911” to notify Rutherford County Communications of the situation giving as much information as possible.
3. The dispatcher will keep records of all incoming calls that involve the emergency and relay them to the Transit Director.
4. If the Transit Director implements evacuation, see Evacuation Plan.

Transit Director Will:

1. Initiate Emergency Action Plan if deemed necessary and be the contact at the *Emergency Operations Control Room*.
2. Provides a means to inform staff of the emergency and provide updates.
3. Provide the news media with information release.
4. Provide personnel to assist Emergency Operations.
5. Provide agencies with vehicle layouts and/or blueprints of the affected area.

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call 911
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call 911
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery
- Poorly handwritten
- Misspelled Words
- Incorrect Titles
- Foreign Postage
- Restrictive Notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:



Homeland
Security

RUTHERFORD COUNTY EMERGENCY OPERATIONS PLAN EVACUATION AND TRANSPORTATION

Below is the current Rutherford County Emergency Operations Plan Evacuation and Transportation. Rutherford County is currently developing a "Continuity of Operations Plan" (COOP) which identifies facilities and equipment necessary to move and continue operations in case of an emergency. The plans could be activated in response to a wide range of events or situations from fire in the building to a natural disaster. Any event that makes it impossible for Rutherford County employees to work in their regular facility could result in the activation of this plan. This is a coordinated regional plan between Rutherford, McDowell and Polk counties.

I. PURPOSE

This annex provides for an orderly, coordinated evacuation of the County population during emergencies and nuclear attack threat while outlining the organization and direction of transportation resources.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Several emergency situations may require evacuation of all or part of the County. Small-scale, localized evacuations may be needed as a result of a hazardous materials incident, major fire, or other incident. Large-scale evacuation may be needed in the event of an enemy attack or other countywide disaster.
2. A hazard analysis has been completed which identifies the types of threats and the areas and population in the County that are most vulnerable to these threats.
3. A demographic analysis has been completed. Facilities and populations within the County that pose special evacuation problems have been identified.
4. An evacuation may require substantial physical resources for transportation, communication and traffic control. Available public and private resources have been identified.
5. Large-scale disasters may necessitate the rapid evacuation of hospitals, nursing homes and non-ambulatory populations.
6. Large-scale disasters may necessitate the rapid evacuation of hospitals, nursing homes and non-ambulatory populations.

B. Assumptions

1. Sufficient warning time will normally be available to evacuate the threatened population.
2. The principal mode of transportation will be private vehicles.
3. Particular areas of the County, or special populations within the County, will need additional time to accomplish an evacuation.
4. The public will both receive and understand official information related to evacuation. The public will act in its own interest and will evacuate dangerous areas promptly when advised to do so.
5. If there is sufficient advanced warning, some residents will evacuate prior to being advised to do so by public officials.
6. Most evacuees will seek shelter with relatives or friends rather than accept public shelter.
7. Some residents may refuse to evacuate regardless of warnings.

8. Some people will lack transportation. Others who are ill or disabled may require vehicles with special transportation capabilities.

III. CONCEPT OF OPERATIONS

A. General

1. The ultimate responsibility for ordering an evacuation rests with local government. If a municipality is to be evacuated, the mayor will issue the order. If the evacuation involves more than one jurisdiction, or any area outside of a municipality, the order will be issued on a County level by the Chairman of the County Commissioners, or his designated elected representative.
2. By monitoring the progress of the evacuation, any impediments to the evacuation can be recognized and contingency options can be implemented.

B. Specific

1. Movement Control and Guidance

- a. The size of the threatened area to be evacuated will be determined by conditions at the time of the emergency.
- b. Traffic movement during evacuation will be controlled by use of pre-designated routes and traffic control points. The evacuation area will identify at least two routes of egress. One lane of each route will be kept open to permit ingress of emergency vehicles.
- c. Vehicle capacity for the major evacuation route is estimated at 1000 vehicles per lane per hour.
- d. Traffic movement is directed to pre-designated reception areas and shelters within the County and in adjacent counties.
- e. Rest areas and comfort stations have been located along evacuation routes. Fuel, water, sanitary facilities, assistance with evacuees' vehicle problems, information and other services will be available at these locations.
- f. Vehicles experiencing mechanical problems during the evacuation will be moved off the roads. Stranded evacuees will be picked up by other evacuating vehicles, or by emergency response personnel.

2. Staging Areas and Pick-up Points and Routes

- a. The County has determined pre-designated staging areas as mobilization points to organize the emergency response personnel and equipment entering from areas outside the County.
- b. Pick-up points and/or routes will be established as needed. Evacuees without vehicles will be instructed to go to the nearest pick-up point. Emergency vehicles will travel these routes at least twice during the evacuation to assure all evacuees without vehicles are assisted.

3. Evacuation of Special Populations (Institutions, Facilities and Special Care Individuals)

- a. Institutions within the County have developed procedures for evacuation.

- b. Buses will evacuate most patients and staff of the County's medical facilities. Ambulances and vans will be provided for evacuation of non-ambulatory individuals. Procedures for rapid evacuation and/or in-place sheltering have been included for facilities in the danger zone from hazardous materials spills.
 - c. Schools will develop evacuation procedures. Pre-designated buses will be utilized for students without their own vehicles. Schools within the danger zone for hazardous materials spills will develop procedures for in-place sheltering and "walk-away" evacuations. Parents will be advised of the location of reception centers.
 - d. The public will be given a telephone number(s) for handicapped or disabled persons without transportation. The EMC will arrange pick-up of these individuals. The County Department of Social Services will advise the EMC of individuals known to need transportation assistance.
 - e. Each prison and detention center within the County will develop procedures for the relocation of prisoners to jails outside of the threatened area.
 - f. Evacuation from County parks and recreation areas will be coordinated by the County Parks Department. Evacuation of State parks and recreation areas in the County will be coordinated by the local field staff of the Parks and Recreation Division, Department of Environment, Health, & Natural Resources. County and State Parks representatives will advise the EMC of the scheduled special events, which may draw crowds to the parks or recreation areas.
 - g. Large employers within the County have procedures for evacuation of their employees. These procedures include, if needed, the temporary shutdown of their facilities.
4. Emergency Public Information Brochures
- a. For nuclear attack and fixed nuclear facility emergencies, emergency public information materials have been prepared. They identify staging areas for people requiring transportation to reception areas and provide movement guidance.
 - b. For other emergencies, warnings to the public and information concerning evacuation will be broadcast over the EBS network and/or by emergency vehicles equipped with sirens, warning lights, and/or loud-speakers moving through the threatened areas. For localized evacuations, warning and evacuation instructions may also be given
 - c. door-to-door.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

A. Organization

- 1. The County Emergency Management Coordinator is responsible for implementing the County Evacuation and Transportation Annex to facilitate the evacuation process during emergencies.
- 2. During an evacuation, County emergency operations will be directed by the Chairman of the County Commission and coordinated by the County Office of Emergency Management. The Transportation Coordinator and Assistant

Transportation Coordinators will provide coordination of all transportation resources.

3. The organizational chart for the Evacuation and Transportation Annex is contained in APPENDIX 1, EVACUATION AND TRANSPORTATION ORGANIZATIONAL STRUCTURE.

B. Responsibilities

1. Chairman of the County Commissioners

- a. Declare and terminate a state of emergency when appropriate.
- b. Issue and terminate the evacuation order when appropriate.
- c. Authorize emergency workers to support evacuation and to enter and leave the threatened area (s).
- d. Request the assumption of state direction and control of the evacuation, if required.
- e. Assure the protection of public documents and public facilities during the emergency.

2. Emergency Management Coordinator

- a. Identify potential evacuation areas in accordance with the County's hazard analysis.
- b. Develop evacuation procedures.
- c. Identify population groups requiring special assistance during evacuation (e. g. senior citizens, the very ill and disabled, nursing homes, prison populations, etc.).
- d. Assure that institutions within the County have evacuation procedures.
- e. Coordinate with private industry for use of privately owned vehicles, communication, or other resources needed for evacuation management.
- f. Select staging areas or routes for pick-up of persons without transportation.
- g. Assure, as required, the transportation of emergency workers into and out of the hazard areas.
- h. Assure evacuation of the handicapped, elderly and other special population groups.
- i. Coordinate the evacuation movement including the relocation into other jurisdictions.
- j. Designate and activate reception and shelter areas within the County and coordinate with EMC from adjoining counties to ensure that reception areas and shelters have been designated in their counties and activated to receive the relocatees.
- k. Monitor the progress of the evacuation and modify evacuation procedures when needed.

- l. Brief EOC staff and executive group on evacuation status.
 - m. Establish disaster assistance centers if appropriate.
 - n. Initiate the return of the population as soon as conditions are safe at the direction of the Chairman, Board of County Commissioners.
3. Sheriff
- a. Identify primary and alternate evacuation routes and the traffic control mechanisms (e. g., road blocks) needed to insure proper utilization of those routes.
 - b. Establish staging areas in conjunction with fire departments rescue squads and the Transportation Coordinator.
 - c. Assist in warning dissemination by distribution and/or enforcement of the evacuation order.
 - d. Provide traffic control for diversion of traffic away from threatened area.
 - e. Maintain law and order and protect property in the evacuated areas.
 - f. Provide traffic and perimeter control for the evacuation where needed.
 - g. Provide traffic control and security at reception centers and parking areas.
 - h. Provide communications support to the Emergency Management Agency.
 - i. Direct reentry traffic into the evacuated area during recovery.
4. Transportation Coordinator
- a. Develop procedures for intra- and inter-county transportation systems to move critical supplies and equipment from the hazard areas to reception areas and the transport of key emergency workers to and from the hazard area. Procedures will include movement of key workers on designated evacuation routes in either publicly or privately owned vehicles and/or buses.
 - b. Utilize and maintain the County resources list to identify public and private transportation resources.
 - c. Provide buses and trucks for evacuation.
 - d. Coordinate with law enforcement on establishing staging areas, as well as with fire departments and rescue squads on designating pick-up points and routes.
 - e. Coordinate with and support law enforcement in establishing evacuation routes and traffic control points.
 - f. Provide transportation support to fire departments and rescue squads for the evacuation of individuals without transportation.

- g. Advise the Emergency Management Coordinator of roadway conditions and support the removal of disabled vehicles or other blocks to evacuation.
 - h. Obtain additional transportation resources, as needed from adjacent jurisdictions, the State and private sources.
- 5. Public Information Officer
 - a. Develop and implement when necessary a public information program to increase citizen awareness and responsiveness to evacuation instructions.
 - b. Conduct a public information campaign to disseminate disaster assistance information as necessary.
 - c. Inform the public about evacuation routes, destinations and other vital information.
- 6. Superintendent of Schools
 - a. Maintain school transportation resources and provide for fuel support when refueling is necessary.
 - b. Direct the evacuation of school populations.
 - c. Provide buses and other school vehicles if required for evacuation of the public.
- 7. Fire Marshal
 - a. In conjunction with law enforcement and the Transportation Coordinator, establish staging areas.
 - b. Support the evacuation of special institutions and handicapped/disabled individuals
 - c. Provide search and rescue services for lost individuals and for individuals unable to evacuate due to injury.
 - d. Maintain fire security in evacuated areas.
- 8. Mayor(s)
 - a. Develop plans for the security of municipal public documents and facilities.
 - b. Develop a roster of key workers who must remain during an evacuation or return subsequent to the evacuation to relieve other key workers.
 - c. Provide, as requested, municipal personnel and equipment resources to the County to support an evacuation.
- 9. Military Support Liaison
 - a. Make all resource requests to counterpart on State Emergency Response Team.

- b. Coordinate with the County Office of Emergency Management regarding the availability of personnel and equipment resources from local military installations.
- c. Coordinate use of shelter facilities on military properties.
- d. Arrange for logistics support for evacuation operations when requested.
- e. Coordinate available military personnel to assist law enforcement in providing security for evacuated areas.

V. DIRECTION AND CONTROL

- A. Direction and control of evacuation is the responsibility of the Chairman, County Board of Commissioners. In the Chairman's absence, the commissioner next in line of succession will serve as replacement representative.
- B. During large-scale evacuations involving the relocation of the population from an entire municipality, County, or several counties, the Governor may declare a State of Disaster. At that point the Governor assumes direction and control of the situation and evacuation operations will be coordinated by the State Emergency Response Team (SERT) upon activation of the State EOC.
- C. When an emergency situation requires timely evacuation and before the EOC can be activated, the "on-scene" command can call for evacuation in accordance with the County's State of Emergency ordinance.

VI. CONTINUITY OF GOVERNMENT

- A. Evacuation & Transportation

The line of success is:

- 1. Transportation Coordinator
- 2. Drivers
- B. Continuity of government will be maintained by relocating government operations. Lines of succession to all key positions will be established and all essential records will be protected.
- C. When evacuees are relocated outside the County, a representative will be appointed to act as liaison between the County and the reception area government. The evacuees will be subject to the laws of the reception area for the duration of their stay.
- D. Lines of succession to each agency that supports the evacuation/transportation operation are in accordance with the agency's established policy.

VII. ADMINISTRATION AND LOGISTICS

- A. Instructional materials identifying evacuation zones, routes, parking facilities and shelters will be developed for evacuees.
- B. Emergency public information instructions (EPIs) for a nuclear attack/disaster will be prepared in advance and distributed as necessary.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

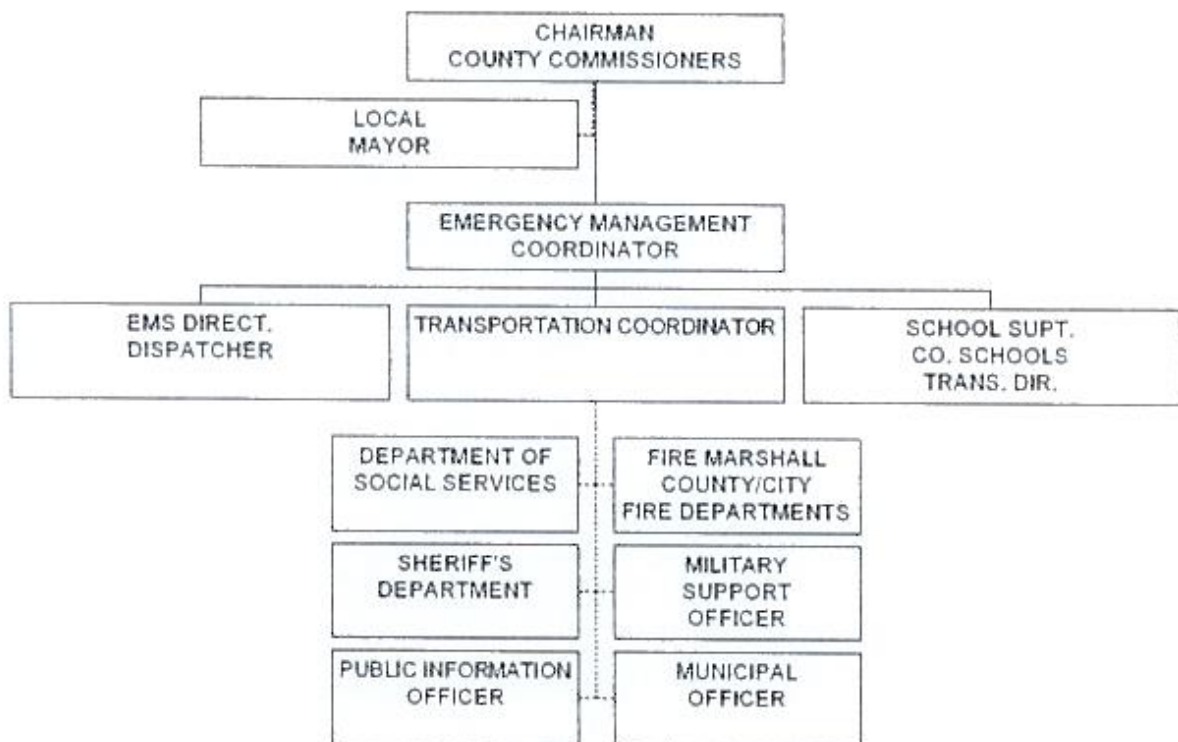
- A. This annex will be reviewed on an annual basis.

1A Damage Assessment
Business Damage Assessment

New status boards may be developed in the future or as a situation or emergency decree.

To display a status board simply click in the Check box just to the right of the board you wish to see. For more information on the variables of displaying status boards, see your SeNTinel WebEOC Users Manual, Chapters 2 and 3.

APPENDIX 1 EVACUATION/TRANSPORTATION ORGANIZATIONAL STRUCTURE



_____ COMMAND
..... COORDINATOR