SCATS
2016
SYSTEM SAFETY PROGRAM PLAN

(APRIL 25, 2016)

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APPENDICES

GENERAL SYSTEM SAFETY PLAN MANAGEMENT
DESCRIPTIONS OF ELEMENTS

1. POLICY STATEMENT AND AUTHORITY FOR SYSTEM SAFETY PROGRAM PLAN

A. Effective October 2012, Moving Ahead for Progress in the 21st Century (MAP-21) mandated requirements for all public transportation to develop and implement a safety plan. As defined by MAP-21 public transportation is regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income.

B. North Carolina Board of Transportation 2003 Resolution established the requirement for each transit system to develop and implement a System Safety Program Plan (SSPP).

C. Establish the SSPP as an operating document that has been prepared for and approved by the transit system top management, chief executive officer or the governing board.

D. The authority statement in the SSPP should define, as clearly as possible, the following:
1. The authority for establishment and implementation of the SSPP
2. How that authority has been delegated through the organization

E. The SSPP must adequately address the SIX CORE ELEMENTS.

2. DESCRIPTION OF PURPOSE FOR SYSTEM SAFETY PROGRAM PLAN

A. Address the intent of the SSPP and define why it is being written.

B. Establish the safety philosophy of the whole organization and provide a means of implementation.

C. A SSPP 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 SSPP 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 SSPP.

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 SSPP 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 SSPP, 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 SSPP 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 PROGRAM PLAN

Program Description:
The System Safety Program Plan (SSPP) was developed utilizing established guidance listed in the procedural manuals of the North Carolina Department of Transportation Standard Operating Procedure SSPP-001 and the State Management Plan. The SSPP 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 and Abuse Program
5. Vehicle Maintenance
6. Security

SCATS number one priority is adherence to policies and procedures of the core elements. All of 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 will complete a written application. The Executive Director and/or appointed official and supervisor shall interview each potential employee.

Driver/Employee Training Element:
The minimum requirements for vehicle operator training are Defensive Driving, Americans with Disabilities Act, Bloodborne Pathogens and Emergency Procedures for Vehicle Operators. In addition to the minimum requirements the follow actions must be completed:

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 five (5) years
4. Each driver must have an annual driver's performance evaluation to provide refresher training, assess skills, techniques, knowledge, etc…

Safety Data Acquisition Analysis Element:
The goal of the Safety Program is the reduction of accidents 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 SCATS 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 and 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 or 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. SCATS has established a policy of a drug-free work environment. Any safety-sensitive or non-safety-sensitive employee that has a verified positive drug or alcohol test or refuses to take a drug test will be removed from his/her position, informed of educational and rehabilitation programs available, and referred to a Substance Abuse Professional (SAP) for assessment. A positive drug and/or alcohol test will also result in disciplinary action up to and including termination.

Vehicle Maintenance Element:

The goal is to ensure vehicles; wheelchair lifts and equipment are 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 manufacturer's maintenance/service requirements for the vehicles, wheelchair lifts and equipment. Each transit driver is responsible for ensuring that periodic maintenance is performed on the vehicle assigned to him/her at the Scotland County SCATS Garage. The transit driver will indicate on the Pre-Trip and Post Inspection Form when the vehicle is within 500 miles of the next scheduled service. Preventive maintenance and wheelchair lift servicing will be entered into Asset Works system as a schedule PM servicing needed, to help maintain current and up to date maintenance on each vehicle. In the event that the county garage services are not available SCATS will contract through a private vendor.

Security Element:

The overall purpose of the Security Program is to optimize -- within the constraints of time, cost, and 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, we have 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.

The SSPP will be updated as changes occur. An annual review is required to ensure all information is current. The annual review and updates must be adopted by the board and certified by NCDOT/PTD.

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

Date _____

Month _____

Year _____

System Manager (Signature) _____

Governing Board Chairperson (Signature) _____

RESOLUTION FOR APPROVAL OF REQUIREMENT FOR COMMUNITY TRANSPORTATION SYSTEMS TO IMPLEMENT SYSTEM SAFETY PROGRAM 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 Program 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 Program Plans and provides training and technical assistance to transit systems to assist in the development and implementation of their System Safety Program Plans;

WHEREAS, rural transit systems receiving federal and state funds are not currently required to have a System Safety Program 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 Program 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 Program Plan which includes provision for local system safety data collection and reporting.

ANNUAL MANAGEMENT REVIEW

The SSPP should reflect the changing needs of our system programs. As a transit system evolves and operates, it must consistently monitor the programs and update the SSPP accordingly.

To ensure that this occurs, **the transit management staff should prepare an annual report that assesses the adequacy and effectiveness of all phases of the SSPP.** The annual report should be submitted to the local Transportation Board and a copy submitted to NCDOT/PTD Safety & Training Unit when it is staffed.

Report topics include:

- Results of incident investigations and analysis (Quarterly Reports)?
- Identification of possible hazardous conditions
- Results of inspections
- Established plans for handling future incidents
- Recommendations for SSPP revisions
- Analysis of departmental involvement in the administration of the SSPP

Members of the SSPP Review Committee as-well-as system managers are jointly responsible for maintaining and updating the SSPP. The Board of Commissioners must approve the required revisions.

SYSTEM SAFETY PROGRAM PLAN POLICY AND PROCEDURE REVISION INDEX				
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
Lock Out Tag Out	1	1	12/18/2015	Lock out Tag out
				Maintenance safety procedure
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
On board Safety Equipment Regulations	2	1	12/16/2015	On board Safety Equipment
				Seat Belts, Fire Extinguisher, Red reflectors.
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
Radio Communications Procedures	3	1	1/11/2016	Two way Radio Communications
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
Camera Viewing	4	1	04/01/2016	Viewing Camera
				footage
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
Drug and Alcohol Policy	5		02/08/2016	Drug and Alcohol Policy for SCATS
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
Emergency Action Plan for Evacuation	7		01/04/2016	Evacuation
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**
Asset Works	8		2015	Maintenance
Policy/Procedure Name	**SPP#**	**Revision #**	**Date**	**Description**

ORGANIZATIONAL STRUCTURE

FISCAL YEAR 2016

DEPARTMENT NUMBER 2590 DEPARTMENT NAME SCATS

BOARD OF COMMISSIONERS

COUNTY MANAGER

DIRECTOR

TRANSPORTATION COORDINATOR

ADMINISTRATIVE ASSISTANT

FULL TIME DRIVERS

PART TIME DRIVERS

MECHANIC

MISSION STATEMENT

"OUR MISSION IS TO PROVIDE ACCESS TO TRANSPORTATION TO ALL THE CITIZENS OF SCOTLAND COUNTY IN A SAFE AND ECONOMICAL MANNER."

SYSTEMS GOALS

As the lead agency for human service and public transportation in Scotland County, the following safety goals were adopted as a part of the SCATS Safety Program Plan:

- Instill a safety attitude and a safe workplace/customer service environment.
- Establish a commitment to safety within each job description of the Transit System employees.
- Develop and maintain a comprehensive, structured safety program.
- Develop, maintain, and communicate public transit safety standards and procedures to employees and passengers.
- Provide formalized safety training with supporting documentation to record attendance, information and materials covered, etc.
- Reduce accident and injury rates.
- Select equipment that promotes and enhances safety.
- Safeguard hazards.
- Making necessary changes in the system to uphold safety.
- Establish an incentive/reward program that rewards safe employee practices.
- Increase employee safety awareness and their participation in the SCATS safety program. Employees from all job descriptions at SCATS should be trained to participate in regularly scheduled vehicle and facility safety inspections. Providing corrective action and follow up when unsafe conditions or equipment is found will be the responsibility of all SCATS staff and employees.
- Apply new research and development in safety efforts.

- ❖ Hold regularly scheduled communication and training meetings to promote safety and awareness. Employees in all job descriptions should attend regularly.

SYSTEM DESCRIPTION

SCATS is a consolidated transportation system operating in Scotland County, NC. SCATS offers subscription route and demand/response transportation by contractual agreement with the following human service organization:

Scotland Senior Center
Scotland County Council on Aging
Scotland County Department of Social Services
Scotland Enterprises, Monarch, Inc.
Scotland County Nutrition Sites
Lumber River Council of Government
Division of the Blind
Scotland County Grandparents Support Group

Rural General Public (RGP) service is available on all of our subscription routes if the route deviates no more than .5 miles. RGP services are also available in the township Robeson County. All service is accessible to persons with disabilities.

The vehicle fleet of SCATS consists of (6) 22-FT 15 passengers LTV buses, (2) Ford Center Ilse Vans 13 passengers, (1) Dodge Mini Van 7 passengers

Service Area
SCATS transit system serves all of Scotland County including the municipalities within its borders. Scotland County is a rural county located near the southeast of North Carolina encompassing 319 square miles. The ridership of SCATS 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 Scotland County.

Days and Hours of Service
Normal Hours of Operation: Monday –Friday 8:00 am to 5:00 pm
SCATS will be closed for the following holidays:

Independence Day	Labor Day
Thanksgiving	Day After Thanksgiving
New Year's Day	Martin Luther King Day
Good Friday	Memorial Day
Veterans' Day	Christmas (Dec. 23, 26, 27)

STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

PAT MCCRORY
GOVERNOR

ANTHONY J. TATA
SECRETARY

May 23, 2014

MEMORANDUM

TO: Community Transportation Systems

FROM: Debbie Collins, Director
Public Transportation Division dgc

SUBJECT: Policy Guidance for Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

The mission of the North Carolina Department of Transportation is "*Connecting people and places in North Carolina - safely and efficiently, with accountability and environmental sensitivity.*" Community Transportation systems must meet all federal and state guidelines, regulations and laws regarding the safe transportation of their passengers. The Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators are to be implemented by local systems as part of the effort toward meeting those requirements. This memorandum supersedes the memorandum dated October 1, 2011, same subject.

Please contact your regional safety and security specialist if you have any questions concerning this policy.

SOURCE DOCUMENTS

1. Federal Transit Administration (FTA) Circular 9040.1F "Non-Urbanized Area Formula Program Guidance and Grant Application Instructions" effective April 1, 2007, Section X (see 49 U.S.C. Chapter 53 - Section 5329: Investigation of Safety Hazards)
2. 29 CFR 1910.1030(g)(2)-Bloodborne pathogens-Information and Training
3. 49 CFR 655.14-Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations-Education and Training Programs
4. 49 CFR 37.173-Americans with Disabilities Act-Training requirements
5. NCGS Statute 95 and Department of Labor Guidance

Attachment: Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION
1550 MAIL SERVICE CENTER
RALEIGH, NC 27699-1550

TELEPHONE: 919-707-4670
FAX: 919-733-1391

WWW.NCDOT.GOV/NCTRANSIT

LOCATION:
TRANSPORTATION BUILDING
1 SOUTH WILMINGTON STREET
RALEIGH, NC

DRIVER AND EMPLOYEE TRAINING

Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

- **Defensive Driving**
  - Shall include all vehicle operators, including any employees that operate the vehicles in revenue service or carry passengers for any other trip purpose;
  - Initial training must be a certified program, or curriculum must be equal to an existing certified program.
  - *Training must be completed upon hire and annually.*

- **Americans with Disabilities Act (ADA)**
  - Shall include at a minimum the following training (for further guidance refer to 49 CFR Part 37—Transportation Services for Individuals with Disabilities (ADA))
    - Sensitivity training
    - Passenger assistance
    - Wheelchair handling
    - Wheelchair securement (passenger and mobility)
    - Wheelchair lift inspection
    - Wheelchair lift operation (normal and emergency)
  - ADA requires training all personnel to "**proficiency**", which is defined as **expert performance**.
  - *Training must be completed upon hire and annually.*

- **Bloodborne Pathogens**
  - Shall follow the Occupational Safety and Health Administration guidelines for the training as listed in Standard 29 CFR 1910.1030(g)(2)
  - The OSHA Standard spells out the content of the training.
  - *Training must be completed upon hire and annually.*

- **Emergency Procedures**
  - Shall include all procedures required to report or react to an emergency by transit system staff:
    - Communication and notification procedures
    - Accident/Incident reporting procedures
    - Passenger handling procedures
    - Vehicle and facility evacuation procedures
    - Driver and passenger security training
    - Emergency evacuation procedures and training
    - Emergency equipment usage
      - First aid (drivers must be trained in first aid to include use of kit)
      - Bloodborne Pathogens (drivers must be trained in bloodborne pathogens to include use of kit and transit system specific engineering controls to minimize driver exposure, cleanup procedures and waste disposal)
      - Emergency triangles (drivers must be trained to properly setup equipment)
      - Fire extinguishers (drivers must be trained to properly inspect and use equipment)
      - Web cutter (drivers must be trained to properly use equipment)
  - Participation in local or regional Emergency Management drills is strongly encouraged.
  - *Training must be completed upon hire and annually.*

- **Ride Check – Driver Evaluations**
  - Newly hired drivers must have a Ride Check – Driver Evaluation before being allowed to operate a transit vehicle unsupervised in revenue service.
  - All drivers must have an annual evaluation to assess the driver's performance of techniques, skills and knowledge gained through training of each of the above categories.
  - Remedial training will be provided as needed in addition to the required annual training.
  - *Training must be completed upon hire and annually.*

- **Illegal Drug Use**
  - Shall include all 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.
  - *This shall be done upon hire.* (Required under 49 CFR 655.14)

- **General**
  - **All new hires must complete all of the minimum training requirements before operating a transit vehicle unsupervised in revenue service.**
  - *Reflective vest will be worn by drivers when performing job functions.*
  - *Drivers that are not meeting proficiency, **expert performance level**, must be given remedial training until they are proficient.*
  - *Refresher (annual) training must be completed annually (within 1-year of last training date).*
  - All of the training materials and documentation must be on file for review by the NCDOT/PTD. Materials shall include but not be limited to course outline (may be included in instructor's manual), instructor's manual, sample student manual (if one is used), handouts and copy of Power Point slides if used in lieu of instructor's manual.
  - Records of qualifications and training performed (for each individual trained) must be kept on file for a minimum of five (5) years. Records shall include proof of attendance (roster or certificate of completion, if provided), date of the course, and type of instruction delivery (instructor led, self-instruction, etc.), name and certification (if applicable) of instructor.

- **Minimum Training Standards Reporting Procedures**
  - Grantees must submit the following information to the Safety and Security Unit.
    - Number of employees who received training by category/type
  - A spreadsheet will be provided by the Safety and Security Unit for the purposes of reporting training.
  - The report must be submitted no later than the fifteenth (15) day of the month following the end of the quarter (Dates due: January 15, April 15, July 15, and, October 15).
  - Submit reports by e-mail to the Safety and Security Specialist assigned to your area and courtesy copy to safetyptd@ncdot.gov.

PERFORMANCE EVALUATION POLICY

This administrative policy was adopted by SCATS.

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 SCATS driver will have a ride check evaluation not less than annually. New employees require two evaluations the first year of employment. The first evaluation is due before the driver operates a vehicle unsupervised in revenue service and the second should be accomplished on or near their hiring date which will serve as their annual evaluation. Periodic or special performance evaluations are subject to determination by competent authority, such as the system manager and the immediate supervisor.

- *Responsibility*: Each SCATS employee will be evaluated by his or her immediate supervisor or designated appointee.

- *Documentation Required*: Each SCATS 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.

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 SCATS.

Description:

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

Behavior of any employee which may affect the safety and wellbeing of other employees of SCATS or subcontractor, or to personnel served by SCATS 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

List courses….

Example:

COURSE	**FREQENCY**
Defensive Driving	Initial/Annually
Fire Evacuation	Initial/Annually
Drug & Alcohol	One-Time

NOTE: The schedule for training can be listed as annually, the verification of training and dates will be verified when training records are reviewed.

Lesson Plan
General Industry Outreach Training Program (10-hour)

Topic: Bloodborne Pathogens

Overview of the OSHA Standard

This standard limits occupational exposure to blood and other potentially infectious materials since any exposure could result in transmission of blood borne pathogens, which could lead to disease or death. Acquired Immunodeficiency Syndrome (AIDS), Hepatitis B and Hepatitis C are serious concerns for workers exposed to blood and other potentially infectious materials. Blood borne pathogen exposure may occur in many ways, but needle stick injuries are the most common cause. Exposure may also occur through contact of contaminants with the nose, mouth, eyes, or skin.

The standard covers all employees who could be "reasonably anticipated" to face contact with blood and other potentially infectious materials as a result of performing their job duties. To reduce or eliminate the hazards of occupational exposure, an employer must implement an exposure control plan for the worksite with details on protection measures. Engineering controls are the primary means of eliminating or minimizing employee exposure and include the use of safer medical devices. Work practice controls such as hand washing are stressed by the standard. Appropriate personal protective equipment must be used when necessary. The standard requires that the Hepatitis B vaccination be made available to all employees who have occupational exposure to blood. The standard specifies procedures to be made available to all employees who have had an exposure incident.

Step 1: Planning the Lesson

- **Instructional Materials.**
  1. PowerPoint presentation
  2. Instructor notes.
  3. Other materials.

- **Instructional Objectives.**
  1. Complete the required topics for the OSHA 10-hour course.
  2. Complete the following optional topics:
     a.
     b.
     c.
  3. Present *Blood borne Pathogens* to [number] participants.
  4. Incorporate active participation in each lesson.
  5. Provide a quiz or short evaluation at the end of the course.
  6. Ensure feedback from participants at various points in the training.

- **Guest Speakers/Presenters and Topics/Responsibilities.**

Sample Lesson Plan – Blood borne Pathogens

Step 2: Presenting the Lesson

- **Lesson Introduction.**
  Introductory remarks or transition from previous lesson.

- **Learning Objectives/Outcomes.**
  Upon completion of the lesson, participants will be able to:

  1. Give at least 3 examples of workers who are at risk of exposure to blood borne pathogens.

     Possible responses.
     - Physician, nurse, police, firefighter

  2. List the three ways exposure to blood borne pathogens commonly occurs.

     Possible responses.
     - Needle sticks.
     - Cuts from other contaminated sharps such as scalpels or broken glass.
     - Contact of the eye, nose, mouth or cut/abraded skin with contaminated blood.

  3. Describe at least 5 key aspects of a Blood borne Pathogen Exposure Control Plan.
     Possible responses.
     - Must be a written plan.
     - Identifies jobs and tasks where occupational exposure to blood or other potentially infectious material occurs.
     - Describes how the employer will use engineering and work controls.
     - Describes how the employee will ensure use of personal protective equipment (PPE).
     - The plan must be accessible to employees.
     - Must be reviewed at least annually to reflect changes in technology that will help eliminate or reduce employee exposure.

  4. Explain how properly used PPE and appropriate housekeeping methods protect against exposure to blood borne pathogens.
     Possible responses.
     - Gowns, gloves, face shields, eye protection, mouthpieces and resuscitation devices provide a barrier between potential contaminants and susceptible

parts of the body.
- Cleaning and decontamination of work surfaces reduce the chances of exposure to a blood borne pathogen.

- **Learning Objectives/Outcomes (Continued)**

1. List three important steps to take if exposed to a blood borne pathogen.
Possible responses.
- Wash exposed area with soap and water.
- Flush splashes to nose, mouth or skin with water.
- Irrigate eyes with water or saline.
- Report the exposure.
- Seek the assistance of a health care professional to determine what follow-up actions or treatment may be needed.

- **Planned Activities, Discussion, or Participant Interaction.**

Step 3: Evaluating Student Learning and Instruction

- **Lesson Evaluation and Comments.**

\References

OSHA Standard

- 29 CFR 1910 Subpart Z (1910.1030)
  - http://www.osha-slc.gov/OshStd_data/1910_1030.html
- 29 CFR 1910 Subpart Z (1910.1030 App A) Hepatitis B Vaccine Declination
  - http://www.osha-slc.gov/OshStd_data/1910_1030_APP_A.html

OSHA Publications

- http://www.osha-slc.gov/OshDoc/Additional.html
  - 3128 Blood borne Pathogens and Acute Care Facilities
  - 3129 Controlling Occupational Exposure to Blood borne Pathogens in Dentistry
  - 3130 Occupational Exposure to Blood borne Pathogens – Precautions for Emergency Responders
  - 3131 Blood borne Pathogens and Long-Term Care Workers

OSHA References/Resources

- CPL 2-2, 44D, Enforcement Procedures for the Occupational Exposure to Blood borne Pathogens, Appendix C – Web Site Resource List
  - http://www.osha-slc.gov/OshDoc/Directive_pdf/CPL_2-2_69.pdf
- OSHA Technical Links – Blood borne Pathogens
  - http://www.osha-slc.gov/SLTC/bloodbornepathogens/index.html
- OSHA Technical Links – Needle stick Prevention
  - http://www.osha-slc.gov/SLTC/needlestick/index.html
- Protecting Nursing Home Workers: OSHA's Safety and Health Program Approach
  - http://www.osha-slc.gov/SLTC/nursinghome/training/nursing/index.html
- Video: *As It Should be Done: Workplace Precautions Against Blood borne Pathogens*
  - http://www.osha-slc.gov/SLTC/video/asitshouldbedone/video.html

BACKING PROCEDURES

Vehicle backing is strongly discouraged unless it is absolutely necessary. The following procedures are suggested in the event that an operator is required to use the reverse gear:

- Except for backing out of a parking stall, drivers should only back a vehicle when it is absolutely necessary. If it becomes necessary to back the vehicle while the vehicle is in service, a driver should 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. Use of a spotter does not relieve the driver of the responsibility to back the vehicle safely.

- Before backing, check carefully in all directions including the rear of the vehicle.

- Turn on the four-way flashers.

- Begin honking the horn (if the vehicle does not have a working 'backing-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 the rear tires on the vehicle ahead. This allows a driver the ability to go around a stalled vehicle on the left or right if necessary without the need to reverse direction. This procedure does not always work but it is another good example of how to avoid backing.

- Be sure to stay out of intersections and crosswalks until they are free to traffic. Do not get into positions where backing a large vehicle becomes necessary.

- 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.

CROSSING RAILROAD TRACKS

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

- Upon approaching the railroad crossing, proceed into the far right lane.
- Turn on the four-way flashers 100 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.
- Turn off heaters, fans, radios, etc. so that you can hear a train. If necessary, ask passengers to remain silent during the crossing.
- Open the door completely and listen for an approaching train or (if driving a van) open the window completely and listen.
- Look in both track directions as you listen for an approaching train.
- When you can conclude that no train is approaching, close the door (watching the door while it is closing) or window.
- 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 vehicle is past the tracks.

DEALING WITH BRAKE FAILURE PROCEDURES

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

- 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 – you could put the vehicle in a tailspin. As an exception in vans or small buses, it may be necessary to use emergency brake but you should control the release with your hand to prevent the brake from locking.
- Do not permit the wheels to lock until the vehicle has stopped.

EN-ROUTE PROCEDURES

*****List system specific guidance…**

- Depart on time and stay on schedule, but never at the expense of passenger safety.
- Drive safely and smoothly. Operate at all times on 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 should not be operated with passengers aboard. The doors should not be opened until the vehicle is stopped or at a railroad crossing. A vehicle with inoperable doors should not be operated with passengers aboard.
- During darkness, interior lighting and lighting of step-wells on vehicles should be sufficient for passengers to enter and exit safely.
- Passengers should not be permitted in the step-wells of the vehicle nor occupy an area forward of the standee line when the vehicle is in motion.
- Standee passengers should not be permitted on vehicles that are not designed to accommodate standing passengers.
- 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 to be secured to the driver's seat with a restraining belt at all times while the vehicle is in motion.
- Vehicles should not be left unattended at any time when passengers are aboard.
- When transporting passengers, drivers should stop at all railroad crossings in compliance with North Carolina Statues.

HELPING PASSENGERS WITH PERSONAL ASSISTANCE DEVICES

Use the following guidelines when you are interacting with a passenger who has special needs:

<u>Assisting Passengers Who are Using Canes or Critters:</u>

- Always ask the disabled passenger if you can assist her/him prior to assisting the passenger
- Assist from the opposite side of the cane.
- Canes, walkers and other personal assistance devices should be stored so that they do not interfere with movement in the vehicle.
- Amputees should be seated in cool areas during hot weather.

Assisting Developmentally Disabled Passengers:

- Treat the passengers with respect.
- 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

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.

Assisting Passengers with Visual Impairments:

- Don't touch the passenger until you tell them who you are and what you intend to do.
- Do not shout at the passenger.
- 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 their cane 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 lean the name of the animal for future reference. Avoid any abrupt movements toward the animal or the passengers.
- Seat visually impaired passengers against vehicle walls when possible or seat the passengers in SCATS with arm rests in order to assist them in keeping their balance.

NIGHT TIME DRIVING PROCEDURES

Several hazards associated with night driving are list below:

- Reduced visibility
- Glare
- The need for increased reaction time
- 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.

TRANSPORTING ELDERLY PASSENGERS PROCEDURES

Use special care in serving elderly passengers:

- Dispatcher need to be especially patient when giving elderly passengers information regarding vehicle routes and schedules.
- Give elderly passengers more time to get on or off the vehicle.
- Ask the elderly passengers if they would like your assistance before assisting them.
- 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.
- 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.
- Be sure 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.
- In cases of emergencies, drivers should notify dispatchers about possible health problems of elderly passengers.

WHEELCHAIR BOARDING METHODS

Your customers' safety will depend on more than just safely transporting them to their destination, their safety will also depend on how well you board and secure their wheelchairs. Several wheelchair boarding guidelines are indicated below:

- Roll the wheelchair onto the lift, making sure that the front wheels are inside the platform roll stop while the roll stop is in the upright position.
- Lock the brakes.
- If the passenger has the capability to do so, ask the passenger to hold on to the hand rails 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.
- Before operating the lift for boarding, ask the passenger if he/she is ready. 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.
- Make sure that the lift is level with the 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.
- From inside the vehicle, hold the wheelchair handle as you unlock the brakes. (Turn the power back on or engage the clutches of a motorized wheelchair if needed.)
- Make sure the passenger's head does not hit the ceiling upon entering the doorway.
- The ADA states that wheelchairs should always be secured facing the front of the vehicle, with the exception given to some older vehicles that are not yet appropriately equipped.
- The driver should never stand on the lift.

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,)
- 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 should 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 and never leave a passenger unattended on a lift.

Assisting Wheelchair Users on the Lift:

- Wheelchair users can choose to ride a lift either facing away from the vehicle or facing the vehicle. The preferred method is to have the passenger facing away from the vehicle because it positions the bulk of the weight where there is more structural support and allows the driver to pull the wheelchair into the vehicle or push the wheelchair onto the lift by the handgrips.

- In the preferred positions, the small front wheels of the wheelchair are less likely than the large back wheels of the wheelchair are less likely than the large back wheels to roll over the platform roll stop.

- The preferred position also reduces the possibility of the passenger's feet or toes getting caught between the lift platform and the vehicle when the passenger is riding upward.

SECURING AN OCCUPIED WHEELCHAIR

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

- **Always** use a four point tie-down to the floor of vehicle.
- Tie-downs should be attached to the strongest part of the device which is the frame.
- Lap boards or metal and plastic trays attached to the chairs should be removed and secured.
- Liquid oxygen being transported should be securely mounted/fastened to prevent damage
- 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.

EMPLOYEE TRAINING RECORD

Name_____

	Date	Driver Initial	Instructor Initial
Orientation to Transit Agency			
Personnel Policy			
Substance Abuse Policy			
Service Policy			
Radio Manual			
Notebook			
Timesheet/pay schedule			
Trip sheet/logs/reservations			
Pre/Post-Trip Safety Inspection			
Classroom, video			
Demonstration			
Defensive Driving			
Classroom, video			
Driving			
Emergency Procedures			
Passenger Relations			
SNAAP Classroom			
Wheelchair			
Video			
Practical			
Wheelchair Lift Operations			
Back to Basics			
The Critical point			
Child Passenger Safety			
Ride Check Evaluation			
Driver with Driver			
Emergency Equipment Training			
Fire Extinguisher			
Blood-borne Pathogen			
Emergency Triangle			
CPR/First Aid (Annually First Aid)			
Web cutter			

NAME: _____

Employee's Signature: _____

Director's Signature: _____

EMPLOYEE DEVELOPMENT/DRIVER TRAINING REPORTING

NOTE: Training Data is reported to NCDOT/PTD on a quarterly basis in a format supplied by NCDOT/PTD

RIDE CHECK: DRIVER EVALUATION

Date of Evaluation_____

Driver's Name_____

Evaluator's Name/Position_____

Vehicle Condition

1. ☐ Daily pre-trip inspection complete/documented
2. ☐ Registration and insurance card in vehicle
3. ☐ Web cutter and emergency triangles are available
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. ☐ Flash light 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 Enroute

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. ☐ SCATS 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 Signature Date

_____

Supervisor's Signature Date

Driver's Comments_____

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 Bloodborne 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 SCATS 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 ENROUTE

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). Keeps 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 sometime at a distance.
14. Slows down when approaching an intersection with a light that has been green for several seconds with the anticipation of the light changing.
15. Signals at proper distance for an intended turn. Cancels signal when maneuver is completed. SCATS passengers
according to ADA requirements.
16. Does not allow profanity or misbehavior in the vehicle. Signals and moves vehicle into the right lane, turns on emergency flashers and slows down, comes to a complete stop prior to white line, turns off heater air conditioner, opens doors, looks both ways, listens for trains if clear close the door, turn heater or air conditioner and proceeded, once you have cleared the tracks turn off flashers and proceeded.
17. Comes to a complete stop prior to leaving private property.
18. Checks mirrors, looks over shoulder, signals, moves into passing lane, signals and returns to proper lane.
Leaves (himself/herself) an out
16. Keeps on schedule safely but does not jeopardize safety for schedule.
17. Only transports passenger on route schedule. No unauthorized passengers or stops.
Checks mirrors, looks over shoulders, signals, moves into passing lane, signals and returns to proper lane.

18. 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).

**** Operated by Contractor or Services Outsourced****

MANAGEMENT REVIEWS

There must be an effective mechanism to monitor and document the contractor's activities. An acceptable program would consist of periodic written reports of activities submitted by the contractor to the grantee, supplemented by periodic oversight inspections by the grantee. The grantee must provide oversight in order to verify the contractor's compliance with FTA and NCDOT regulations and polices.

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 the systems 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.

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 work place/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

Creates 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 FUNCTIONS ACTION PLAN

This plan lists the actions a system can use in developing and carrying out a safety and emergency response program. When all aspects are implemented, the action plan can help a system to address emergency and fire prevention requirements that will protect people, property and the environment.

Safety Functions of Facilities Manager

- Provide training to all employees for their roles in all safety and emergency plans
- Conduct quarterly drills to exercise the emergency response plans
- Annually conduct emergency rescue from confined space drill
- Conduct all other actions required in the system safety plan to implement, develop and maintain an effective Emergency Response Plan

Safety Functions of the Maintenance Manager

- Ensure maintenance personnel are trained in the proper procedures for chemical handling and storage procedures, potential ignition sources (such as boilers, gas fired equip0ment, welding, etc.) and their control procedures, and the type of fire protection equipment or systems installed to prevent or control ignitions or fires.
- Ensure that personnel are properly trained and equipped to carry out safety and emergency plans.
- Express responsibility for the maintenance for the maintenance of equipment and systems installed to prevent or control ignitions or fires. The manager is also responsible for the control of fuel source hazards. The manager should have written maintenance procedures available in the Maintenance Office.

Overall System Fire Prevention Functions

- The entire facility should be protected by an automatic water sprinkler system. Inspection and maintenance procedures are maintained by the maintenance manager.
- If smoking is permitted, designated smoking areas are established and regulations are located on bulletin boards throughout the facility.
- If welding and hot work are done at the system facility, a fire prevention plan for welding and hot work should be included in the system safety program.
- The alarm systems are maintained by the Maintenance Department. Each alarm is tested monthly; supervisors should be notified before the test.

SAFETY RESPONSIBILITIES – SPECIFIC POSITIONS

Agency Administrator/County Manager
Under the direction of the Agency Administrator/County Manager there is:

- An active Safety Committee, consisting of department heads and other designated persons, meeting on a scheduled basis.
- A thorough and effective Accident Investigation to include reporting and recording procedure, and a written report on actions taken to prevent recurrence of accidents, including 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 seven steps to achieving your safety policy are accomplished through:

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

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

- Providing a safe and healthful work place.
- 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 with the Safety Committee.
- Evaluating effectiveness of the safety program.
- Participating directly and/or indirectly in safety activities as may be required to maintain the enthusiasm and interest off 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.

Responsibility

The Agency Administrator/County Manager 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 Department Heads and Supervisors. This attitude is reflected down through the Department Heads and Supervisors to the individual workers. The specific accident prevention duties include the following:

- 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 departments within the organization.
- 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.

Safety Coordinator 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
  - Safety Program status reports
- Submit status reports to Safety Committee
- Make periodic visits to all buildings/operations to assist and consult in developing safe work methods, accident investigations, training, and other technical assistance.
- Analyze accident reports and investigations weekly.
- Act as Chairperson of the Safety Committee.
- Promote "safety awareness "in all employees through stimulating educational training programs.
- Compliance with all OSHA, state and local laws, and established safety standards.
- Assist Supervisors 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, NCALGESCO, NC Department of Labor, and NC Industrial Commission.
- Provide training programs for Supervisors.
- 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 Units.

Supervisors

Supervisors are the key persons in the scheme of loss control because of the close relationship with the employee and intimate knowledge of operating procedures.

Supervisors of each department are charged with the responsibilities of quality and quantity of production within the department, and therefore are responsible for the work conduct of same. Supervisors should be afforded the necessary tools and knowledge to carry out their duties with efficiency and safety.

Supervisors should:

- Have a thorough knowledge of System Safety Policy.
- Provide instruction and training to workers so that they conduct their job in a safe manner. [(See section on Training New Employees)]
- Make daily inspections of the department to ensure that no unsafe conditions or unsafe practices exist.
- Initiate immediate corrective action where unsafe conditions or practices are found. When a capital expenditure is required to make necessary corrections, a written report shall be submitted to the Agency Administrator/County Manager and the Safety Coordinator.
- Properly complete accident reports and investigate all accidents to determine what must be done to prevent recurrence of a similar accident.
- Be familiar with procedures that must be followed in case of an emergency.
- Enforce safety rules and regulations of the organization.
- Set a good example for safety by working in a safe manner and encouraging others to do so.

Employees

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.

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.

Designated Safety Official (Francie Barnes)

The Supervisor or Lead Safety Officer is the individual who is directly responsible for implementing the System Safety Program. It is the basic responsibility of the supervisor to plan and conduct safe operations. **It is also the duty and responsibility of each supervisor to fully orient and instruct all employees in safe practices and procedures.** He or she is expected to be a member of the safety and Accident Review Committee and be in charge of collecting and disseminating safety data. The supervisor or Lead Safety Officer is specifically charged with the following responsibilities for the System Safety Program:

- Have full knowledge of all standard and emergency operating procedures;
- Perform safety audits of operations;
- Ensure that employees make safety a primary concern when on the job;
- Actively investigate all incidents and accidents;
- Prohibit unsafe conduct and conditions;
- Conduct safety meetings which are a vital part of safety atmosphere;
- Listen and act upon any safety concerns raised by employees; and
- Report to management any safety concerns or possible hazards.

Employees

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. **It is the responsibility of each supervisor of the Transit System to provide explicit instructional and procedural safety training for each employee.** 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 and committees 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 safety 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.

COMPUTER DATA ENTRY SAFETY PROCEDURES

The following actions can help to reduce muscle fatigue and tension while enabling maximum performance:

- Adjust seat height and backrest angle to fit the user in a seated position. Adjust footrest for proper height and angle.
- Screens should have adjustable height and tilt; screens should be arranged so that they are never higher than eye level for the users.
- Position documents roughly perpendicular to the line of sight using a document holder.
- Adjust keyboard to fit the operator. Keyboards should be detached in order to allow for positioning.
- Always use anti-glare screens.
- Users should maintain correct hand and wrist posture when entering data. Repetitive motion illness develops over an extended period of time. Learn work habits that reduce risks and be aware of early symptoms of the illness.
- A footstool may be used as a footrest for petite operators.
- Frequent work breaks should be taken after continuous work periods requiring more than five hours of screen viewing time, constant rapid muscular action, fixed positions on jobs that are highly repetitive.

OFFICE SAFETY PROCEDURES

The following suggestions can help to make your office environment a safe one:

- Don't place computers, calculators, or adding machines 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. Clean up all spills on floors immediately. Pick up papers, pencils, clips, and any objects that will cause tripping hazards.
- Place wastebaskets where they will not present a tripping hazard.
- Never stack anything so high so 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 is shocking or smoking, unplug it and immediately report the defect.
- The use of portable electric, gas or other heating devices is prohibited.
- 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.
- Keep the blades of paper cutters closed when not in use.
- Never run power cords under carpet or chair pads.

SAFE LIFTING PROCEDURES

Preserve your back health by using the following lifting strategies:

- 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

One way to conduct hazard assessments is to use a **"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

Hazard Analysis

Date of Hazard Analysis:_____

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

Prepared By:_____Date:_____

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)*

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

**** Operated by Contractor or Services Outsourced****

MANAGEMENT REVIEWS

There must be an effective mechanism to monitor and document the contractor's activities. An acceptable program would consist of periodic written reports of activities submitted by the contractor to the grantee, supplemented by periodic oversight inspections by the grantee. The grantee must provide oversight in order to verify the contractor's compliance with FTA and NCDOT regulations and polices.

POTENTIAL WORK SITE HAZARDS IDENTIFICATION

Policy

A. The designated Supervisor at EACH Employee work site shall identify at least ANNUALLY any potential Occupational Safety or Health Hazards at that work site.

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

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 beings to work and will be recorded in the employee's training record.

A copy of the completed Hazards Identification must also be forwarded to the applicable Program Manager/Director and Safety Officer for review action and for file for follow-up inspections.

HAZARDS IDENTIFICATION

Work Site Name _____ (Center/Office)

Location _____

Potential Hazards	Employee Action to be Followed
1.	
2.	
3.	
4.	
5.	

Completed by: _____ _____

Work Site Supervisor **Date**

REVIEW ACTION

A. _____No remediation action possible

B. _____Remediation to be done

Hazard	Action	Schedule	Responsibility
1.			
2.			
3.			
4.			
5.			

C. Comments:_____

_____

_____

By:_____ _____

Program Manager/Director Date

_____ _____

Safety Officer Date

FOLLOW-UP ABATEMENT ACTION

Hazard	Abatement Action Completed	Date	Completed By
1.			
2.			
3.			

Submitted by:_____ _____

Position Date

Reviewed by:_____ _____

Position Date

_____ _____

Safety Officer Date

Comments:_____

_____

_____

_____

_____

SAFETY MEETING REPORT

(MONTHLY, BI-MONTHLY OR QUARTERLY)

Date:_____

Address:_____

Meeting Chairman: _____

Attendance should be documented.

Other Persons Present: _____

_____

_____

_____

_____

_____

_____

Formal Presentation (Name of presenter and topic): _____

_____

_____

_____

Other Subjects Discussed: _____

_____

_____

_____

_____

Reports on Weekly Meetings: _____

_____

_____

_____

_____

_____

Employees' Comments/Suggestions: _____

_____

_____

_____

_____

DRUG AND ALCOHOL ABUSE PROGRAM
OVERVIEW

Purpose

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

Scope

The Drug and Alcohol Policy affects and applies to all Agency employees.

Overview

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, the Agency has established the following policy to ensure a drug-free work environment:

SCATS 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 will be considered a refusal; 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 **SCATS** in writing of his/her conviction for a violation of a criminal drug statue 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.

Whenever the Drug and Alcohol Policy is changed or revised all employees with be briefed on the policy. All training will be properly documented in the employee's training records.

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 *subrecipients*, upon receipt from FTA.

To ensure NCDOT subrecipient 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.

**** Operated by Contractor or Services Outsourced****

MANAGEMENT REVIEWS

There must be an effective mechanism to monitor and document the contractor's activities. An acceptable program would consist of periodic written reports of activities submitted by the contractor to the grantee, supplemented by periodic oversight inspections by the grantee. The grantee must provide oversight in order to verify the contractor's compliance with FTA and NCDOT regulations and policies.

MAINTENANCE

April 17, 2016

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 similar 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 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 driver
- Completing a corresponding inspection checklist
- Utilizing Asset WORKS Fleet Management Program to document, schedule and track equipment maintenance
- Maintaining maintenance record on file for each vehicle
- 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

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

Maintenance Records Include:

- Asset WORKS Fleet Management Program documentation
- Documents showing vehicle identity
- Documents showing vehicle, wheelchair lift and associated equipment 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 the previous (5) years** (Ref: 49 CFR 18.42)

ANNUAL PTMS INSPECTION

Form must be completed and maintained with vehicle maintenance records.

Date: _____

Vehicle: _____

Wheelchair Lift Cycle Reading: _____

Odometer Reading: _____

Inspector: _____

Inspection Key
For Each Item
OK =OK
"X" = Adjusted
"0"= Repairs Are Necessary
For Each "0" Give an Explanation

Body
___ Check windshield and other glass for cracks/damage
___ Check wheels for cracks/damage
___ Interior and exterior **d**ecals, signs, numbers (ex: railroad crossing, no turn on red, etc…)
___ Body damage
___ Destination signs for proper operation (Front, Rear, Back)
___ General physical condition of the vehicle
___ System name completely spelled out and condition
___ Sign identifying the vehicle as “Available for Public Use” if required

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 should be accessible and must be securely mounted in a visible place or a clearly marked compartment.

Red Reflector - Vehicles should be equipped with three (3) portable red reflector warning devices in compliance with North Carolina Statutes. The triangle case must be mounted to the vehicle.

Web Cutter – Must be visible and easily accessible by the vehicle driver.

Blood borne Pathogen Kit – Kit includes disposable gloves for your hands, disinfectant spray for decontamination of any spill, paper towels for clean up, absorbent powder for clean up, approved bags & containers for proper disposal, dust pan, brush and tongs for handling sharps items, mouth and nose mask and disinfectant towelettes for immediate hand cleaning)

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

Bandage Compress
Gauze Pads
Triangular Bandages
Gauze Bandages
Triple Antibiotic Ointment
CPR Micro-shield Rescue Breather & Gloves
Rescue Blanket
Alcohol Wipes
Sting, Kill Swabs
Instant Cold Pack
Sterile Buffered Isotonic Eyewash Kit
Adhesive Bandages
Adhesive Tape
Disposable Gloves
Burn Spray
Scissors

Optional On-board Safety Response Equipment

5 Emergency Notification Cards
1 pry bar
1 flashlight and a set of extra batteries
1 set of jumper cables
1 spare tire plus appropriate jack and lug wrench
1 camera (with film that is replaced with new film every six months)

Preventive Maintenance Plan

SCATS

Preventive maintenance is a term used to describe the performance of regularly scheduled maintenance procedures of a vehicle to prevent the possibility of malfunctions. It is SCATS policy to follow that minimum required maintenance set forth by the manufacturer standards. All preventative maintenance will be reported/completed in a timely manner.

MAINTENANCE

Each SCATS vehicle is assigned a number by the Coordinator of Transportation which is affixed to each vehicle in a visible location (driver side front under the headlight, on the cover for the gas tank and the back passenger side above the brake light. The phone number and facility name is put on the vehicles when purchased.

Every transit driver is responsible for ensuring that periodic maintenance is performed on the vehicle assigned to him/her at SCATS. The transit driver will indicate on the Pre-Trip Inspection Form when the vehicle is within 500 miles of the next scheduled service.

All requests for service and maintenance must be given to the Coordinator. Repairs are posted on the Maintenance Repair form. A copy of the form must be taken with the vehicle to the

maintenance provider and a copy of the form is filed with the coordinator and posted in the Vehicle Maintenance Log.

In the event of a mechanical failure while the vehicle is in service, the driver will call the Coordinator to report the need for service. The Coordinator will contact the maintenance provider during normal business hours or the wrecker service at other times.

Preventative Maintenance (PM) Schedule

PM CHECKLIST -- Vans

CLASS_CLASS_CODE = SCATS-PM-VAN

SCATS-PM-VAN, A

PM Task	Description
PMMP-00	***** MULTIPOINT INSPECTION *****
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMDSC-10	COMFORT SYSTEM: HEATER; DEFROSTER; AIR CONDITIONER-OPERATION
PMUHI20	CHECK AIR FILTER CONDITION
PMSAC29	CHECK FOR OIL LEAKS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMMP-02A	INSPECT BRAKE PADS & ROTORS; REPLACE IF NECESSARY
PMMP-03	ENGINE COOLING SYSTEM: HOSES AND CLAMPS
PMSOI-01	FLUIDS/LEVEL/LINES:TRANSMISSION; FILTER; POWER STEERING;AXLE
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMUHI98C	INSPECT ACCESSORY DRIVE BELT(S); REPLACE IF NECESSARY
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
PMDC01	***** OTHER ITEMS *****
PMSAC28A	CHANGE OIL; REPLACE OIL FILTER; USE OEM RECOMMENDED OIL
PMSAC93	INSPECT WHEELS FOR END PAY AND NOISE
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMWDE81A	INSPECT CABIN AIR FILTER (IF EQUIPPED)
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS

SCATS-PM-VAN, C

PM Task	Description
PMMP-00	***** MULTIPOINT INSPECTION *****
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMDSC-10	COMFORT SYSTEM: HEATER; DEFROSTER; AIR CONDITIONER-OPERATION
PMUHI20	CHECK AIR FILTER CONDITION
PMSAC29	CHECK FOR OIL LEAKS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMMP-02A	INSPECT BRAKE PADS & ROTORS; REPLACE IF NECESSARY
PMMP-03	ENGINE COOLING SYSTEM: HOSES AND CLAMPS
PMSOI-01	FLUIDS/LEVEL/LINES:TRANSMISSION; FILTER; POWER STEERING;AXLE
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMUHI98C	INSPECT ACCESSORY DRIVE BELT(S); REPLACE IF NECESSARY
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
PMDC01	***** OTHER ITEMS *****
PMSAC28A	CHANGE OIL; REPLACE OIL FILTER; USE OEM RECOMMENDED OIL
PMSAC93	INSPECT WHEELS FOR END PAY AND NOISE
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMWDE81A	INSPECT CABIN AIR FILTER (IF EQUIPPED)
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PM255A	LUBRICATE FRONT AXLE & U-JOINTS
PMSAC97	INSPECT HALF SHAFT DUST BOOTS; IF EQUIPPED
PMSAC91A	INSPECT STEERING LINKAGE;DRIVESHAFT;BALL/U-JOINTS;LUBRICATE
PMWDE81	REPLACE CABIN AIR FILTER (IF EQUIPPED)
PMSAC52	CHANGE FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS

SCATS-PM-VAN, D

PM Task	Description
PMMP-00	***** MULTIPOINT INSPECTION *****
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMDSC-10	COMFORT SYSTEM: HEATER; DEFROSTER; AIR CONDITIONER-OPERATION
PMUHI20	CHECK AIR FILTER CONDITION
PMSAC29	CHECK FOR OIL LEAKS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMMP-02A	INSPECT BRAKE PADS & ROTORS; REPLACE IF NECESSARY
PMMP-03	ENGINE COOLING SYSTEM: HOSES AND CLAMPS
PMSOI-01	FLUIDS/LEVEL/LINES:TRANSMISSION; FILTER; POWER STEERING;AXLE
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMUHI98C	INSPECT ACCESSORY DRIVE BELT(S); REPLACE IF NECESSARY
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
PMDC01	***** OTHER ITEMS *****
PMSAC28A	CHANGE OIL; REPLACE OIL FILTER; USE OEM RECOMMENDED OIL
PMSAC93	INSPECT WHEELS FOR END PAY AND NOISE
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMWDE81A	INSPECT CABIN AIR FILTER (IF EQUIPPED)
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PM255A	LUBRICATE FRONT AXLE & U-JOINTS
PMSAC97	INSPECT HALF SHAFT DUST BOOTS; IF EQUIPPED
PMSAC91A	INSPECT STEERING LINKAGE;DRIVESHAFT;BALL/U-JOINTS;LUBRICATE
PMWDE81	REPLACE CABIN AIR FILTER (IF EQUIPPED)
PMSAC57A	REPLACE SPARK PLUGS IF NECESSARY
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PM-CAM-00P	***** PERFORM 6 MONTH CAMERA INSPECTION *****
PMSEON-1	CHECK OPERATION; ADJUSTMENT AND CONDITION OF ALL CAMERAS
PMSEON-2	CHECK CAMERA SYSTEM DVR RECORDING PROPERLY; LIGHTS ON ETC
PMSEON-3	CLEAN BACK OF CAMERA DVR WITH COMPRESSED AIR
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS
PMSAC52	CHANGE FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSFW61	REPLACE CLIMATE-CONTROLLED SEAT FILTER (IF EQUIPPED)

SCATS-PM-VAN, ANNUAL

PM Task	Description
PMRCT-ANN00	***** PERFORM ANNUAL INSPECTION *****

PM CHECKLIST-Lifts

CLASS_CLASS_CODE = SCATS LIFT

SCATS-PM-LIFTS, LIFT		BUS #
PM Task	**Description**	**CHECKED BY**
PMBL750-00P	****PERFORM BRAUN WHEELCHAIR LIFT 750 CYCLE INSPECTION****	
PMBL750-0100	APPLY LIGHT OIL OUTER BARRIER PIVOT POINTS (2)	
PMBL750-0101	APPLY LIGHT OIL OUTER BARRIER LATCH PIVOT POINT	
PMBL750-0102	APPLY LIGHT GREASE TO BOTH SIDES OF OUTER BARRIER LATCH SLOT	
PMBL750-0103	APPLY LIGHT OIL OUTER BARRIER LEVER BEARINGS (2)	
PMBL750-0104	APPLY LIGHT OIL LIFT LATCHES (LOWER PIVOT POINTS)	
PMBL750-0105	APPLY LIGHT OIL LIFT LATCH GAS (DAMPENING) SPRING PIVOT	
PMBL750-0106	INSPECT LIFT LATCHES; GAS SPRINGS; WEAR; DAMAGE; SECURE	
PMBL750-0107	INSPECT OUTER BARRIER FOR PROPER OPERATION; CORRECT; REPLACE	
PMBL750-0108	INSPECT OUTER BARRIER LATCH; OPERATION; SECUREMENT	
PMBL750-0109	INSPECT LIFT FOR WEAR; DAMAGE; ABNORMAL CONDITION; CORRECT	
PMBL750-0110	INSPECT LIFT FOR RATTLES	
PMBL750-0111	ADJUST FOLD PRESSURE; OUTER BARRIER FOLD PRESSURE	
PMBL750-0112	VERIFY FMVSS 403 404 CERTIFICATION CHECKLIST	
PMBL01-00	LIFT CYCLE COUNT _____	

SCATS-PM-LIFTS, LIFT-B		BUS #
PM Task	Description	CHECKED BY
PMBL1500-00P	****PERFORM BRAUN WHEELCHAIR LIFT 1500 CYCLE INSPECTION****	
PMBL750-1100	APPLY LIGHT OIL OUTER BARRIER PIVOT POINTS (2)	
PMBL750-1101	APPLY LIGHT OIL OUTER BARRIER LATCH PIVOT POINT	
PMBL750-1102	APPLY LIGHT GREASE TO BOTH SIDES OF OUTER BARRIER LATCH SLOT	
PMBL750-1103	APPLY LIGHT OIL OUTER BARRIER LEVER BEARINGS (2)	
PMBL750-1104	APPLY LIGHT OIL LIFT-TITE LATCHES (LOWER PIVOT POINTS-2)	
PMBL750-1105	APPLY LIGHT OIL LIFT-TITE LATCH GAS (DAMPENING) SPRING PIVOT	
PMBL750-1106	INSPECT LIFT-TITE LATCHES; GAS SPRINGS; WEAR; DAMAGE; SECURE	
PMBL750-1107	INSPECT OUTER BARRIER FOR PROPER OPERATION; CORRECT; REPLACE	
PMBL750-1108	INSPECT OUTER BARRIER LATCH; OPERATION; SECUREMENT	
PMBL750-1109	INSPECT LIFT FOR WEAR; DAMAGE; ABNORMAL CONDITION; CORRECT	
PMBL750-1110	INSPECT LIFT FOR RATTLES	
PMBL750-1111	ADJUST FOLD PRESSURE; OUTER BARRIER FOLD PRESSURE	
PMBL750-1112	VERIFY FMVSS 403 404 CERTIFICATION CHECKLIST	
PMBL1500-100	APPLY GREASE TO CONTACT AREAS INNER OUTER FOLD ARMS (2)	
PMBL1500-101	APPLY LIGHT OIL PLATFORM PIVOT PIN BEARINGS (4)	
PMBL1500-102	APPLY LIGHT OIL OUTER FOLD ARM BEARINGS (8)	
PMBL1500-103	APPLY LIGHT OIL INNER ROLL STOP PIVOT BEARINGS (2)	
PMBL1500-104	APPLY LIGHT OIL STOP LEVER BEARINGS (2)	
PMBL1500-105	APPLY LIGHT OIL INNER STOP LEVER SLOT (2)	
PMBL1500-106	APPLY LIGHT OIL SADDLE SUPPORT BEARINGS (8)	
PMBL1500-107	APPLY LIGHT OIL INNER FOLD ARM ROLLER PIN BEARINGS (4)	
PMBL1500-108	APPLY LIGHT OIL INNER FOLD ARM CAM FOLLOWERS (4)	
PMBL1500-109	APPLY LIGHT OIL PARALLEL ARM PIVOT BEARINGS (16)	
PMBL1500-110	APPLY LIGHT OIL HANDRAIL PIVOT PIN BEARINGS (4)	
PMBL1500-111	APPLY LIGHT OIL HYDRAULIC CYLINDER BUSHINGS (8)	
PMBL1500-112	APPLY LIGHT GREASE BOTH SIDES OUTER BARRIER LEVER GUIDE SLOT	
PMBL1500-113	INSPECT LIFT-TITE LATCH ROLLERS (2); WEAR; DAMAGE; SECURE	

SCATS-PM-LIFTS, LIFT-C	
PM Task	**Description**
PMBL4500-00P	****PERFORM BRAUN WHEELCHAIR LIFT 4500 CYCLE INSPECTION****
PMBL750-1100	APPLY LIGHT OIL OUTER BARRIER PIVOT POINTS (2)
PMBL750-1101	APPLY LIGHT OIL OUTER BARRIER LATCH PIVOT POINT
PMBL750-1102	APPLY LIGHT GREASE TO BOTH SIDES OF OUTER BARRIER LATCH SLOT
PMBL750-1103	APPLY LIGHT OIL OUTER BARRIER LEVER BEARINGS (2)
PMBL750-1104	APPLY LIGHT OIL LIFT-TITE LATCHES (LOWER PIVOT POINTS-2)
PMBL750-1105	APPLY LIGHT OIL LIFT-TITE LATCH GAS (DAMPENING) SPRING PIVOT
PMBL750-1106	INSPECT LIFT-TITE LATCHES; GAS SPRINGS; WEAR; DAMAGE; SECURE
PMBL750-1107	INSPECT OUTER BARRIER FOR PROPER OPERATION; CORRECT; REPLACE
PMBL750-1108	INSPECT OUTER BARRIER LATCH; OPERATION; SECUREMENT
PMBL750-1109	INSPECT LIFT FOR WEAR; DAMAGE; ABNORMAL CONDITION; CORRECT
PMBL750-1110	INSPECT LIFT FOR RATTLES
PMBL750-1111	ADJUST FOLD PRESSURE; OUTER BARRIER FOLD PRESSURE
PMBL750-1112	VERIFY FMVSS 403 404 CERTIFICATION CHECKLIST
PMBL1500-100	APPLY GREASE TO CONTACT AREAS INNER OUTER FOLD ARMS (2)
PMBL1500-101	APPLY LIGHT OIL PLATFORM PIVOT PIN BEARINGS (4)
PMBL1500-102	APPLY LIGHT OIL OUTER FOLD ARM BEARINGS (8)
PMBL1500-103	APPLY LIGHT OIL INNER ROLL STOP PIVOT BEARINGS (2)
PMBL1500-104	APPLY LIGHT OIL STOP LEVER BEARINGS (2)
PMBL1500-105	APPLY LIGHT OIL INNER STOP LEVER SLOT (2)
PMBL1500-106	APPLY LIGHT OIL SADDLE SUPPORT BEARINGS (8)
PMBL1500-107	APPLY LIGHT OIL INNER FOLD ARM ROLLER PIN BEARINGS (4)
PMBL1500-108	APPLY LIGHT OIL INNER FOLD ARM CAM FOLLOWERS (4)
PMBL1500-109	APPLY LIGHT OIL PARALLEL ARM PIVOT BEARINGS (16)
PMBL1500-110	APPLY LIGHT OIL HANDRAIL PIVOT PIN BEARINGS (4)
PMBL1500-111	APPLY LIGHT OIL HYDRAULIC CYLINDER BUSHINGS (8)
PMBL1500-112	APPLY LIGHT GREASE BOTH SIDES OUTER BARRIER LEVER GUIDE SLOT
PMBL1500-113	INSPECT LIFT-TITE LATCH ROLLERS (2); WEAR; DAMAGE; SECURE

PMBL1500-114	INSPECT INNER ROLL STOP; WEAR; OPERATION; SECUREMENT
PMBL1500-115	INSPECT HANDRAIL; WEAR; DAMAGE; OPERATION
PMBL1500-116	INSPECT MICROSWITCHES; SECURED; PROPER ADJUSTMENT
PMBL1500-117	MAKE SURE LIFT OPERATES SMOOTHLY
PMBL1500-118	INSPECT EXT SNAP RINGS; OUTER FOLD ARM (6); LATCH ROLLER (2)
PMBL1500-119	INSPECT EXT SNAP RINGS; LATCH GAS (DAMPENING) SPRING (4)
PMBL1500-120	INSPECT EXT SNAP RINGS; INNER FOLD ARM CAM FOLLOWERS (4)
PMBL1500-121	INSPECT EXTERNAL SNAP RINGS; INNER FOLD ARM ROLLER PINS (4)
PMBL1500-122	INSPECT EXT SNAP RINGS; OUTER BARRIER HYD CYLINDER PIN (2)
PMBL1500-123	INSPECT EXT SNAP RINGS; INNER ROLL STOP LEVER BRACK PINS (2)
PMBL1500-124	INSPECT INNER ROLL STOP LOCKS (2); TORSON SPRINGS (2); OPER
PMBL1500-125	INSPECT OUTER FOLD ARM PINS (2); AXLES (2); BEARINGS (8);
PMBL1500-126	REMOVE PUMP MODULE COVER; INSPECT; HYDRAULIC HOSES; FITTINGS
PMBL1500-127	REMOVE PUMP MODULE COVER; CABLES; WIRES; TERMINALS; SECURE
PMBL1500-128	REMOVE PUMP MODULE COVER; RELAYS; FUSES; POWER SWITCH;LIGHTS
PMBL4500-100	INSPECT COTTER PINS ON PLATFORM PIVOT PIN (2)
PMBL4500-101	CHECK HYDRAULIC FLUID PUMP
PMBL4500-102	INSPECT CYLINDERS;FITTINGS;HYDRAULIC CONNECTIONS;WEAR;LEAKS
PMBL4500-103	INSPECT OUTER BARRIER CYLINDER HOSE ASSEMBLY; WEAR; LEAKAGE
PMBL4500-104	INSPECT PARALLEL ARMS; BEARINGS; PIVOT PINS; WEAR; DAMAGE
PMBL4500-105	INSPECT PARALLEL ARM PIVOT PIN MOUNTING BOLTS (8)
PMBL4500-106	INSPECT PLATFORM PIVOT PINS; BEARINGS; VERTICAL ARMS; SECURE
PMBL4500-107	INSPECT INNER OUTER FOLD ARMS;SADDLE;SUPPORT;PIVOT PINS;BEA
PMBL4500-108	INSPECT GAS SPRINGS (CYLINDERS); WEAR; DAMAGE; OPERATION
PMBL4500-109	INSPECT SADDLE BEARING (UHMW-2)
PMBL4500-110	INSPECT VERTICAL ARM PLASTIC COVERS
PMBL4500-111	INSPECT POWER CABLE
PMBL4500-112	CHECK MOUNTING; SECURELY ANCHORED
PMBL4500-113	REPLACE DECALS AND ANTISKID IF WORN; MISSING; ILLEGIBLE
PMBL01-00	LIFT CYCLE COUNT _____

DAILY INSPECTION

Pre/Post-trip inspections are crucial to the success of SCATS. Preventative Maintenance Program. Each driver will inspect his or her vehicle before leaving the parking area by completing the Pre-Trip Vehicle Inspection Form. The completed checklist must be submitted to the Administrative Operations Coordinator at the end of the driver's shift so that necessary maintenance can be noted and scheduled accordingly. Drivers must sign each checklist for each vehicle used that day.

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, it is a good idea to put chocks behind the wheels before starting the motor.

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. (You may need a co-worker's assistance).

Check the left front tire for any signs of road damage or under-inflation.

Check the air pressure with an air pressure gauge.
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.

Check the air pressure with an air pressure gauge.

While at the back of the vehicle, check the tail lights, the brake lights, turn signal lights, emergency flashers and any other clearance lights, reflectors or signs. (This will require assistance).

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
- Warning devices such as cones, triangles, flares
- A first aid kit

- Extra fuses
- A flashlight with fresh batteries
- Blood Borne Pathogens Kits

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.

PRE/POST-TRIP INSPECTION WORKSHEET

Date: _____ **Vehicle:** _____

Mileage:_____ Maintenance Due Date:_____ Wheelchair Lift Cycles: _____

UNDERHOOD

☐ Oil level

☐ Oil added _____quarts

☐ Radiator level

☐ Battery level

☐ Windshield washer fluid level

☐ Engine/hoses/belts

SAFETY EQUIPMENT

☐ Fire extinguisher

☐ Web cutter

☐ Emergency Triangles

☐ First Aid Kit

☐ Back-up alarm

☐ Rear door buzzer (LTV only)

☐ Bloodborne Pathogen Kit

EXTERIOR

☐ Tires

☐ Turn signals

☐ Headlights

☐ Tail/brakes lights

☐ Windshield wipers

☐ Fresh body damage

☐ Cleanliness

☐ Cycle lift

INTERIOR

☐ Brakes

☐ Steering

☐ Transmission

☐ Mirrors

☐ Gauge/instruments

☐ Controls (equipment)

☐ Radio (two-way)

☐ Damage/cleanliness

CAMERA EQUIPMENT

☐ Panic Light (Solid Green)

☐ Camera Lenses (No Moisture/Water and Clean)

ACCESSIBILITY EQUIPMENT

☐ Fully operable wheelchair lift

☐ Wheelchair lift ramp

☐ Proper number of belts/securement devices

☐ Belts/securement devices in good condition

☐ **POST-TRIP INSPECTION: PERFORMED AT THE END OF THE TRIP/DAY…**Check interior for damage, personal items and to assure vehicle is clean. Check exterior for damage which has occurred during your trip, windows and tires (flat, leak, damage). Record any problems detected while vehicle was in service. For example: fluid leaks, nose or operational issues with the engine or transmission. Also record any fluids which were added.

******Immediately notify Dispatch of any vehicle emergency or maintenance issue.**

Notes:_____

Inspector Signature: _____

Management Comments: _____

Management Signature: _____

Preventive Maintenance Plan

PREVENTATIVE MAINTENANCE POLICY

Preventive maintenance is a term used to describe the performance of regularly scheduled maintenance procedures of SCATS vehicles to prevent the possibility of malfunctions.

County Maintenance will maintain all SCATS 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.

MAINTENANCE SCHEDULE

Each SCATS vehicle is assigned a number by the Public Transportation Director, which is affixed to each vehicle in a visible location along with the phone number of the SCATS office.

Preventative Vehicle Maintenance Schedule

All vehicles will have a preventative maintenance service and inspection at established intervals. (See attachment 1, Vehicle Preventative Maintenance Service Schedule)

Wheel Chairlift Preventative Maintenance Schedule

All wheelchair lifts will have a preventative maintenance service and inspection at established intervals. (See attachment 2, Wheelchair Lift Preventative Maintenance Service Schedule)

Unscheduled Vehicle Maintenance

County Maintenance will ensure all maintenance is performed to meet manufacturer's specification. (See attachment 3, Vehicle/Wheelchair Lift Maintenance Request)

DAILY INSPECTION

Pre/Post-Trip inspections are crucial to the success of the SCATS Preventative Maintenance Program. Each driver will inspect his or her vehicle before leaving the SCATS depot by completing the Pre-Trip Vehicle Inspection Form. The completed checklist must be submitted to the Administrative Operations Coordinator at the end of the driver's shift so that necessary maintenance can be noted and scheduled accordingly. At the end of each driver's assigned shift, the driver must also complete a Post-trip Inspection Sheet, found on the back of the Pre-trip Inspection Sheet. Drivers must sign each Pre-trip and Post-trip checklist for each vehicle used that day. The Administrative Operations Coordinator will review each Pre-trip and Post-Trip inspection sheets daily, schedule any required or necessary maintenance, and sign off on each sheet. (See attachment 4, Pre/Post-Trip Checklist)

MANAGEMENT REVIEWS

There must be an effective mechanism to monitor and document the contractor's maintenance activities. An acceptable program would consist of periodic written reports on maintenance activities submitted by the contractor to the grantee, supplemented by periodic inspections by the grantee. The grantee must provide oversight in order to verify the contractor's compliance with FTA and NCDOT regulations and polices.

Purpose SCATS

The overall purpose of SCATS Security Program is to optimize -- within the constraints of time, cost, and operational effectiveness -- the level of protection afforded to SCATS 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 there partner organizations in developing a Security Program. SCATS 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, SCATS 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 SCATS 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 SCATS 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. Develop and implement a vulnerability assessment program, and based on the results of this program, establish a course of action for improving physical security measures and emergency response capabilities
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.

FTA'S TOP 20 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 top twenty (2) 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 top management.
5. The security program is assigned to a senior level manager.
6. Security responsibilities are defined and delegated from management through to the front line employees.
7. All operations and maintenance supervisor, forepersons, and managers are held accountable for security issues under their control.

Security Problem Identification

8. A threat and vulnerability assessment resolution process is established and used.
9. Security sensitive intelligence information sharing is improved by joining InfracGuard, 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

10. Background investigations are conducted on all new front-line operations and maintenance employees (i.e., criminal history, motor vehicle records, and credit history).
11. Criteria for background investigations are established.

Training

12. Security orientation or awareness materials are provided to all front-line employees.
13. Ongoing training programs on safety, security and emergency procedures by work area are provided.
14. Public awareness materials are developed and distributed on a system wide basis.

Audits and Drills

15. Periodic audits of security policies and procedures are conducted.
16. Tabletop and functional drills are least once every six months and full-scale exercises, coordinated with regional emergency response providers, are performed at least annually.

Document Control

17. Access to documents of security critical systems and facilities are controlled.
18. Access to security sensitive documents is controlled.

Access Control

19. Background investigations are conductors of contractors or others who require access to security critical facilities, and ID badges are used for all visitors, employees and contractors to control access to key critical facilities.

Homeland Security

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

WORKPLACE SECURITY ASSESSMENT FORM

Facility (Worksite): _____

Location: _____
Date: _____
Inspection No.: _____

Describe the physical layout of the establishment. Indicate its location to other businesses or residences in the area and access to the street. _____
_____
_____

Number/gender of employees on-site between 10 p.m. and 5 a.m. _____
Describe nature and frequency of client/customer/passenger/other contact: _____
_____

Yes	No	
❑	❑	Are cash transactions conducted with the public during working hours? If yes, how much cash is kept in the cash register or in another place accessible to a robber? _____
❑	❑	Is there safe or lock-box on the premises into which cash is deposited?

What is the security history of the establishment and environs? _____
_____
_____

What physical security measures are present? _____
_____
_____

Yes	No	
❑	❑	Has security training been provided to employees? If so, has the training been effective?

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 apply.*

Homicide	☐	Burglary	☐	Motor Vehicle Theft	☐
Forcible Rape	☐	Bombing	☐	Chemical or Biological Release	☐
Robbery	☐	Arson	☐	Aggravated Assault	☐
Hijacking	☐	Bomb Threat	☐	Kidnapping	☐
Other	☐ _____				

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 knows 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

Date:_____ Location:_____

Instructor:_____ Title:_____

Emergency Evacuation Plan Elements to be Reviewed

- ❑ Emergency Escape Procedures
- ❑ Escape Route Assignments
- ❑ Special Procedures for Personnel to Operate Critical Equipment
- ❑ Procedures to Account for Employees
- ❑ Special Rescue and Medical Personnel
- ❑ Employee Training Programs

Fire Prevention Plan Elements to be Reviewed

- ❑ **Major Workplace Fire Hazards**
- ❑ Fire Prevention Practices
- ❑ Fire Equipment Maintenance Personnel
- ❑ Means of Reporting Fires and other Emergencies
- ❑ Alarm Systems
- ❑ Personnel Responsible for Control of Fuel Source Hazards
- ❑ Proper Maintenance Procedures
- ❑ Proper Housekeeping

Other Elements to be Reviewed

- ❑ Names and Titles of Emergency and Fire Prevention Plan Coordinators
- ❑ Emergency and Fire Prevention Plan Availability

Employees Trained

Name/SS#	Work Location/Unit	Job Title	Signature

Instructor's Signature:_____

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, plane 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 Executive Director and/or Safety Director.

Activation of Emergency Action Plan

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

Executive 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 promptly of any emergency situation.
2. Dispatcher will call “911” to notify County Communications of 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 Executive Director.
4. If the Executive Director implements evacuation, see Evacuation Plan.

Executive Director Will:

1. Initiate Emergency Action Plan if deemed necessary and be the contact at the *[Disaster Operations (Board 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 CHECKLIST

Questions to Ask Caller:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you (the caller) place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of the Threat:

_____
_____
_____
_____
_____
_____

Sex of Caller: M or F **Race:**_____

Age:_____ **Length of Call:**_____

_____Incoherent
(Educated) _____Taped

Number at which call is received:

read _____
maker

Time:_____ **Date:**_____

Report Call Immediately to:

_____
Contact Number

_____
Contact Name or Title

_____
Contact Organization

_____
Secondary Contact Info

_____
Secondary Contact Info

Caller's Voice:

_____Calm	_____Nasal
_____Angry	_____Stutter
_____Excited	_____Lisp
_____Slow	_____Rasp
_____Rapid	_____Deep
_____Soft	_____Ragged
_____Loud	_____Clearing Throat
_____Laughter	_____Deep Breathing
_____Crying	_____Cracking Voice
_____Normal	_____Disguised
_____District	_____Accent
_____Slurred	_____Familiar

If voice is familiar, whom did it sound like?

_____

Background Sounds:

_____Street noises	____Factory machinery
_____Television	_____Animal noises
_____Voices	_____Clear
_____PA System	_____Static
_____Music	_____Local
_____House noises	_____Long Distance
_____Motor	_____Booth
_____Office Machinery	_____Other

Threat Language:

_____Well Spoken

_____Foul _____Message
_____Irrational by threat

Remarks:_____
_____
_____
_____
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_____
_____

PUBLIC TRANSPORTATION EMERGENCY RESPONSE MUTUAL AID AGREEMENT

WHEREAS, the purpose of this pre-disaster agreement between the agencies is to provide for immediate assistance to protect life and property;

WHEREAS, this Agreement is authorized under SCATS *which is activated only in the event of a proclamation of an emergency by the local and/or state government approving authority;*

WHEREAS, each agency that becomes a party to this Agreement shall be termed a Signatory Agency;

WHEREAS, a Signatory Agency asking for assistance from any other Signatory Agency will hereinafter be referred to as a Requesting Agency;

WHEREAS, the Signatory Agency agreeing to assist another Signatory Agency asking for assistance hereunder will hereinafter be referred to as a Responding Agency;

WHEREAS, it is necessary and desirable that this Agreement be executed for the exchange of mutual aid; with the intent to supplement not supplant agency personnel.

NOW, THEREFORE, it is hereby agreed by the parties hereto that:

1. Each Signatory Agency has authority hereunder to furnish available resources and services to a Requesting Agency to assist in the prevention, response, recovery and mitigation of proclaimed emergencies/disasters. Any such Responding Agency shall have complete and sole discretion to determine what resources and services are available for its response to any such request. The Responding Agency may limit its response to provision of personnel, equipment, and materials it has determined to be qualified, appropriate, and/or necessary to its response to a Requesting Agency. The Responding Agency shall have no responsibilities or incur any liabilities because it declines to provide resources and/or services to any individual or entity including any Signatory Agency.

2. Resources of the Responding Agency that are made available to the Requesting Agency shall, whenever possible, remain under the control and direction of the Responding Agency. The Requesting Agency shall coordinate the activities and resources of all Responding Agencies.

3. The Responding Agency shall retain the right to withdraw some or all of its resources at any time. Notice of any such intention to withdraw resources shall be communicated to the Requesting Agency's authorized representative not less than five (5) business days before actual withdrawal except the period for prior notice of intent to withdraw resources may be shortened, or completely dispensed with, under emergent circumstances.

4. The Requesting Agency shall be obligated to reimburse any Responding Agency at its usual and customary rates for its actual costs incurred in the provision of available resources and services in response to a request for assistance including, but not limited to, actual costs of labor, equipment,

materials, and related expenses as well as for loss or damage to equipment. The Responding Agency shall submit an itemized invoice specifying all reimbursable costs to the Executive Head of the Requesting Agency within sixty (60) days after completion of work. Unless otherwise agreed, the Requesting Agency shall fully reimburse the Responding Agency for legitimate invoiced costs within ninety (90) days after its receipt of any such invoice.

5. Any dispute regarding reimbursable costs that is not resolved by agreement of the Requesting and Responding Agencies involved with that particular invoice shall be decided in writing by the authorized representative of the Requesting Agency. The decision of the Requesting Agency shall be final and conclusive unless, within ten (10) days from the date the Responding Agency receives its copy of that decision, the Responding Agency mails or otherwise furnishes a written appeal to the authorized representative of the Requesting Agency. In connection with any such appeal, the Responding Agency shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the authorized representative of the Requesting Agency shall be final subject to appeal to the Scotland County.

6. All privileges, immunities, rights, duties, and benefits of officers and employees of the Responding Agency shall remain in effect while those officers and employees are performing functions and duties at the request of a Requesting Agency, unless otherwise provided by law. Employees of the Responding Agency shall remain employees of the Responding Agency while performing functions and duties at the request of a Requesting Agency.

7. The Requesting Agency shall indemnify and hold any Responding Agency, and its agents, employees, and/or officers, harmless from and shall process and defend at its own expense any and all claims, demands, suits, penalties, losses, damages, or costs of whatsoever kind or nature (hereafter "claims") brought against any Responding Agency arising out of or incident to the execution, performance, or failure to perform of or under this Agreement; provided, however, that if such claims are caused by or result from the concurrent negligence of (a) a Requesting Agency, its agents, employees, and/or officers; and (b) a Responding Agency, its agents, employees, and/or officers, this indemnity provision shall be valid and enforceable only to the extent of the negligence of the Requesting Agency, its agents, employees, and/or officers; and provided further that nothing herein shall require the Requesting Agency to hold harmless or defend a Responding Agency, its agents, employees, and/or officers, from any claims arising from the sole negligence of a Responding Agency, its agents, employees, and/or officers.

8. This Agreement shall be effective upon approval by two or more Signatory Agencies and shall remain in effect so long as two or more Signatory Agencies remain consenting parties to this Agreement.

9. Upon execution of this Agreement, a Signatory Agency shall send an original or a certified copy of the executed agreement to the North Carolina Department of Transportation, Public Transportation Division.

10. Any Signatory Agency to this Agreement may cancel its participation in this Agreement by giving written notice to the Signatory Agencies listed in this Agreement.

11. This Agreement is supplemental to, and not a substitute for, pre-existing mutual aid agreements and is not intended to restrict the right of any Signatory Agency to negotiate additional mutual aid agreements with a Signatory Agency or others.

12. This Agreement is for the benefit of the Signatory Agencies only and no other person or entity shall have any rights whatsoever under this Agreement as a third party beneficiary, or otherwise.

13. All rights and remedies provided in the Agreement are distinct and cumulative to any other right or remedy afforded by law or equity, and may be exercised independently, concurrently, or successively to such rights or remedies, and shall not be construed to be a limitation of any duties, obligations, rights and remedies of the parties hereto.

SCATS, **Date**

_____
Signatory System name

_____ _____
Signatory Agency Authorized Representative Date

Designated Primary Contact for this Signatory Agency:

Office: Contact: Phone Number

_____

Emergency 24 Hour Phone Number:_____

Approved As To Form

_____ _____
Office of the Attorney General *Date*

****Operated by Contractor or Services Outsourced****

MANAGEMENT REVIEWS

There must be an effective mechanism to monitor and document the contractor's activities. An acceptable program would consist of periodic written reports of activities submitted by the contractor to the grantee, supplemented by periodic oversight inspections by the grantee. The grantee must provide oversight in order to verify the contractor's compliance with FTA and NCDOT regulations and polices.