

**SCOTLAND  
COUNTY AREA  
TRANSIT  
SYSTEM  
SAFETY  
PROGRAM  
PLAN**

**UPDATED OCTOBER 2014**

## **SAFETY POLICY**

### **Policy Description:**

Safety is the number one priority of Scotland County Area Transit System. In support of that goal, the primary importance of the System Safety Program Plan policies and procedures 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 Scotland County Area Transit System 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.

It is also the policy of Scotland County Area Transit System to require that safety training and the use of safe protective equipment and procedures are adhered to at all times. Individual employees are expected to perform their duties in a safe and responsible manner, as safe work behavior is a condition of employment.

Prohibited behaviors are behaviors that are in violation of the System Safety Program Plan. 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 or public property.

An employee who intentionally violates safety policy and procedures will be subject to appropriate disciplinary action, as determined by the findings of an investigation. Such discipline may include warnings, demotion, suspension or immediate dismissal. In addition, such actions may cause the employee to be held legally liable under State or Federal Law.

This operational policy was adopted by the Scotland County Area Transit System

Date: October, 2014

System Manager (Signature) \_\_\_\_\_

County Manager (Signature) \_\_\_\_\_

## **SAFETY POLICY**

TO: Supervisors and Employees  
RE: Safety Policy  
DATE: Updated October, 2014

It is the objective of Scotland County Area Transit System to conduct all operations as safely and efficiently as possible.

To accomplish this, we are assigning the responsibility, authority, and accountability for safety to all department heads and supervisory personnel within their individual area of operations.

We are also appointing the SCATS Safety Officer/ Administrative Assistant as the Safety Coordinator. The Coordinator will be responsible for the administration and coordination of the safety program at all levels to ensure that safety standards are met throughout the organization.

All employees will have the responsibility of performing their own work in a safe and efficient manner and to report unsafe conditions to their department head or supervisor for prompt correction.

**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;

**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.

## **SAFETY RESPONSIBILITIES - DEPARTMENTAL**

Each employee within a transit system should be committed to prioritizing safety. Because safe practices are needed in all system activities, each department takes responsibility in ensuring that its department is contributing to the safety goals of the entire organization. Several departmental responsibilities are listed on the following pages.

### **Management**

All managers at all levels in all departments should exercise responsibility for initiating accident prevention, hazard identification and resolution in their department.

Managers are also responsible for submitting and maintaining written accident/incident reports. The reports should contain all information required for insurance records and related purposes.

All management personnel will confirm that the ability to safely perform assigned work is considered in all job specifications and in the employee selection process. In addition, managers will make sure that medical examinations are performed to disqualify any employee who cannot safely perform his/her assigned job.

### **Operations**

Operations staff members will verify that safety standards and practices are realistic and uncompromised during labor negotiations. Operations staff members will also closely monitor maintenance schedules and make sure that vehicles receive proper maintenance in a timely manner.

When operator safety records indicate that an operator requires further training, designated operations staff will administer or coordinate the necessary training. Operations leaders will provide additional basic and refresher training as needed.

Designated staff members will also assist in the approval of safety related items for all new operational vehicle acquisitions, fixed facility construction or rehabilitation. The staff members will ensure that practices and acquisitions comply with all applicable provisions of the system's Safety Plan. In addition, designated staff members will assist in conducting accident investigation that involve operations vehicles and personnel.

### **Maintenance**

Maintenance staff members have an important role in the upkeep of safe vehicles and a safe working environment. Staff members should adhere to maintenance schedules and point out any safety hazards that they recognize while performing their duties.

### **Facilities**

Facilities Management employees will work with other departments to maintain acceptable levels of safety in the facilities project design, engineering and in-house construction.

The employees will also provide reasonable and timely corrections to reported facility hazards. The employees will coordinate with other appropriate departments to confirm the approval of safety-related items for all new vehicle acquisitions and fixed facility construction or repairs.

### **Purchasing**

The purchasing staff will maintain a list of harmful, dangerous toxic, materials, substances and equipment to ensure that future purchases do not include prohibited items.

Staff members will also verify and assure the system that prospective bidders meet construction or procurement performance specifications. The staff members will confirm that equipment purchases meet the safety standards for protecting transit employees, passengers and the general public.

## **SAFETY RESPONSIBILITIES – SPECIFIC POSITIONS**

### **Department Director / County Manager**

Under the direction of the Scotland County Risk 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 County Risk 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 a “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.

## Supervisors

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

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 knowledge to carry out their duties with efficiency and safety.

Supervisors should:

- Have a thorough knowledge of the 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 a 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

1. 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.
2. Control the hazard by enclosing or guarding the point of hazard at the source.
3. Train personnel on steps to take when confronted by a hazardous condition and provide procedures to safely avoid the hazard.
4. 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.

### **Supervisors – SCATS Safety Officer**

The Supervisor or SCATS Safety Officer is the individual who is directly responsible for implementing the System Safety Program within the SCATS Transportation 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 safe 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) and,
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.

## SAFETY TERMS AND DEFINITIONS

### Accident

An unforeseen event or occurrence that results in death, injury, or property damage – *System Safety Program Training Participant's Guide*

An incident involving a moving vehicle. Includes collisions with another vehicle, object or person (except suicides) and derailment/left roadway. This also includes Personal Casualties incidents on the vehicle and entering/exiting the vehicle. – *Federal Transit Administration (FTA) - Safety Management Information Statistics (1999 SAMIS Annual Report)(2000)* <http://transit-safety.volpe.dot.gov/publications/default.asp>

Occurrence in a sequence of events that produces unintended injury, death or property damage. Accident refers to the event, not the result of the event. – *National Safety Council (NSC), National Safety Council Statistics Glossary [online](Research & Statistics, 25 July 2000[15 March 2002]);* <http://www.nsc.org/lrs/glossary.htm>

### Hazard

Any real or potential condition that can cause injury, death or damage to or loss of equipment or property

- theoretical condition
  - identified before an incident actually occurs
- *FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996)* <http://transit-safety.volpe.dot.gov/publications/default.asp>

### Incident

An unforeseen event or occurrence which does not necessarily result in death, injury, contact or property damage - *FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996)*

<http://transit-safety.volpe.dot.gov/publications/default.asp>

Collisions, personal casualties, derailments/left roadway, fires, and property damage greater than \$1,000 associated with transit agency revenue vehicles and all transit facilities - *FTA - Safety Management Information Statistics (1993 SAMIS Annual Report) (1995)* <http://transit-safety.volpe.dot.gov/publications/default.asp>

## **Risk**

Probability of an accident multiplied by the consequences of an accident (often in \$) - *System Safety Program Training Participant's Guide*

Exposure or probable likelihood of a hazard (accident, crisis, emergency or disaster) occurring at a system. Risk is measured in terms of impact and vulnerability - *FTA - Critical Incident Management Guidelines (1998)*  
<http://transit-safety.volpe.dot.gov/publications/default.asp>

## **Safety**

Freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment – *Military Standard 882-D*

Freedom from danger - *FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996)*  
<http://transit-safety.volpe.dot.gov/publications/default.asp>

## **Security**

Precautions taken to guard against crime, attack, sabotage, espionage, etc. – *The Learning Network, Inc., A-Z Dictionary [online](2000-2002[15 March 2002])*  
<http://www.infoplease.com>

Freedom from intentional danger - *FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996)*  
<http://transit-safety.volpe.dot.gov/publications/default.asp>

## **System Security**

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

## **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 Plan Purpose**

A 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.

## **SYSTEM 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.

### **System 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

### **System 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 equipment, 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 facility is protected by ABC wall mounted fire extinguishers. The inspection and maintenance for the above mentioned fire extinguishers is conducted by an outside, third party contractor annually. SCATS staff are trained annual on the operation of fire extinguishers.
- No smoking is permitted within County Facilities. Designated smoking areas are established and identified for each respective facility for employees who choose to smoke. No smoking is permitted in any transit vehicle.
- 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 facility alarm system is tested and maintained by the SCATS Safety Coordinator. Each alarm is tested monthly. Supervisors should be notified before the test.

## **SAFETY GOALS**

As public transportation providers in North Carolina, transit systems can utilize and uphold statewide safety goals. These goals can 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

## **System Safety Objectives**

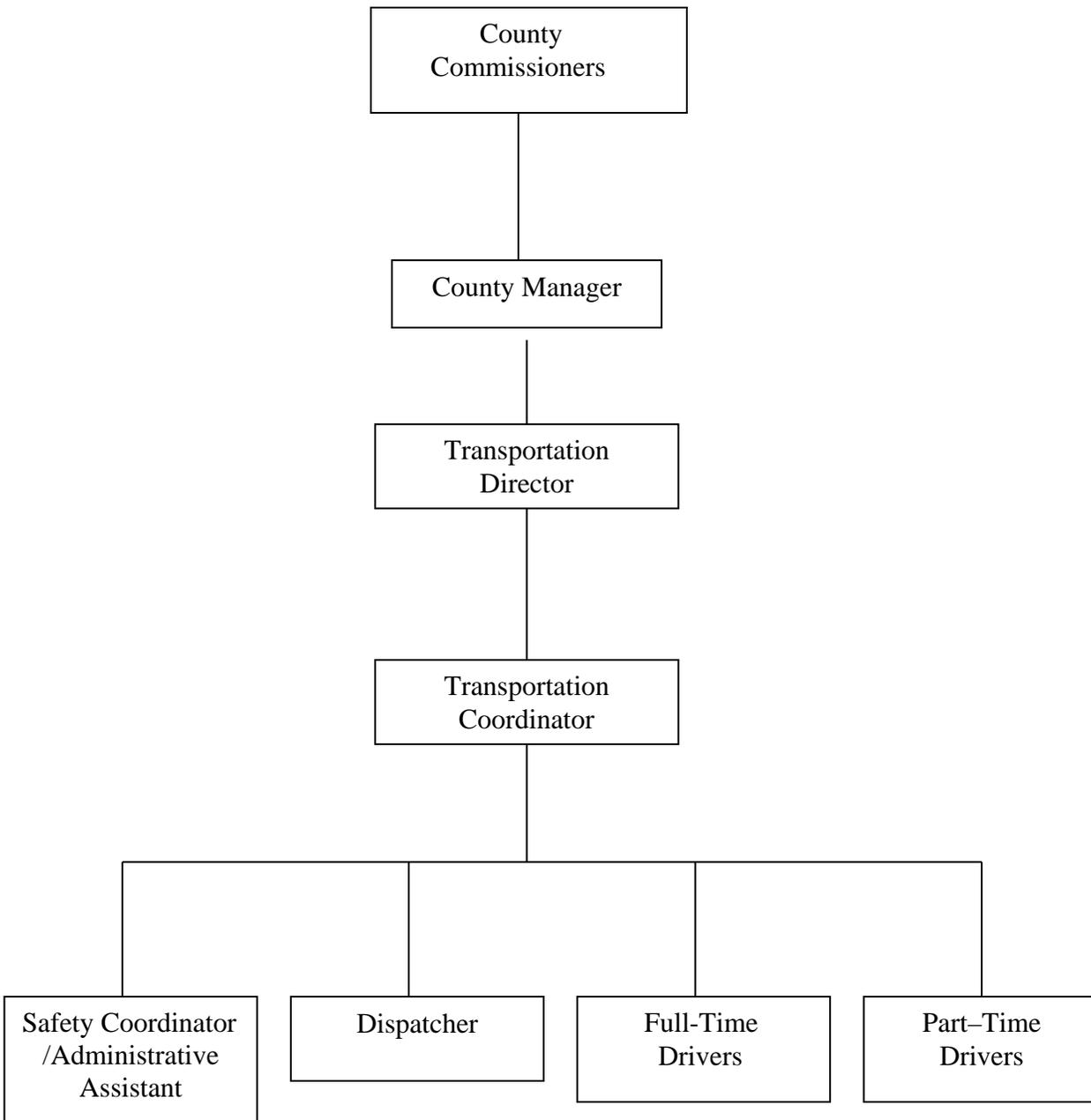
In the transit environment, when properly applied, system safety:

1. Ensures that 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
3. 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

ORGANIZATIONAL STRUCTURE

FISCAL YEAR 2014-2015

**Scotland County Area Transit System**



## **MISSION STATEMENT**

**OUR MISSION IS TO PROVIDE TRANSPORTATION TO ALL THE CITIZENS OF SCOTLAND COUNTY IN A SAFE AND ECONOMICAL WAY.**

## 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:

- Richmond Community College
- Scotland Senior Center
- Scotland County Council on Aging
- Scotland County Department of Social Services
- Scotland Enterprises, Monarch, Inc.
- Scotland County Nutrition Sites
- Scotland County Health Department
- Scotland County Partnership for Children
- Lumber River Council of Government
- Division of the Blind
- Scotland County Grandparents Support Group

Rural General Public (RGP) service can be made available on all of our subscription routes if the route deviates no more than 2.5 miles. RGP services are also available in the town of Laurinburg. All service is accessible to persons with disabilities.

The vehicle fleet of STS consists of one (2) twenty-two passenger van cutaways, four (4) 12-passenger vans, three (3) lift equipped vans and one (1) seven passenger mini van..

### Service Area

Scotland County Area Transit System serves all of Scotland County including the municipalities within its borders. Sample County is a rural county located on the southern border of North Carolina encompassing 318 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

**SCATS** is closed for the following holidays:

Veterans Day	Labor Day
Independence Day	Day After Thanksgiving
Thanksgiving	Christmas Day
Christmas Eve	Martin Luther King Day
New Year's Day	Memorial Day
Good Friday	

**SCATS** is also closed on days when inclement weather dictates that the public school system is closed due to unsafe roadways. This includes any two hour delay for the beginning of the work

day policy imposed by the local Public School System. School System Officials assume responsibility for all decisions regarding closings or delays.

## **GENERAL SAFETY PLAN MANAGEMENT DESCRIPTIONS OF ELEMENTS**

### **1. POLICY STATEMENT AND AUTHORITY FOR SYSTEM SAFETY PROGRAM PLAN**

- A. Establish the System Safety Program Plan (*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.
- B. 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

### **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 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 BUS 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.

## SAFETY POLICY AND PROCEDURE REVISION INDEX

Policy/Procedure Name	SPP#	Revision #	Date	Description
Policy/Procedure Name	SPP#	Revision #	Date	Description
Policy/Procedure Name	SPP#	Revision #	Date	Description
Policy/Procedure Name	SPP#	Revision #	Date	Description
Policy/Procedure Name	SPP#	Revision #	Date	Description
Policy/Procedure Name	SPP#	Revision #	Date	Description

Policy/Procedure Name	SPP#	Revision #	Date	Description

## Annual Management Review

The System Safety Plan should reflect the changing needs of the system safety program. As a transit system evolves and operates, it must consistently monitor the system safety program and adjust the Safety Plan 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 System Safety Plan. The annual report should be submitted to the local Transportation Board.

Report topics include:

- ❖ Results of incident investigations and analysis
- ❖ Identification of possible hazardous conditions
- ❖ Results of inspections
- ❖ Established plans for handling future incidents
- ❖ Recommendations for Safety Plan revisions
- ❖ Analysis of departmental involvement in the administration of the Safety Plan

Members of the Safety Review Committee as well as system managers are jointly responsible for maintaining and updating System Safety Plan. The local Transportation Board must approve the required revisions.

**AMMEND AS NECESSARY**

**JOB DESCRIPTIONS FOR DRIVERS AND OTHER SAFETY SENSITIVE  
PERSONNEL/REVIEW DATES**

**SAMPLE  
SCATS MOTOR VEHICLE BACKGROUND CHECK**

**MVR INFORMATION: Please PRINT all requested information**

**Last Name:** \_\_\_\_\_ **First:** \_\_\_\_\_ **Middle:** \_\_\_\_\_  
**Street Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_  
**Date of Birth:** \_\_\_\_/\_\_\_\_/\_\_\_\_ **Social Security #:** \_\_\_\_\_  
**Driver's License #:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Exp. Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Department:** \_\_\_\_\_ **Building:** \_\_\_\_\_

I authorize all corporations, former employers, credit agencies, educational institutions, law enforcement agencies, city, state, county, and federal courts, military services, and persons to release information they may have about me to the person or company with which this form has been filed. This releases the aforesaid parties from any liability and responsibility for collecting the above information.

**Signature** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**FAIR CREDIT REPORTING ACT DISCLOSURE & AUTHORIZATION  
DISCLOSURE**

As a current employee of Scotland County Area Transit System, you are a consumer with rights under the Fair Credit Reporting Act. When any of the following circumstances exist, Scotland County Area Transit System may choose to obtain and use information contained in either a consumer report or an investigative consumer report from a agency about you: (1) when considering your application for employment (2) when making a decision whether to offer you employment, (3) when deciding whether to continue your employment (if you are hired), or (4) when making other employment-related decisions directly affecting you.

A "consumer reporting agency" is a person or business which, for monetary fees, dues, or on a cooperative nonprofit basis, regularly assembles or evaluates consumer credit information or other information on consumers for the purpose of furnishing consumer report to others, such as the Scotland County Area Transit System.

A "consumer report" means any written, oral or other communication of any information by a consumer reporting agency bearing on your credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living which is used or expected to be used or collected in whole or in part for the purpose or serving as a factor in establishing your eligibility for employment.

An "investigative consumer report" means a consumer report or portion thereof in which information on your character, general reputation, personal characteristics, or mode of living is obtained through personal interviews with your neighbors, friends, or associated reported on or with others with who you are acquainted of who may have knowledge concerning any such items of information.

Scotland County Area Transit System may request an investigative consumer report. You may request, in writing and within a reasonable time, additional disclosures regarding the nature and scope of the investigation as well as a written summary of your rights under Fair Credit Reporting Act.

**AUTHORIZATION**

**By signing below, I, \_\_\_\_\_, hereby voluntarily authorize the Scotland County Area Transit System to obtain either a consumer report or an investigative consumer report about me from a consumer reporting agency and to consider this information when making decisions regarding my employment at Scotland County Area Transit System. I understand that I have rights under the Fair Credit Reporting Act, including the rights discussed above.**

**I further understand that Scotland County Area Transit System requires pre-employment and random drug testing of all future and current employees.**

Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature

## INITIAL HIRE PROCEDURES FOR DRIVERS

### QUALIFICATIONS

#### **Application**

Each potential employee shall complete a written application.

#### **Interviews**

The Executive Director and supervisor shall interview each potential employee.

#### **Physical Requirements**

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

- a. Mental and Physical Conditions – Drivers shall be in sound physical and mental condition. Drivers shall not have physical or mental defects or limitations likely to interfere with safe driving, passenger assistance or emergency activities, in the opinion of the party responsible for hiring or supervising drivers and the and the physician performing the driver’s physical examination. The driver must be physically capable of assisting persons with disabilities including wheelchair users if the job duties require it.
- b. Eyesight – Drivers must have vision in both eyes, normal depth perception, normal peripheral vision and be free of any disease or condition that could impair vision. Drivers must have 20/40 vision in each eye with or without corrections, and 140 degrees or better horizontal vision. Drivers must be able to distinguish between green, red and yellow.
- c. Hearing – Drivers shall have adequate hearing to assure safe response to vehicle horns, emergency vehicle sirens, and train signals.
- d. Alcohol, narcotics and drugs – Drivers shall not be addicted to the use of alcohol, narcotics or habit-forming drugs. Drug and alcohol tests shall be conducted in accordance with State and/or Federal Regulations.
- e. Doctor’s Physical Examination – The Director shall have and keep on file a certificate of Physical Examination given with twelve (12) months prior to employment, signed by a qualified, licensed physician, for every driver in the organization’s employment, attesting that such a doctor has examined said driver

and found him/her to meet satisfactorily the qualifications set forth in applicable State and/or Federal Regulations.

## **Age**

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

## **Knowledge of English**

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

## **Driver Licensing**

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

These criteria include:

- Good driving record with no Driving While Intoxicated (DWI), Driving Under the Influence (DUI) or similar charges, reckless driving, railroad crossing violations or leaving the scene of an accident offenses.
- No more than a total of two moving violations or accidents within the last three years.
- No suspended or revoked licenses within the past 10 years for moving violations or violations of criminal laws.
- Any combination of violations, unfavorable road observations or accidents that indicates a pattern of unsafe vehicle operation behavior, whether on or off the job.
- Minimum of five years driving experience.

## **Operating Skills**

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

## **Criminal Record Checks**

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

## **Ability to perform simple math.**

## **Reasonable knowledge of the service area and ability to read basic maps.**

**A road test given by a designated Agency Supervisor is required.**

**A written driving skills test is required.**

### SELECTING A SAFE DRIVER PROCEDURES

When hiring vehicle operators, be sure to have the driver candidates undergo the following:

- A pre-employment driving test
- A pre-employment physical exam
- A pre-employment psychological screening test
- A background investigation and fingerprints (five years)
- Submission of driving record (five years)
- Pre-employment drug testing
- Basic training in driver skills
- Orientation based on individual skills
- Defensive driving skills training
- Refresher driver training (if applicable)
- Customer Sensitivity Training
- ADA Requirement Training (Wheelchair Lift and Securement)
- Emergency Procedure Training (Evacuating)

## MINIMUM DRIVER ELIGIBILITY CRITERIA

### Background

In an effort to ensure that the most competent and safe drivers are employed at Scotland County Area Transit System]the following eligibility requirements must be met by each prospective/current employee seeking/holding a position as a driver of a transit vehicle.

- **Minimum Age:** 21
- **Language:** Must be able to speak and write the English language.
- **Required License:** Must possess or valid driver's license with the applicable endorsements to operate the vehicle within the department to which applicant has applied for employment.
- **Experience:** Must demonstrate a minimum of two years total experience, with at least one year "in-type" (similar to prospective position).
- **MVR Quality:** No more than one conviction for moving violations within the previous 12 months. Not more than two convictions for moving violations within the previous 24 months. No more than three convictions for moving violations in the previous 36 months.
- **Accident History:** No more than one **preventable accident** in the previous 12 months and no more than two **preventable accidents** in the previous 36 months. No more than one **major preventable accident** within the previous 36 months.
- **Disqualifying Offenses:** No applicant may have been convicted for any of the disqualifying offenses defined in 49 CFR Part 383.51 and 383.53 of the Federal Motor Carrier Regulations.
- **Criminal History:** The review committee must review any applicant with a prior criminal history.
- **Physical Qualifications:** Each applicant must meet the requirements defined in 49 CFR Part 391.41 of the Federal Motor Carrier Safety Regulations.

**SAMPLE**  
**Examination to Determine Physical Condition of Driver**

Driver's Last Name MI	First	Driver's Signature		
Street Address		DOB (month/day/year)		Age
City	State	Zip Code	Social Security Number	Date

**HEALTH HISTORY**

Yes	No		Yes	No		Yes	No
<input type="checkbox"/>	<input type="checkbox"/>	Head or Spine Injury	<input type="checkbox"/>	<input type="checkbox"/>	Gonorrhea	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Kidney Disease	<input type="checkbox"/>	<input type="checkbox"/>	Diabetes	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Seizures or Fainting	<input type="checkbox"/>	<input type="checkbox"/>	GI Ulcer	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Muscular Disease	<input type="checkbox"/>	<input type="checkbox"/>	Nervous Stomach	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Severe Injury or Illness	<input type="checkbox"/>	<input type="checkbox"/>	Rheumatic Fever	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Any Disease	<input type="checkbox"/>	<input type="checkbox"/>	Asthma	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	Cardiovascular Disease	<input type="checkbox"/>	<input type="checkbox"/>			
<input type="checkbox"/>	<input type="checkbox"/>	Permanent Defect					
<input type="checkbox"/>	<input type="checkbox"/>	T.B.					
<input type="checkbox"/>	<input type="checkbox"/>	Psychiatric Disorder					
<input type="checkbox"/>	<input type="checkbox"/>	Syphilis					
<input type="checkbox"/>	<input type="checkbox"/>	Other Nervous Disorder					

If answer is YES, explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**PHYSICAL EXAMINATION**

General Appearance:       Good       Fair       Poor

**NOTE: Visual acuity of at least 20/40 required in each eye with field of vision of 70° horizontal meridian in each eye**

**Use the NCDOT Form**

## **DRIVER – EMPLOYEE TRAINING**

October 30, 2007

MEMORANDUM

TO: Community Transportation Systems

FROM: Miriam S. Perry, Director

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

**The stated 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. The effective date of the standards is July 1, 2008.**

Please contact your regional safety and training 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

MSP/pta

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

# **North Carolina Department of Transportation/Public Transportation Division**

## **Minimum Training Standards for Community Transportation Vehicle Operators**

### **Background**

The North Carolina Department of Transportation/Public Transportation Division has implemented a safety program known as a System Safety Program Plan (SSPP) for all Community Transportation systems. The SSPP is made up of a number of “elements”, which represent emphasis areas of the SSPP. The required elements are called “Core Elements”, and include Employee/Driver Hiring, Employee/Driver Training, Vehicle Maintenance, Security, Data Collection and Analysis, and Drug and Alcohol Testing. Community Transportation systems have requested that the Employee/Driver Training Core Element be more clearly defined so that they may know how to fulfill the SSPP Employee/Driver Training Core Element requirement. The following minimum standards for vehicle operator training will be put into effect:

- **Defensive Driving**
  - Shall include all vehicle operators, including any employees that operate the vehicles in revenue service;
  - Must be a certified program, or curriculum must be equal to an existing certified program. In either case, a copy of the training materials (both instructor and student) must be kept on file for review by the NCDOT/PTD.
  - Must be done annually.
  
- **Americans with Disabilities Act (ADA)**
  - Shall include passenger assistance, wheelchair handling, proper securement (both passenger and mobility device) and proper use of wheel chair lift, including emergency operation.
  - The ADA requires training to “proficiency”, which is defined as expert performance. All vehicle operators must be periodically evaluated (at least once per year after the probationary period is completed) to ensure that they are using all of the ADA equipment correctly, and providing proper passenger assistance.
  - Drivers that are not meeting proficiency must be given additional training until they are proficient.
  - Must be done 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 Standard requires at least annual training, and spells out the content of the training.
- Must be done annually.

### **Emergency Procedures for Vehicle Operators**

- Shall be done at least annually.
- Shall include all procedures (passenger handling, vehicle evacuation, etc.), use of equipment (web cutters, fire extinguishers, etc.) and protocols (radio communication, after accident reporting, etc.) required by the local system.
- All procedures and training materials must be kept on file for review by the NCDOT/PTD.
- Must be done annually.

- **General**

- All of the training materials must be on file for review by the NCDOT/PTD.
- Records of training performed (for each individual trained) must be kept on file for a minimum of five (5) years.
- The system must make a periodic, but no less than annual evaluation of each driver's performance of the techniques, skills or knowledge required under each of the categories and provide refresher training as needed, in addition to the scheduled training.

## PERFORMANCE EVALUATION POLICY

This administrative policy was adopted by the Scotland County Area Transit System

### Description:

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

- *Frequency:* Each Scotland County Area Transit System employee will have a job performance evaluation not less than annually. New employees will have an evaluation after six months from their hiring date in addition to 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 Scotland County Area Transit System employee will be evaluated by his or her immediate supervisor or higher authority, as appropriate. The system manager will receive an annual performance appraisal from the Scotland County Area Transit System Board, which shall be reviewed with the system manager by the chairman of the advisory board.
- *Documentation Required:* Each Scotland County Area Transit System employee will receive a completed evaluation sheet at least annually, and it 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 personnel 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.

# **Training Program for Drivers and Other Safety Sensitive Employees**

## **Schedule in Place for Refresher Training Courses**

**SAMPLE**  
**SCOTLAND COUNTY AREA TRANSIT SYSTEM**  
**MONTHLY SAFETY MEETING REPORT**

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Meeting Chairman: \_\_\_\_\_

*Where feasible attendance should be documented.*

Other Persons Present: \_\_\_\_\_

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Formal Presentation (Name of presenter and topic): \_\_\_\_\_

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Other Subjects Discussed: \_\_\_\_\_

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Reports on Weekly Meetings: \_\_\_\_\_

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Employees' Comments/Suggestions: \_\_\_\_\_

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Safety Coordinator Signature \_\_\_\_\_

## EMPLOYEE CONDUCT POLICY

This administrative policy was adopted by the *[Scotland County Area Transit System]*

### Description:

No employee of *[Scotland County Area Transit System]* shall have the authority to make public or private statements on behalf of *[Scotland County Area Transit System]* without prior approval of the system manager. All employees shall conduct themselves publicly or privately in such a manner as shall bring credit to the *[Scotland County Area Transit System]* organization or to the particular subcontractor to which the employee is attached.

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

## COMPUTER DATA ENTRY 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 typewriters, 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. Wipe 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 as to obstruct vision. Make sure that stacks are not within 18 inches of ceiling sprinkler heads.
- Electrical cords and phone lines should be secured to prevent tripping hazards.
- Know where building emergency exits are located. These areas should not be used for storage.
- File drawers should be closed immediately after use so no one can run into or trip over them. Only one drawer should be opened at a time to prevent the cabinet from falling forward.
- Entryway steps should be marked with contrasting colors.
- Be sure all electrical equipment is grounded and the cord is in good condition. If a machine 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.
- Do not propel a chair across the room while seated.
- Do not lean back in a chair to place your feet on a desk.
- Dispose of broken glass, in pressurized containers, and unwanted sharp objects in heavy paper and place them beside the wastebasket for proper disposal.
- Never fasten envelopes with pins or staples.
- Keep the blades of paper cutters closed when not in use.
- Wear shoes at all times to avoid puncturing your skin on foreign objects embedded in the carpet.
- Do not participate in any form of horseplay.
- 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.

## **BACKING PROCEDURES**

Vehicle backing is strongly discouraged unless it is 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 300 feet before reaching the tracks the vehicle must stop behind the white line (if a line is present) and not in the path of the crossing barrier.
- 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 bus 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 bus into an environment where you can slow the bus 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 bus 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**

- 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 bus 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 Statutes.

## **HELPING PASSENGERS WITH PERSONAL ASSISTANCE DEVICES**

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

### Assisting Passengers Who are Using Canes or Critters:

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

## 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.
- Do not break more than necessary. Use engine and lower gears to help you to slow down the vehicle when traction is poor.
- Keep the fuel tank at least half full.

## **TRANSPORTING ELDERLY PASSENGERS PROCEDURES**

Use special care in serving elderly passengers:

- Dispatcher need to be especially patient when giving elderly passengers information regarding bus routes and schedules.
- Give elderly passengers more time to get on or off the bus.
- 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.
- Reserve front seats for elderly passengers unless your company policy specifies another seating area.
- 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 rollstop while the rollstop 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.
- Ask the passenger if he/she is ready, then operate the lift for boarding. Keep one hand on the lift controls. Ask the passenger if it is okay for you to rest your other hand lightly on the armrest of the wheelchair as the lift goes up while you stand on the ground; this will keep you alert to the stability of the chair while also providing the passenger with psychological comfort.
- 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:

- Follow agency procedures regarding regular lift inspections and use the preventive maintenance guidelines provided by the NCDOT Public Transportation Division.
- 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.
- Never leave a passenger unattended on a lift. If possible, have a family member stand by the lift to give the passenger moral support.

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 rollstop.
- 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, the frame, rather than wheels or other weak parts.
- Lap boards or metal and plastic trays attached to the chairs should be removed and secured. Often, the parents of a child who uses a wheelchair do not want the driver to removed these devices but passenger safety requires them to be removed.
- Any liquid oxygen being transported should be securely mounted and fastened to prevent damage and exposure to intense heat.
- Aspirators, ventilators and other equipment for a child must be securely mounted to the wheelchair or the 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.

## SAMPLE EMPLOYEE TRAINING RECORD

NAME: \_\_\_\_\_

Training	Date	Driver Initial	Instructor Initial
<b>Orientation to Transit Agency</b>			
Personnel Policy			
Substance Abuse Policy			
Service Policy			
Radio Manual			
Notebook			
Timesheet/pay schedule			
Trip sheet/logs/reservations			
<b>Pre-trip Safety Inspection</b>			
Classroom, video			
Demonstration			
<b>Defensive Driving</b>			
Classroom, video			
Driving			
<b>Emergency Procedures</b>			
<b>Passenger Relations</b>			
<b>SNAAP Classroom</b>			
<b>Wheelchair</b>			
Video			
Practical			
<b>Smith System</b>			
<b>Back to Basics</b>			
<b>The Critical point</b>			
<b>Child Passenger Safety</b>			
<b>CPR/First Aid</b>			
<b>Ride Along</b>			
<b>Driver with Driver</b>			

**Employee's Signature:** \_\_\_\_\_

**Director's Signature:** \_\_\_\_\_

**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 (6) six inches or (4) four 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. Checks the inspection sticker to be sure it has not expired.
3. Knows where the registration card can be found at all times.
4. Has current driver license and current route logs on person at all times.
5. Vehicle is clean on exterior.
6. Vehicle is kept clean inside at all times.
7. Nothing is on the dashboard, rear view mirror, or sun visors, that could create a hazardous situation.
8. Safely attaches tie down straps into floor tracks, and use the four-point tie down on wheelchairs.
9. Removes tie downs from floor after each use. Stores tie down straps in their proper place.
10. Seat belts/tie down straps are not tangled, missing or broken.
11. Checks fire extinguisher for expiration date.
12. Checks the first aid kit daily and re-supplies when needed. Checks Bloodborne Pathogen Kits regularly (PPE).
13. Checks batteries daily to make sure flashlight is usable. (If applicable)
14. Tests the two-way radio.
15. Child seats are placed in vehicle properly and stowed when not in use.
16. Fills out daily defect report correctly.
17. Checks lift by running through one cycle before leaving base.
18. 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. Aims high in steering.
3. Both hands are on the steering wheel at the 9 and 3 or the 10 and 2 position. Gets the big picture.
4. Clothing should be appropriate for job, clean and pressed with no short-shorts or cut-off shorts. Shoes are fully covering foot. (No sandals, flip-flops, or open toed shoes.)
5. Uses seat belt correctly and requires correct use of seat belt for all passengers.
6. Gets out and looks behind vehicle, for obstacles, before backing.
7. Adjusts mirrors before leaving base (for safety and visibility). Keeps eyes moving.
8. Uses signals for all maneuvers in traffic. Leaves an out.
9. Does not jerk the vehicle when stopping and starting. Uses the brakes without stomping or slamming (stops

vehicle smoothly).

10. Presses the brakes slightly to warn tailgaters to slow down or uses flashers when coming to a quick stop.
11. 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.)
12. Does not travel too slow or too fast for conditions on the road or for the posted speed limit.
13. Keeps four seconds distance between vehicles ahead and his.
14. Does not start into the intersection without proper caution, uses the four second rule. Keeps safety cushion under control.
15. Slows down when green light has been green for sometime at a distance.
16. Makes sure passenger is in seat and properly belted in.
17. Stops 15 to 50 feet from railroad tracks and uses flashers (Opens door when possible).
18. Stops at the plane of the intersection before entering traffic from parking lot etc.
19. Checks mirrors, looks over shoulder, signals, moves into passing lane, signals and returns to proper lane. Leaves (*himself/herself*) an out.
20. Stops behind plane of intersection. Does not cross over white line at the intersection.
21. Answers agency's or company's 2-way radio properly. Uses proper radio language and 10- codes. Does not use profanity and observes FCC regulations. Sensitive to the passengers need for confidentiality.
22. Signals at proper distance for an intended turn. Cancels signal when maneuver is completed. Makes sure they see him/her.
23. Does not allow profanity or misbehavior in the vehicle.
24. Keeps schedule safely, does not jeopardize safety for schedule.
25. Only transports passenger on route schedule. No unauthorized passengers or stops.
26. Keeps the four-second rule in mind when following some one in all dry weather conditions. Adds seconds when weather conditions dictate a change in driving behavior. Keeps safety cushion in control.

#### ***PASSENGER DISCHARGE:***

##### **The Driver...**

1. Uses parking brake when de-boarding passengers.
2. Stops the vehicle 6 inches to 4 feet from curb to discharge passengers. Assists passenger off vehicle.
3. Renders correct assistance to passengers in wheelchairs, using all precautions with lift while moving passenger off vehicle. Attends to all other passengers requesting or requiring assistance.
4. Advises base of absence from vehicle and advises base of return to vehicle. 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).
5. Does whatever the passengers need in the way of assistance according to driver's duty and the ADA rules of assistance.

## SAMPLE

### RIDE CHECK: DRIVER EVALUATION

Date of Evaluation \_\_\_\_\_

Driver's Name \_\_\_\_\_

Evaluator's Name/Position \_\_\_\_\_

#### 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
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

#### Vehicle Condition

1.  Daily pre-trip inspection complete/documented
2.  Checks for valid inspection sticker
3.  Registration card in vehicle
4.  Driver's license/logs with driver
5.  Vehicle exterior clean
6.  Vehicle interior clean
7.  Dashboard/windshield area clear of all objects
8.  Tie downs properly employed
9.  Tie downs clean/ stowed in box
10.  Seat belts in good working condition
11.  Fire extinguisher is current
12.  First Aid/Bloodborne pathogen kit available in vehicle
13.  Flash light working (if applicable)
14.  Radio operable
15.  Child seat used/stowed properly
16.  Daily defect report filled out
17.  Lift operation check
18.  Keeps logs up to date

#### Performance While Enroute

1.  Driver uses correct posture when driving
2.  Correct hand positions on steering wheel
3.  Appropriate uniform/footwear
4.  Driver and passengers use seatbelts

5.  Driver gets out of vehicle and looks before backing
6.  Adjust mirrors before moving vehicle. Keeps eyes moving
7.  Signals entry into traffic every time. Leaves himself an out
8.  Moves vehicle smoothly while slowing braking and stopping. Make sure they see you
9.  Telegraphs use of brake or flashers when stopping
10.  Squares corners when turning
11.  Moves at appropriate speeds for current road conditions
12.  Maintains following distance safety zone (4 seconds)
13.  Uses proper caution at intersections
14.  Anticipates stale green lights (slows down)
15.  Seats passengers properly
16.  Stops at all railroad crossings
17.  Comes to a complete stop, leaving private property
18.  Uses proper lane changing procedure
19.  Stops behind line or plane at intersections
20.  Observes proper two-way radio procedure
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. Keeps 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) \_\_\_\_\_  
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\_\_\_\_\_  
Driver's Signature Date

\_\_\_\_\_  
Supervisor's Signature Date

Driver's Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# **Safety Data Acquisition/Analysis**

## **SAFETY DATA ACQUISITION/ANALYSIS DESCRIPTION OF ELEMENT**

### **SAFETY DATA ACQUISITION/ANALYSIS**

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

#### **Safety Data Acquisition/Analysis:**

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. These 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 bus equipment, safety problems with the route, and other issues. The data are 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.

## 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 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.

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

<b>Hazard Risk Index</b>	
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: \_\_\_\_\_

## 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 begins 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: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# Employee Development/Driver Training Reporting

## Employee Development Reporting

If you are using TriP Admin, the spreadsheets will be created automatically by use of the TriP Export function; by clicking the button marked “Employee Development”. The report can then be sent by e-mail to [trainingptd@dot.state.nc.us](mailto:trainingptd@dot.state.nc.us) .

If you are not a TriP user, simply fill out the spreadsheet using the directions below, and send them to the same e-mail address.

### Instructions for Spreadsheet Data Entry

Note: Be sure to fill the columns out exactly as described. Do NOT move the order of the columns or rows. The data is collected in a specific order so that it can be taken from the spreadsheets submitted by each system, compiled and analyzed for the purpose of identifying trends in incidents statewide. If you have any questions, please contact Richard R Jones, Manager, Safety and Training Unit at (919)733-4713, Ext. 241, or at [rrjones@ncdot.gov](mailto:rrjones@ncdot.gov)

### Column A: System Name

Fill in the name of your system as it appears on your grant application.

### Column B: Employee ID Number

You must enter the Employee ID number. This is the only way that the database can identify the employee, since all of the data is anonymous with regard to the individuals involved in the reported incidents. If you do not enter an employee number, the data cannot be recorded. Do not use an easily recognizable piece of personal data, such as the employee’s Social Security number, or their birth date.

Each employee number must be unique. Be sure to keep track of numbers previously assigned. Develop a system for setting the ID numbers.

### Column C: Course Name

Enter the name of the course, for example, Bloodborne Pathogens, CPR/First Aid, Defensive Driving.

### Column D: Date of Birth

This shows the date of birth of the employee involved in the incident. The field will default to a format that looks like this: 09/02/1977 (mm/dd/yyyy). If you enter 09/02/77, it will change to show the year as a four-digit number.

### Column E: Hire Date

This shows the employee’s date of hire. This field has the same characteristics as the Date of Birth field.

### Column F: Position

Enter the employee’s position (examples: driver, dispatcher, van operator, etc.)

Column G: Course Date

This shows the date of the course that was held. The field will default to a format that looks like this: 09/02/1977 (mm/dd/yyyy). If you enter 09/02/77, it will change to show the year as a four-digit number.

Column H: Form of Training

**This shows the form of training provided, i.e., Classroom, Video, Computer Based-CD-ROM, Computer Based-Web Based, etc.**

Column I: Cost

**Enter the dollar amount cost of the course. This should reflect the cost for the individual employee.**

Column J: Certified

**This is a drop down box. If the employee was certified as a result of completing the course, the box must say TRUE. If not, the box must say FALSE.**

Column K: Instructor

**Enter the name of the instructor, if applicable.**

Driver Training Reporting

If you are using TrIP Admin, the spreadsheets will be created automatically by use of the TrIP Export function; by clicking the button marked "Driver Training". The report can then be sent by e-mail to [trainingptd@ncdot.gov](mailto:trainingptd@ncdot.gov)

If you are not a TrIP user, simply fill out the spreadsheet using the directions below, and send them to the same e-mail address.

Instructions for Spreadsheet Data Entry

Note: Be sure to fill the columns out exactly as described. Do NOT move the order of the columns or rows. The data is collected in a specific order so that it can be taken from the spreadsheets submitted by each system, compiled and analyzed for the purpose of identifying trends in incidents statewide.

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**Column A: System Name**

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**Column B: Employee ID Number**

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not use an easily recognizable piece of personal data, such as the employee's Social Security number, or their birth date.

Each employee number must be unique. Be sure to keep track of numbers previously assigned. Develop a system for setting the ID numbers.

**Column C: Course Name**

Enter the name of the course, for example, Bloodborne Pathogens, CPR/First Aid, Defensive Driving.

**Column D: Issue State**

This is the state in which the employee's driver's license is issued. In most cases it will be NC for North Carolina. **Use the two-letter USPS code for the state, do not spell out the entire state name (example North Carolina=NC, Tennessee=TN).**

**Column E: Regular Classed?**

This is a drop down box. If the driver has a regular license (not a Commercial Driver's license), the box must say TRUE. If the driver does not have a regular license, the box must say FALSE.

**Column F: CDL Classed?**

This is a drop down box. If the driver has a Commercial Driver's License, the box must say TRUE. If the driver does not have a CDL, the box must say FALSE.

**Column G: Class Type**

This is a drop down box that shows the three classes (A, B, or C) of driver's license (either regular or CDL). Make sure that the drop box lists one of the classes.

**Column H: Date of Birth**

This shows the date of birth of the employee involved in the incident. The field will default to a format that looks like this: 09/02/1977 (mm/dd/yyyy). If you enter 09/02/77, it will change to show the year as a four-digit number.

**Column I: Hire Date**

This shows the employee's date of hire. This field has the same characteristics as the Date of Birth field.

**Column J: Position**

**Enter the employee's position (examples: driver, dispatcher, van operator, etc.)**

**Column K: Course Date**

This shows the date of the course that was held. The field will default to a format that looks like this: 09/02/1977 (mm/dd/yyyy). If you enter 09/02/77, it will change to show the year as a four-digit number.

**Column L: Form of Training**

**This shows the form of training provided, i.e., Classroom, Video, Computer Based-CD-ROM, Computer Based-Web Based, etc.**

Column M: Certified

**This is a drop down box. If the driver was certified as a result of completing the course, the box must say TRUE. If not, the box must say FALSE.**

Column N: Cost

**Enter the dollar amount cost of the course. This should reflect the cost for the individual driver.**

Column O: Instructor

**Enter the name of the instructor, if applicable.**

# **Drug and Alcohol Abuse Programs**

## **DRUG AND ALCOHOL POLICY**

### **Purpose**

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

### **Scope**

This policy affects and applies to all Agency employees.

### **Policy**

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

Scotland County Area Transit System 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 per year as per year as presented by a Substance Abuse Professional. All supervisory personnel will receive 2 hours substance abuse awareness education per year 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 [*Scotland County Area Transit System*] in writing of his/her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such a conviction.

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

### **Administration**

The Executive Director will administer this policy.

# Maintenance

April 17, 2007

TO: Community Transportation Systems

FROM: NCDOT/PTD

SUBJECT: Maintenance Plan

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

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

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

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

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

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

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

Federally funded equipment needs to be maintained whether operated directly by a recipient or by a third-party contractor. When a recipient has contracted out a portion of its operation, a maintenance plan for Federally-funded equipment should be in existence and be treated similarly

to a recipient-operated service. In those cases, the third-party contractor must have in place a system to monitor the maintenance of Federally funded equipment.

## **PREVENTIVE MAINTENANCE STANDARDS**

Each bus transit system must require that all of its vehicles and all vehicle operating under contract with the system be 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-trip inspection course for driver
- Completing a corresponding inspection checklist
- Maintaining a combined Public Transportation Management System (PTMS), and a comprehensive maintenance record on file for each vehicle
- Completing statistical reporting
- Reporting common problems
- Utilizing a Preventive Maintenance Guidelines Manual
- Keeping maintenance records for a period of at least four years.

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

## Onboard Safety Equipment

The following items should be present in your 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 securely mounted in a visible place or a clearly marked compartment.

**Red Reflector** - Buses should be equipped with portable red reflector warning devices in compliance with North Carolina Statutes.

### Recommended On-board Safety Response Equipment

- 10 pound dry chemical fire extinguisher
- 1 first aid kit including instant cold pack(s)
- 5 Emergency Notification Cards
- 1 seat belt cutter
- 1 pry bar
- 1 transfer board for non-ambulatory passengers
- 1 Biohazard kit (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)
- 3 reflective triangles mounted on stands
- 1 reflective vest
- 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)

### Onboard First Aid Kit

Your onboard first aid kit should consist of the following items:

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

Triple Antibiotic Ointment

## Maintenance Records

A transit system must always retain records that indicate that vehicles have been properly inspected and maintained. The records should be maintained for at least four years unless otherwise noted.

### **Maintenance Records Include:**

- Documents showing vehicle identity
- Documents showing maintenance and inspection dates
- Documents showing mileage
- Documents identifying the contractor that provides non-owned vehicles
- Documents showing maintenance contractors' names and addresses
- Bus Accident Reports
- Documents reporting and evaluating maintenance systems
- 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 30 days all accidents with a dollar value damage of over 500.00 Dollars
- Documents showing the driver's daily bus inspections\*  
\* to be maintained for two weeks

### **Additional items that require maintenance and inspection records include:**

Service and Parking Brakes  
Suspension System  
Steering System  
Exhaust System  
Tires and Wheels  
Lighting Devices and Systems  
Windshield Wipers  
Rear Vision Mirrors  
Doors and Interlocks  
Wheelchair Equipment  
Safety and Emergency Equipment (such as a fire extinguisher)  
Stande Line and Warning  
Emergency Exits and Signs  
Seat Belts (such as driver seat belt and children's safety seats and belts)  
Warning Devices  
Directional Signals and Hazard Warning Signals  
Horn  
Handrails and Stanchions  
Stepwells & Flooring

# SAMPLE SCATS Annual Vehicle Inspection

Complete and retain the following form:

Date \_\_\_\_\_

Vehicle \_\_\_\_\_

Odometer Reading \_\_\_\_\_

Inspector \_\_\_\_\_

### Inspection Key

For Each Item

OK =OK

"X" = Adjusted

"0"= Repairs Are Necessary

For Each "0" Give an Explanation

### Drive-In Inspection

\_\_\_ Inspect all Instrumentation for Operation

\_\_\_ Check Rear Door Interlock For operation

### Upper Vehicle Inspection

\_\_\_ Wiper blades and wiper operation (wet)

\_\_\_ Wiper time delay

\_\_\_ Windshield washer

\_\_\_ Horn, buzzer and chime

\_\_\_ Stop request sign

\_\_\_ Heat, vent and defroster motors

\_\_\_ Driver fresh air vent

\_\_\_ Driver seat adjustment and lube

\_\_\_ Fire extinguisher full and secure

\_\_\_ Driver emergency floor switch

\_\_\_ Seats, frames, checked for wear or damage

\_\_\_ Grab rails and stanchions

\_\_\_ Floor coverings and step treads

\_\_\_ Fare-box mounting and operation

\_\_\_ Windows for cracks and scratches

\_\_\_ Window emergency latches are free

\_\_\_ Sliding-windows operational

\_\_\_ Interior service light switch

\_\_\_ Emergency roof hatch and ventilator  
operational

\_\_\_ Heater, defroster, lines and pump

\_\_\_ Defroster and heater cores

\_\_\_ Interior heater and vent screens clean

\_\_\_ Other Defects Found

### Air Systems

\_\_\_ Check pressure drop with service brakes applied

\_\_\_ Check low air buzzer/light

\_\_\_ Check compressor air build-up time

\_\_\_ Check air compressor governor cut-out pressure (120 PSI)

\_\_\_ Replace air drier desiccant

### **Doors and Door Controls**

- Check door engines (pull door header panels and observe door engine operation at entrance and exit doors)
- Check touch-bar operation (cycle doors using touch-bars)
- Door timing: Front-open/ close \_\_\_ Rear open/close \_\_\_ (In seconds)
- Check emergency door valve operation
- Front interior lights off with door closed

### **Body**

- Bumper Bolts
- Check Wheels for cracks, lug nuts secured
- Decals, signs, numbers
- Body damage
- Destination signs for proper operation (Front, Rear, Back)

### **Air Conditioning**

- Check compressor oil level
- Clean or replace evaporator air filters
- Check evaporator condensate drains - make sure they are open
- Lube evaporator flin, shaft, bearings
- Inspect evaporator door seal for proper fit
- Inspect A/C blower mounts for cracks
- Inspect brushes on evaporator and air condenser blower motors
- Refrigerant supply - recharge after using a leak detector and correcting system leaks
- Accumulator
- PTO seals
- Test refrigerant pressure and record: Suction\_\_\_\_\_ Discharge \_\_\_\_\_
- Check service valve caps for tightness
- Discharge and suction lines for chafing, routing and clamping compressor clutch and un-loader and test
- A/C alternator for wiring, connectors and alignment
- Cheek A/C and alternator belts for wear and tension
- Inspect condenser and condenser fan - clean
- Other Defects Found

## SAMPLE SCATS WHEELCHAIR LIFT PREVENTATIVE MAINTENANCE SCHEDULE

Perform lift maintenance at scheduled intervals according to number of cycles or elapsed time, whichever comes first. Correct any potentially dangerous situations at once. Thoroughly read the maintenance and operation manual to fully understand the wheelchair components and its locations.

<b>Every 2 weeks Or 50 cycle</b>	Grease:	Whale slots Fold slots (bridge plate ends) Safety barrier latch
<b>Every 4 weeks Or 100 cycles</b>	Light oil:	Whale pins Safety barrier hinge Bridge plate hinge Platform fold bearings Horseshoe pivot pins
<b>Every year Or 1250 cycles</b>	Change pump oil:	1 qt. Transmission fluid type "A" (fill to 1/2" of breather cap with lift down and unfolded)
	Inspect and replace if needed:	Cotter pins Weldment lever Whale slots Horseshoe pivot Fold slots Platform fold bearings Power cable
	Decals	Replace if missing or if not legible
	Mounting:	Check to see that lift is securely anchored to vehicle and there are no loose bolts, broken welds, or stress fractures.
	Also:	Remove cover and inspect cylinder, chains, bearings Hoses and wires for wear or damage. See that all bolts are tight.

SAMPLE  
Vehicle Inspection Sheet

Date: \_\_\_\_\_

Vehicle: \_\_\_\_\_

Mileage: \_\_\_\_\_

Maintenance due date: \_\_\_\_\_

UNDERHOOD

- Oil level
- Oil added \_\_\_\_\_ quarts
- Radiator level
- Battery level
- Windshield washer fluid level
- Engine/hoses/belts

SAFETY EQUIPMENT

- Fire extinguisher
- Web cutter
- Triangles
- First aid kit
- Back-up alarm
- Rear door buzzer (LTV only)
- Biohazard kit

EXTERIOR

- Tires
- Turn signals
- Headlights
- Tail/brakes lights
- Windshield wipers
- Fresh body damage
- Cleanliness
- Cycle lift (light oil every 2 wks)

INTERIOR

- Brakes
- Steering
- Transmission
- Mirrors
- Gauge/instruments
- Controls (equipment)
- Radio (two-way)
- Damage/cleanliness

ACCESSIBILITY EQUIPMENT

- Fully operable wheelchair lift
- Wheelchair lift ramp
- Proper number of belts and securement devices
- Belts and securement devices in good condition

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Inspector signature: \_\_\_\_\_

# Security

## Purpose

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

## Goals

The SSEP Program provides Scotland County Area Transit System with a security and emergency preparedness capability that will:

1. 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
2. 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
3. Create a culture that supports employee safety 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 SSEP Program has five objectives:

1. Achieve a level of security performance and emergency readiness that meets or exceeds the operating experience of similarly-sized agencies around the nation
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's Office of Transit]* regarding security and emergency preparedness issues.

## SECURITY

### SECURITY

- A. Provide a proactive, prevention-oriented approach to security.
- B. Current thinking regarding bus transit security emphasizes the importance of identifying potential threats and area of vulnerability, developing approaches that will minimize those threats and vulnerabilities and demonstrating a clear and proactive approach to security.
- C. Key purposes of this element in the system safety program plan are to:
  - 1. Define explicitly the security role of each employee and department in support of security goals
  - 2. Detail any and all functions in support of each system security goal and objective
  - 3. Establish milestones for developing and implementing system security with the bus transit system.
  - 4. Reference any agreement between law enforcement agencies and the transit system.
  - 5. Have or develop a strong working relationship between the bus transit system and law enforcement agencies. This is extremely important.

#### **Security:**

The security of passengers and employees is paramount to promoting the objectives of the FTA and its partner organizations in developing a Model Program. Transit providers must take all reasonable and prudent actions to minimize the risk associated with intentional acts against passengers, employees and equipment/facilities. To further this objective, transit providers will need to develop security plans and procedures and emergency response plans and procedures. The plans must include coordination with local law enforcement and with other regional transit providers, the conduct of exercises for their emergency plans, and assessment of critical assets and measures to protect these assets.

## 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, 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 conducted on 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.

**SAMPLE  
SCATS  
WORKPLACE SECURITY ASSESSMENT FORM**

**Facility (Worksite):** \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

Inspection No.: \_\_\_\_\_

Describe the physical layout of the establishment. Indicate its location to other business 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? \_\_\_\_\_  
\_\_\_\_\_

Yes    No

       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?

**SAMPLE  
SCATS  
Security Incident Recording Form**

Date of Incident: \_\_\_\_\_  
\_\_\_\_\_AM/PM

Time of Incident: \_\_\_\_\_

Location: \_\_\_\_\_

# of Fatalities: \_\_\_\_\_ # of Injuries: \_\_\_\_\_

Property Damage Estimate: \$ \_\_\_\_\_

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

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recorded By: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Phone #: \_\_\_\_\_

# Emergency Management

## Before Disaster Strikes

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

## Emergency Response

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

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

### **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.
  
  - 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

# SAMPLE

## 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:

---

---

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---

---

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       |
| _____ Distinct | _____ 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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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 [*State of Washington, RCW's 35 (City), 36 (County), 38.52 (Emergency Management), 36.57A (Public transportation benefit authority), 39.34 (Interlocal Agreement) and 47 (Public Highway Transportation (DOT)); 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.
- ~~1.2.~~ 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.
- ~~2.3.~~ 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.
- ~~3.4.~~ 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 [(RCW 38.52.080)]. 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.

~~4.5.~~ 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 [*Superior Court of the State of Washington, situate in the County of Thurston*].

~~5.6.~~ 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 [(RCW 38.52.080)].

~~6.7.~~ 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.

~~7.8.~~ 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.

~~8.9.~~ Upon execution of this Agreement, a Signatory Agency shall send an original or a certified copy of the executed agreement to the [*Washington State Department of Transportation, Public Transportation and Rail Division.*] The Public Transportation and Rail Division shall maintain a list of all Signatory Agencies and send an updated list to all Signatory Agencies whenever an agency is added or removed from the list of Signatory Agencies.

~~9.10.~~ Any Signatory Agency to this Agreement may cancel its participation in this Agreement by giving written notice to the [*Washington State Department of Transportation, Public Transportation and Rail Division.*]

~~10.11.~~ 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.

~~11.12.~~ 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.

~~12.13.~~ 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.

*[Scotland County Area Transit System],*

**Date**

\_\_\_\_\_  
Signatory Scotland County Area Transit System

\_\_\_\_\_  
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*