

East Alabama Commission Section 5311/5307 Public Transportation Policy Manual

*East Alabama Regional Planning
and Development Commission
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Participating Agencies:

Anniston Limousine, Inc.
City of Anniston
City of Jacksonville
City of Oxford
City of Weaver
Town of Hobson City
Calhoun County Commission
City of Piedmont

Clay County Commission
Cleburne County Commission
Coosa County Commission
City of Goodwater
City of Childersburg
Town of Oak Grove
City of Sylacauga
City of Talladega

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INTRODUCTION

The Section 5307 transportation program is a fixed-route system with a complementary Paratransit program. In the urbanized, unincorporated areas of Calhoun County, there is a demand response program. The fixed-route is a mass transit public transportation program. The Paratransit program is designed and intended for persons with disabilities within the municipal limits of the participating governments who cannot otherwise use the fixed route due to disability as defined by the Americans with Disabilities Act of 1990 as amended. The transportation program for the Section 5311 is unique. Unlike large urbanized transportation systems, this is a demand-response system, and it does not run on a fixed route. This program is designed to insure persons in rural areas are afforded public transportation to enhance their quality of life.

This manual should provide a van driver job description, his/her functions preventive maintenance, emergency procedures, and give some general transit policies that participating agencies should adhere to.

The Section 5307 urbanized unincorporated, ADA Paratransit, and Section 5311 rural transit programs are curb-to-curb services. Drivers shall assist, if needed, to the vehicle and to the door at the destination. Driver shall not put themselves or the passenger at risk of injury in doing so. Drivers shall not lose line of sight with their vehicle, shall not assist push/pull/lift wheelchair up or down steps, shall not push wheelchairs through yards or driveways that are such that the wheelchair becomes stuck or requires the driver to exert such force that could result in injury to himself/herself or the person in the wheelchair.

Trip — The one-way operation of a revenue vehicle between two terminal points on a route.

Trip Denial – A trip denial occurs when a trip cannot be scheduled. If one leg of a multiple-legged trip, and the passenger is therefore unable to take any of the requested trips, all of the trips will be recorded as denials. Passenger trips that are not fulfilled due to a passenger refusing to or are not willing to negotiate within the 1 hour allowed shall not be recorded as a trip denial.

Missed Trip – a “no-show” or “late cancellation” from the passenger shall be recorded as a missed trip. A “trip denial” or pick-up outside of the 30 minute pick up window shall be recorded as a missed trip.

Excessively Long Trip – Since the ADA Paratransit Service is a shared ride service, A trip that is more than twice as long, in time or distance, than would be if traveled directly from point A to point B would be considered excessively long. Unexpected travel issues such as a vehicle accident, construction, severe weather, et.al. out of the control of the transit agency would not be considered the agency’s fault for an excessive long trip.

CHAPTER I

GENERAL OVERVIEW

1. Program Summary
2. Program Goals
3. Operation of Program

General Overview

1. **Program Summary.** Section 5311 of the Federal Transit Act, as amended, authorizes the Secretary of Transportation to apportion funds to the Governor of each state for public transportation projects in non-urbanized areas. The funds, appropriated annually, are apportioned on a population-based formula and may be used for all projects included in the State's Section 5311 program of projects. The annual program of projects must provide for fair and equitable distribution of funds within the state, including Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other Federal sources.

Program funds may be used for planning, capital, operating, and administrative assistance to state agencies, local public bodies, nonprofit organizations, Indian Tribes and groups, and operators or public transportation services.

For the Section 5307 program: the Secretary of Transportation may make grants under this section for capital projects and to finance the planning and improvement costs of equipment, facilities, and associated capital maintenance items for use in mass transportation, including the renovation and improvement of historic transportation facilities with related private investment. The Secretary may also make grants under this section to finance the operating cost of equipment and facilities for use in mass transportation in an urbanized area with a population of less than 200,000. This is a formula grant based on population.

2. **Program Goals.** The goals of the Section 5311, and also the Section 5307, program are: to enhance the access of people in urban and non-urbanized areas to health care, shopping, education, employment, public services and recreation; to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; to encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through coordination of programs and services; to assist in the development and support of intercity bus transportation; and to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible. The Section 5311 Program supports the national policy stated in the ISTEA: *"to develop a National Intermodal Transportation System that is economically efficient and environmentally sound, [and which includes] significant improvements in public transportation necessary to achieve national goals for improved...mobility for elderly persons, persons with disabilities, and economically disadvantaged persons in urban and rural areas of the country."* Additionally, in accordance with SAFETEA-LU, the goal of the transit program will attempt to increase ridership 2% per year. Increased ridership will be directly correlated with funding and capital assets.
3. **Operation of Program.** The County Rural Public Transportation System will operate on a five-day schedule (Monday through Friday). The system will not provide services on Saturdays, Sundays, and the following Holidays: Columbus Day; Thanksgiving Day; Christmas Day; New Year's Day; Martin Luther King, Jr. Birthday; Memorial Day; Fourth of July; and Labor Day. Individual transportation operators may include other holidays. Service Schedules will be made available on all vehicles, all-municipal and county public buildings.

The Urban, as applies in the Calhoun County Urbanized Area, program shall run as described in the contract with any subcontractor. Currently, the program runs Monday-Friday 7 am until 6 pm and on Saturday 10 am until 5 pm. The program does not run on the above-mentioned holidays.

The transit agency is listed in the phone book as:

Public Transportation..... 256-231-0010

The phone numbers to rural transit providers are:

Piedmont 256-447-3390

Cherokee County..... 256-927-7472

Clay County 256-354-7888

Cleburne County 256-463-2271

Coosa County..... 256-377-4517

Goodwater 256-839-5653

Childersburg..... 256-378-7037

Oak Grove 256-249-2800

Sylacauga 256-249-9085

Talladega..... 256-362-0514

CHAPTER II

PERSONNEL

1. Role of the Driver
2. Position Description
3. Job Summary
4. Dispatcher

ROLE OF THE DRIVER

Transporting passengers punctually in order that they get back and forth with sound mind and body is the essentials of the Urban/Rural Transportation System. It is the drivers who are ultimately responsible for accomplishing this.

The following are essentials of behaviors expected of every driver.

1. **SAFE DRIVING**—Practice defensive driving.
2. **PUNCTUALITY**—Get there on time-our passengers have schedules and appointments to keep.
3. **COURTESY**—Make passengers feel comfortable. Be helpful and polite.
4. **CLEAR COMMUNICATIONS**—Make sure passengers understand you and you understand them.
5. **EFFECTIVENESS IN HANDLING PROBLEMS AND EMERGENCIES**—Try to remain “cool” under stress and handle the problem calmly. Always let your director know of any problems immediately.
6. **ACCURATE RECORD KEEPING**—Keeping accurate trip sheets and other records is essential in order that the Section 5311 Program may report to the Alabama Department of Transportation that they are using Federal funds wisely.
7. **ON-VEHICLE CONDUCT** – Drivers shall conduct themselves in a professional manner at all times.

JOB DESCRIPTION

Position Classification:

Driver/Dispatcher

Job Title:

Van Driver

Definition:

This is semi-skilled work in the operation of automotive equipment and scheduling of trips to be provided as a major portion of a rural transportation system. An employee in the class is, first, responsible for the skilled and safe operation of automotive equipment and making proper notations in a driver response register. Secondly, an employee should promptly execute all assignments according to dispatch notations and special instructions from superior/supervisors. Work is reviewed through personal inspection and through observation of compliance with established work or route schedule.

Examples of Work Performed:

Dictate information to trip register concerning trips to be provided to public.

Drives van engaged in rural transportation for the public, delivering them to desired designation—medical appointments, shopping, or other contractual arrangements.

Required Knowledge, Skills, and Abilities:

Knowledge of the methods and techniques of automotive equipment operations.

Knowledge of the traffic laws, ordinances and rules involved in the operation of automotive vehicles.

Some knowledge of the geography of the area to be served, including the locations of streets and routes, or ability to acquire this knowledge rapidly.

Ability to read and understand traffic signals; corrective lenses acceptable.

Ability to receive instructions and guidance.

Ability to read and follow directions.

Ability to write legibly.

Willingness to keep vehicle clean.

Physical Characteristics:

Ability to lift thirty (30) or more pounds.

Physical tolerance to work under stress due to the constant contact with the public.

Qualifications:

Possess a valid driver's license and/or commercial driver's license.

Must be insurable by the County's/City's insurance.

Willing to attend training sessions, workshops, and seminars, as necessary.

Willing to work non-standard hours.

Must be able to take constructive criticism from higher authority.

JOB SUMMARY

Responsible for safe, prompt, and courteous services to all transported in Section 5311 vehicles.

Specific Duties and Responsibilities:

1. Operate transit vehicle(s) and provide the safest transportation possible.
2. Assist elderly and handicapped individuals on and off vehicles when necessary.
3. Fill out daily trip logs and other required record.
4. Checks the conditions of assigned vehicles and recommends needed maintenance to the dispatcher or supervisor.
5. Reflects a positive attitude and is courteous to the public at all times.
6. Performs other duties as assigned by supervisor.

Record Keeping

The driver is responsible for two major record forms.

Daily trip sheet.

1. Daily pre-trip inspection sheet.
2. Any monetary reconciliation report required.

Each transit employee shall adhere to the internal policies and procedures of the employer/participating local government regarding leave/vacation time, absenteeism, and tardiness. Transit staff employee by EARPDC shall follow the "Personnel Policies and Procedures Manual.

Position Classification:

Dispatcher

The transit program may or may not have a designated dispatcher. The role of the dispatcher is requires an overall understanding of the transit program so that it can be explained to callers, as well as a good knowledge of the service area in order to, in an efficient way, direct drivers to a location or from a location. Relaying information about passengers, traffic conditions, and street closings are a few of the responsibilities of the dispatcher.

Definition: A dispatcher is a person whose job it is to receive messages and organize the movement of people and vehicles. A daily manifest or daily schedule is a document detailing a driver's assignments for the day including scheduled trips, passenger information, and special instructions.

Duties

Dispatchers are responsible for clearly transferring information to and from Drivers to enable them to operate Agency vehicles safely and efficiently. Dispatchers shall respond to Driver calls as expeditiously as possible.

Dispatchers shall prepare and issue daily manifests to each Driver and shall relay the following information to Drivers as it becomes available:

- Manifest changes
- Same day trip requests
- Trip cancellations
- Traffic delays

Dispatchers shall provide driving directions when needed and shall assist Drivers in the following situations:

- Accidents/incidents
- Abusive/disruptive passengers
- Vehicle breakdowns
- Unsafe road conditions
- Other situations as needed

Based on the daily schedule, Dispatchers may instruct Drivers when to take lunch breaks. Drivers shall inform a Dispatcher anytime they are out of the vehicle or have unexpected downtime. For no-show situations, Drivers must contact a Dispatcher before leaving the pick-up location. Dispatchers must document all no-show passengers on the driver's log.

Responsibilities

Dispatchers are responsible for preparing daily manifests and for communicating changes and providing needed assistance to Drivers.

CHAPTER III

DRIVER/PASSENGER RELATIONS

1. Passenger Relations
2. Understanding Needs of Elderly and Disabled Persons
3. Assisting Elderly and Disabled Persons
4. Emergency Procedures
 - I. First Aid Skills
 - II. Passenger Illness
 - III. Accidents
 - IV. Bloodborne Pathogens

PASSENGER RELATIONS

Keeping schedules and delivering passengers to their destinations safely are important measures of the quality of the service you provide. However, driving is not the only skill you must master in order to become a successful operator and an asset to your employer. You are engaged in “people business”, day-in-day-out, you must interact with people in order to perform your job. It is important that you be able to relate with people (passengers) in a manner, which will make them feel comfortable riding with you.

Passengers are the most important persons in our business—in person, by phone, or the mail.

PASSENGERS are not an interruption of our work—they are the purpose of it. We are not doing them a favor by serving them—they are doing us a favor by giving us the opportunity to serve them.

PASSENGERS are not people we argue with or match wits with or even outsmart.

PASSENGERS are persons who bring us their wants. It is our job to handle their requirements so pleasantly and helpfully they will want to ride again.

Passenger relations instructions for drivers:

1. Keep a pleasant and courteous attitude AT ALL TIMES.
2. If a passenger should have a complaint, give him/her your transit system’s telephone number and ask him/her to call the office. Inform the Program Manager to expect the complaint.
3. A driver must not provoke an argument or argue with passengers.
4. Elderly and handicapped person MUST be given necessary assistance on and off the vehicles by the driver; this includes safe operation of the wheel-chair lift.
5. If a person gets on the vehicle and refuses to pay, pays too little, or says he/she has paid when you feel sure he/she hasn’t, let the passenger ride to the destination, but write down all details. (This would include passenger’s name, address, and phone if available. If not, describe passenger, where he/she got on and off, any other details.) Give the information to your director.
6. Be prepared for some problems such as: rudeness, requests for schedule changes, attempts to manipulate the driver, bad tempers. This type of behavior is inevitable occasionally and must be dealt with politely and firmly.

I. Understanding Needs of the Elderly

Elderly is defined as being 60 years of age or older. Many factors, unfamiliar to the staff, may affect the lives and behavior of elderly passengers. These may include

loneliness, grief, physical limitations, memory loss and a general feeling of loss of control of their lives. These frustrations may be demonstrated in numerous ways. The older person may appear to be irritable or angry. He/she may be so anxious for personal contact tends to talk constantly. While the factors contributing to such behavior may be unfamiliar to drivers, it is essential that the driver be aware of these factors and the many others that can and do affect our elderly riders.

It is important when relating to the elderly rider that the transportation program provide the individual an opportunity to express his/her needs. The driver in many instances, will be the most frequent contact in many of the rider's lives. This may mean that these employees will hear the same stories several times per week or be asked the same question several times during the course of one trip. Riders, in requesting transportation, may monopolize coordinating staff over the telephone. The driver's response must always be courteous and polite, keeping in mind, that the business is transportation.

It is appropriate to advise the coordinating staff, specifically the Transportation Director or Manager, of any, observed problems that riders may experience. Do not attempt to counsel, advise or promise any passenger any service beyond transportation.

II. Rendering Assistance

Partially disabled and elderly passengers may require minimal assistance in sitting or rising from a seated position. Many passengers will need assistance from their doorsteps to the vehicle.

Allow the passenger to choose which method is most comfortable for him/her and do not rush. Initially, the driver must be alert to the passengers for assistance. Some passengers may only need an arm to steady them. Others may require two-person support.

The preferred methods for helping someone sit or rise from a seated position is to extend your arms and firmly grasp one of your wrists. The passenger then grasps the arm nearest him/her with both hands and is either pulled slowly and steadily to a standing position—or is gently lowered to a seated position. Before beginning the motion, make sure that your hand and wrist are firmly locked and that the passenger has a firm grip on your arm.

An alternative method is the one-arm method, best used with person who has strokes or have lost an arm. The driver grasps the passenger's right or left arm slightly above the elbow with his right or left hand. The passenger, in turn, grasps the arm of the driver or escort in a similar manner. The driver or escort then either pulls the passenger slowly and steadily to a standing position or lowers him/her to a seated position.

For purposes of this manual, disabled encompasses any and all categories of disabilities described in the ADA of 1990, as amended. They include, but are not limited to: Mental Impairments, Physical impairments, and/or Loss of Major Life Activities.

EMERGENCY PROCEDURES

I. Emergency First Aid Skills

The driver of the Section 5311/5307 vehicle is responsible for a large number of passengers, many of whom may be highly susceptible to injury. Therefore, the driver must know what actions to take in case of an emergency. Being that the operations of the vehicle will be in a rural area where trained medical assistance is not readily available or would take a long time to arrive, this training is critical.

Before any driver is allowed to transport any person from one destination to another, that driver will provide proof that he/she has had certified training in basic CPR/First Aid lifesaving techniques.

If bodily injury should occur, the driver shall be instructed on how and when to administer first aid—a driver should be knowledgeable in treating the following:

- a. Wounds—especially where bleeding make emergency treatment mandatory;
- b. Shock—whether from accident or sickness;
- c. Burns;
- d. Fractures;
- e. Stroke;
- f. Fainting;
- g. Epileptic attack;
- h. Seizures;
- i. Foreign objects in the eye;
- j. Solid items lodged in a person's throat; and
- k. Heart attack

II. Passenger Illness

1. If a passenger becomes ill or has an on-board accident, stop the vehicle and notify dispatcher and/or supervisor by way of two-way radio immediately. If necessary, request that an ambulance or rescue squad be called.
2. Make the passenger comfortable, but do not move him/her or give any food, drink, or medication; see if passenger is wearing an emergency bracelet or I.D.
3. Perform first aid only if necessary.
4. Keep other passengers calm and out of the way while performing first aid and/or awaiting medical assistance.
5. It is the responsibility of the driver to thoroughly clean and disinfect the van.

III. Accidents

An accident is defined as, but is not limited to, any action rendering the transit vehicle un-drivable, the vehicle (if another is involved) hit having any visible damage at all, a passenger is injured and/or deceased, property damage by the transit vehicle (other than the most minor of damage), any transit action involving alcohol and/or drugs, or the driver being injured.

An incident is a minor occurrence involving none of the above. An incident causes no physical damage to a person, no significant damage to structures, and all vehicles involved can drive away under their own power.

The van driver shall:

1. Notify the dispatcher or supervisor immediately. They will call law enforcement officials.
2. Place flares and flags or other warning devices at least 100 feet to the front and rear of van and one on roadway side of the van when prolonged stop is necessary.
3. Send someone to flag traffic.
4. Guard against fires.
5. Unless the van is severely damaged or endangered by fire, keep passengers in the side of the van. The van driver should not leave the van unless it is absolutely necessary. He should stay near the van.
6. If possible, get the names and addresses of all other parties involved, including passengers, get vehicle information such as VIN, license plate number, insurance carries, name of investigating officers and his or her department, and the location of any treatment facility used.
7. Do not place the blame for the accident or make any admission of liability—the accident report should reveal the facts of the accident.
8. As referenced in the drug and alcohol policy, any accident that requires medical attention, where the van must be towed, or a death occurs, the driver must take a drug test within 32 hours, and an alcohol test within 8 hours of the accident. (see Drug and Alcohol SOP for post-accident instructions)

IV. Bloodborne Pathogens

Definitions:

Bloodborne Pathogens: Infectious microorganisms in the human blood that can cause diseases in humans, such as Hepatitis B, Hepatitis C, and Human Immunodeficiency Virus (HIV).

Biohazard: A biological or chemical substance that is dangerous to people or the environment, such as human and animal blood, tissues, and bodily fluids.

Procedure

Employees are to immediately report any bloodborne pathogen exposure to their supervisor. If a biohazardous spill occurs due to a vehicle accident or onboard injury, the Driver's first priority is to notify emergency personnel and administer first aid to injured passengers. Drivers are required to use personal protective equipment (PPE) when administering first aid. Biohazard spills may also occur as the result of vomiting or loss of bladder control. In the event of a biohazardous spill, the Driver should perform the following actions:

- Inform dispatch of the situation. If instructed to wait for assistance, secure the vehicle and wait for medical personnel.
- Locate the biohazard kit on the vehicle without stepping in the spill.
- Put on PPE before administering first aid or cleaning any potentially dangerous bodily fluid spill, such as blood, vomit, urine, or defecation.
- Cover the spill area with the disinfectant found in the biohazard kit.
- Use the appropriate supplies from the biohazard kit to dispose of any items that may be contaminated by placing the items in the orange biohazard bag.
- If the clean up includes broken glass or other sharp objects, use the tongs found in the kit to place the items in the puncture proof container found in or near the biohazard kit.
- If there is a possibility that the orange biohazard bag may rip or tear, use a second bag for reinforcement.
- Dispose of all biohazard materials in an appropriate location.
- Wash hands with soap and disinfectant as soon as possible.
- Complete and submit all required incident report forms.

CHAPTER IV

VEHICLE MAINTENANCE

- I. Basic Transportation Operation Skills
- II. Vehicle Operation and Performance
- III. Vehicle Operating Procedures
- IV. Vehicle Breakdown Procedure
- V. Radio Communications

- I. **Basic Transportation Operation Skills.** Since the driver has control over the vehicle and is most closely involved with action that can substantially affect cost, the driver should recognize costly or dangerous transportation practices and provide feedback to his/her director so that corrective action can be taken. One of the most important characteristics of good drivers is that they feel they are professional drivers. Drivers should know and understand the cost of operating a transit vehicle.

Maintenance must be performed on the vehicle. Drivers can help in maintenance management in three ways.

- 1. Drivers can remind the maintenance manager that the maintenance work has to be done. Since the driver is only involved with one vehicle, it is easier for the driver to remember what work has already been done than for the maintenance manager who is responsible for many vehicles.
- 2. Van drivers will be more aware of driving practices and the impact of these practices on maintenance costs.
- 3. Van drivers can begin to compete with other drivers in their ability to control cost. (It is very beneficial to have drivers compete with each other to see how many miles they can get per gallon or per set of tires.)

- II. **Vehicle Operation and Performance**

The driver must know how to identify vehicle maintenance needs. In addition to the daily safety check, the driver should know how to monitor the following items. (1) The windshield, windows and mirrors should be inspected weekly for tightness and possible replacement of damaged mirrors. (2) Wiper blades should be checked weekly. (3) The fan belt and radiator hose should be checked periodically for cuts. (4) The suspension system should be checked for unusual noises and sagging. (5) The cooling system should be checked frequently for worn or broken parts or torn seat belts, ripped upholstery, torn carpet or rubber flooring that could trip passengers. (6) Fluids (oil,

transmission, brake, etc.) should be checked daily for proper levels to prevent brake failure, blown motors, or transmission slipping.

A breakdown is defined as when the transit vehicle can no longer move under its own power without resulting in further damage or can not move at all due to one event or another.

III. Vehicle Preparation

Drivers are responsible for the inspection of their vehicles before the start of a trip. Drivers owe it to themselves and to their passengers to ensure that their vehicles are in safe condition and that all required safety equipment is on board. Although this manual does not cover pre-trip inspection in detail, it is important that you understand the significance of following your system inspection procedures. A complete safety inspection will include the following items.

A. Required Equipment

1. Fire extinguisher—make sure it is charged and properly inspected daily, as part of the pre-trip inspection, and is checked annually by a qualified authority, and is with tag and posted expiration date.
2. Flares (Combustible or Chemical) and Triangles—are they stored properly and are they safe from theft and damage? Are they in usable condition? (Not broken)
3. First Aid Kit—The types of items to be included, band aids, tape, triangle bandage. (The kit should be checked regularly to make sure that it contains all required materials.
4. Fluid Kit—With items including absorbent powder, gloves, cap, eye shield, and mask.

B. Optional Equipment

1. Tools—these may include screwdrivers, adjustable wrenches, pliers, and other small tools to make minor vehicle repairs, as permitted.
2. Check Blocks—Used to help secure the vehicle when parked on an incline.
3. Other Emergency Items.
 1. Blankets: Useful in all climates particularly for shock victims.
 2. Water: Especially important in dry areas.
 3. Flashlight: Of limited value if batteries and charges are not checked frequently.

Emergency equipment should be readily available when required but stored out of the way of passengers. All equipment should be secured so as to not present a safety hazard to passengers in event of a sudden stop. All equipment must be tied down.

VEHICLE OPERATING PROCEDURES

1. Drivers should report for duty in time to allow for inspection of the vehicles before leaving the base.
2. Prior to leaving the base, drivers must have all the necessary equipment and forms.
3. Drivers must carry their valid driver's license.
4. Appearance-Drivers reporting to work should be neat and clean, dressed in the approved clothing. (No cut-off jeans, sloppy t-shirts, etc.) Clothing should be age appropriate, functional attire, in line with local government policies.
5. Shoes should be acceptable and approved by Director. (No flip-flops!)
6. Vehicle Check- All vehicles should be checked of safety before being removed. If any item doesn't check out, the dispatcher and/or Director should be informed immediately. Failure to report defects, physical damage, or anything out of the ordinary can be cause for disciplinary action. The pre-operation inspection shall include, but not limited to the following:
 - (a) Tires
 1. Flats
 2. Sidewalls
 3. Tread Wear
 - (b) Body damage-any new dents, scrapes, etc., must be reported.
 - (c) Damaged windows, seats, mirrors, lights, reflectors, turn signals, etc.
 - (d) Cleanliness of interior.
 - (e) Operate wheel-chair lift through 1 cycle.
 - (f) Check gas gauge and brakes.
 - (g) Oil and water.
7. Driver must use extreme caution while operating in the vicinity of schools and playgrounds. Always yield right-of-way to all pedestrians.
8. No cards, decals, posters, or signs may be placed on the inside or outside of vehicles unless authorized by the Project Manager of the Transit System.
9. Any lost article found on the vehicles should be turned in to the Transit System office as soon as possible.
10. Operators should be responsible for keeping their vehicles clean inside and outside.

11. Make sure all passengers have seat belts buckled at all times.
12. No one departs bus before driver has time to assist—driver shall be at door on ground.
13. Personal use of transit vehicles is prohibited.

Vehicle Breakdown Procedures

When there is a vehicle breakdown (not including accidents) due to mechanical, steering, braking, or tire problems, the driver should notify Dispatch of the issue. When the breakdown occurs in the road, the driver should try to get the vehicle off of the highway if possible. If this is not possible, the driver shall turn on hazard lights, deploy triangles and flares if necessary. Assist any passengers off the vehicle if the situation warrants. If it is safer to allow passengers to remain on the vehicle until assistance arrives, passengers should stay on the vehicle. Dispatch will make the provision for providing another vehicle and arranging a tow in necessary. In such instances when there is no centralized dispatch, the driver will call a designated person, be it at the maintenance shop or city/county administration office.

RADIO COMMUNICATIONS

(If Applicable)

The two-way radio on your vehicle is there to improve transportation service for your passengers. In your transportation system, it may very well be the bloodstream of the operation. It is not effective when used in a professional manner and should never be treated as a toy. It is a piece of highly sophisticated equipment whose cooperation is strictly regulated by the Federal Communication Commission (FCC).

Correct Use of the Radio:

1. To receive assignments while in route or schedule changes.
2. To report problems or circumstances about which you are unsure (no-shows, traffic problems, schedule problems).
3. To report accidents or emergencies.

The Radio is NOT to be used for:

1. Personal chit-chat.
2. Griping or complaining, gossiping, discussing passengers, arguing.

Remember that everyone can hear you when you are on the air. **Obscene, indecent, or profane language is forbidden** and could result in dismissal from the job, as well as a fine or penalty by the FCC.

As in Alabama Code § 32-21-1 , it is prohibited to text on a handheld cell phone or other handheld wireless device while operating a motor vehicle. Texting while driving will not be tolerated in public transportation vehicles. The two-way radio will be used strictly for business and on a limited basis, which includes communicating with another driver or the dispatcher to let them know about any changes, reporting problems with vehicles to base, receiving assignments during route, and to report emergencies. Use of personal cell phones shall be kept at a minimum and shall only be used when the vehicle is not in operation.

CHAPTER V

SUBSTANCE ABUSE

- I. Drug-Free Workplace Policy
- II. Drug and Alcohol Testing Policy

I. **Drug-Free Workplace Policy.**

In compliance with the Drug-Free Workplace Act of 1988 (PL 100-690, Title V, Subtitle D), the Commission absolutely prohibits the use, consumption, sale, purchase, transfer, possession, manufacture, distribution or dispensation of any controlled substance by any employee, contractor or subcontractor or its employees in a contract-funded program during working hours, while on the premises, while representing the Agency or program, or while at an assigned workplace. Legally prescribed medications are not covered under this policy and are permitted to the extent that their use does not adversely affect the employees, contractor or subcontractor's employees or any other person performing activities in a contract-funded program work ability, job performance, or the safety of others in the workplace.

All contractors and subcontractors of the East Alabama Regional Planning and Development Commission and all host agencies in a contract-funded program shall be required to certify to compliance with the Drug-Free Workplace Act of 1988.

All Drug Free Workplace material distributed shall be kept on file in the agency office.

DEFINITIONS

- (1) **Controlled Substance:** any substance, chemical, or drug listed in Schedule I through V of the Code of Alabama 1975, codified in Sections 20-2-22 through 20-2-31, or in those schedules as revised and republished annually by the State Board of Health Pursuant to Section 20-2-32, or covered by the Drug Crimes Amendments Act of 1987 as codified in Sections 13A-12-210 through 13A-12-216, or a substance listed in Schedules I through V of Section 202 of the Controlled Substance Abuse Act (21 U.S.C. 812).
- (2) **Conviction:** a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal and state criminal drug statutes.
- (3) **Criminal Drug Statute:** involving manufacture, distribution, dispensation, use or possession of any controlled substance.

II. **DRUG AND ALCOHOL TESTING PROCEDURES**

Every employee must receive a Drug and Alcohol Policy for FTA-identified safety-sensitive employees. This policy, although extremely thorough in its explanations of procedures, should be read and understood by each employee. All procedures are

explained in detail. The Program Manager should be contacted if there are any questions concerning the drug/alcohol policies and procedures. This Agency abides by policies and procedures as set forth in 49 CFR Part 40 and Part 655, as amended.

OTHER TRANSIT POLICIES

SEAT BELTS

It is the policy of this agency that all passengers wear a seat belt while traveling on a transit vehicle (does not apply to fixed-route vehicles). As is required, those in wheelchairs are required to permit his or her wheelchair to be secured. Transportation will not be denied to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle's securement system. We may recommend to the user of the wheelchair that he or she transfer, but we do not require it. Children under 12 years of age must be accompanied by an adult. (see below, 49 CFR 37.165 for further information on securement of wheelchairs)

On Fixed Route vehicles, those in wheelchairs do not have to have their wheelchairs tied down unless requested. The same statement applies to the person being belted in. We require nothing of those in wheelchairs not required of those not in wheelchairs.

CHILD RESTRAINT SEATS

Infants and children under age 5 or 40 pounds must be in appropriate and NHTSA approved car seat and toddlers in booster seats until age 6, which will be provided and secured by the parent/guardian.

LIFT OPERATIONS

In addition to cycling the lift before every shift, drivers are required to properly operate the lift throughout the day. If there is an issue with the lift that makes it unsafe the dispatcher should be notified and the vehicle not unless necessary and there are no passengers to be picked up that use wheelchair (see below for the definition of a standard wheelchair) or using the lift as a standee to board the vehicle. The lift is equipped with a manual mechanism for allowing it to go up and down and be stowed and/or deployed. This is labor intensive and not intended for repeated use, but to allow the lift to be operated in the instances when a passenger is on the vehicle already, or a passenger is about to get on the lift and the normal hydraulics do not work. The vehicle should be returned for maintenance as soon as possible.

Passengers using wheelchairs may be on the lift facing either direction. Standees should face the direction they are headed. Lift operation must not take place until the wheelchair has completely stopped moving. Standees should be asked something to the effect: "Are you ready?" Lift operation is designed for the safe boarding and disembarking of passengers with special needs. Drivers must be aware of every facet of the lift and its operation, and its limitations.

The lifts meet or exceed ADA standards and requirements. An additional component of some lifts is a belt which crosses from handle to handle. Due to patents held, the operation of the lift

may or may not be contingent on the belt being buckled (if there is a belt present). The use of the belt on models that do not require it to be buckled for operation is not required, although highly recommended. There may be instances where the nature of the person plus chair plus other items makes it difficult or impossible to latch. The passenger should be told of the issue with the belt and assured that the lift operates safely with the belt unlatched. It is the passenger's choice to ride after full disclosure. Drivers should not over explain by using jargon or trying to quote Federal Regulations. If the lift has a belt that must be latched for it to operate and the belt can not be latched, the lift is treated as any other time when operation is not possible. For lifts that have the added interloc requiring the belt on the lift to be latched, this feature should not be disabled.

For Fixed Route vehicles (this applies only to Section 5307 operations only) the vehicles are permitted to operate for up to 3 days with an inoperable lift if no spare is available. Vehicles should be replaced with one that has an operating lift as soon as one is available.

PICK-UP WINDOW

Each passenger's reservation time shall be honored 15 minutes before or 15 minutes after the requested time of pick-up. If there is cause that this window of time can not be met, the driver and/or dispatcher will make every effort to contact the rider and explain the need for earlier arrival or later arrival. The transit agency recognizes there are events beyond the control of the agency which may cause pick-up outside of the standard window and will make every effort to inform the passenger when these occurrences happen.

NO-SHOW

Passengers are allowed 3 no-show appointments. After 3 consecutive no-shows—making an appointment and not being up at pick-up point without explanation—the passenger may have his/her ridership privileges suspended for 1 week. Persistent and recurring no-shows by a passenger may lead to the loss of ridership privileges for longer periods of time. Each incident shall be evaluated on its own merits.

CANCELLATIONS

Passengers may cancel up to 1 hour before scheduled pick-ups. The transit agency shall also cancel the trip 1 hour before scheduled pick-up. Any cancellation by the transit agency shall prompt the notification of affected passengers with explanation. Realizing there may be natural disasters, unavoidable maintenance issues, accidents, civil disturbances, and/or unforeseen events beyond the control of this agency may be cause for trip cancellation or denial. All affected passengers shall be notified as soon as possible.

TRIP DENIAL

The agency's goal for transportation trip denials is 0%. The agency shall make every effort to avoid trip denials. If there is cause for the denial of a trip request, the agency shall work with the passenger to reschedule for an earlier, later, or subsequent day's appointment.

PARCELS

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

OXYGEN CYLINDERS

49 CFR Chapter 1 Subchapter C Part 177.870...

“The HMR (Hazardous Materials Regulations) apply to transportation of hazardous materials in commerce. A cylinder of oxygen used by a passenger for medical reasons is not regulated under the HMR; however, spare oxygen cylinders must be transported in conformance with the HMR. Therefore, proper marking and labeling and shipping paper documentation is [sic] necessary for spare oxygen cylinders.”

Spare oxygen cylinders are not allowed. Passengers should be encouraged to secure their oxygen cylinders which they use, as securely as possible. Cylinders in rolling wheels should not be in the aisle during vehicle operation.

ADA of 1990, Section 37.167

“Passengers may bring a portable medical oxygen supply on board a vehicle.”

SERVICE ANIMALS

Service animals are allowed on the transit vehicle. A service animal means any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Pets are not allowed.

FIRE EXTINGUISHERS

Fire extinguishers on vehicles should be checked daily by drivers as part of their pre-trip inspections. Annually, a certified company should check the extinguishers and sign off they are filled and check pressurization/seals as recommended by the user’s guide with the extinguisher.

ADA EQUIPMENT TRAINING

Drivers shall be instructed on the proper use and operation of the vehicle and lift equipment before operating a transit vehicle. Ongoing training will occur throughout employment. Documentation of training shall be kept on file including type of training, list of attendees, and length of training.

ADA 49 CFR Subtitle A Part 37

In compliance with the Americans with Disabilities Act of 1990, as amended, this Agency shall adopt and, to the best of its ability, adhere to the policies set forth.

37.5-The Agency shall not discriminate against an individual with a disability.

37.161-This Agency shall maintain in operative condition those features of vehicles that are required to make the vehicle readily accessible to and usable by individuals with disabilities. Accessibility features shall be repaired promptly if they are damaged or out of order. If out of order, the Agency shall take reasonable steps to accommodate individuals with disabilities who would otherwise use the features.

37.163-This Agency shall require drivers to cycle the wheelchair lift daily, before the vehicle is put in to operation. Any problem found will be reported immediately and noted on the pre-trip inspection sheet. If there is no spare vehicle, this Agency shall make every effort to accommodate those individuals affected and make the repair within 5 (five) days. Fixed Route vehicles will not operate with inoperable lifts for more than 3 (three) days if no spare is available.

Upon regular preventative maintenance, the mechanic/shop shall be required to cycle the lift, check for fluid levels in the hydraulics, tighten any bolts, nuts, and latches, make sure the floor gate fully extends and retracts, and that the lift does not operate if ALL vehicle measures are not taken to engage the lift.

37.165-All wheelchairs shall ride in the designated location and secured with approved tie-downs. Wheelchairs must be secured, but this agency shall not make it a condition of riding that the wheelchair is tied down on fixed route buses. Passengers may be asked to transfer to a seat if the wheelchair cannot be secured, and shall be assisted to the seat, but are not required to transfer. Where necessary or upon request, personnel shall assist individuals with disabilities with the use of securement systems, ramps, lift. If it is necessary for the personnel to leave their seats to provide this assistance, they shall do so. All passengers on Paratransit vans and vans used in the Section 5311 transportation service must use a seat belt, and all wheelchairs must be secured.

A wheelchair is broadly defined as a three or four wheeled device that can be used indoors and is designed for and used by persons with mobility disabilities.

The ACTS shall carry a wheelchair and occupant if the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.

Legitimate safety requirements include such circumstances as a wheelchair of such size that it would block an aisle, or would be too large to fully enter a railcar, would block the vestibule, or would interfere with the safe evacuation of passengers in an emergency.

37.167-Any contracted, private provider shall abide by all ADA regulations and other transit policies.

37.167(i)-This agency shall ensure that adequate time is provided to allow individuals with disabilities to complete boarding or disembarking from the vehicle.

COMPLAINTS

Transit Complaint Procedures

During the normal course of providing service to the community, it is possible that passengers and/or members of the public will desire to lodge complaints about the quality of transit service offered or the manner in which transit service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly. All employees are reminded that everyone in the community has the right to express concerns about transit operations. One should also remember that the mere allegation of impropriety, however, does not establish proof that a violation has occurred. Every effort will be made to address and resolve customer complaints as quickly as possible but certainly within fifteen (15) business days.

Specifically, a "complaint" is an allegation by a member of the public that there has been a specific violation, misinterpretation, or inappropriate act by a member of East Alabama Regional Planning and Development Commission's Areawide Community Transportation System (ACTS) transit staff or staff of its contractor. Vague or general charges of "unfairness" that are not substantiated by facts will not be processed through the dispute resolution system.

All complaints will be referred to the Project Administrator of ACTS transit program, for investigation and resolution. Complaints specifically alleging inappropriate behavior by management personnel of the ACTS transit program will be referred to the Executive Director of the East Alabama Regional Planning and Development Commission. The following steps are established to provide a framework for handling these issues.

Step One – The complaint is received by ACTS. Sufficient information is collected to allow an investigation and the individual is to be thanked for bringing the matter to the attention of the ACTS Project Administrator. Upon receiving the complaint, staff will not be defensive nor argumentative.

Step Two – The Project Administrator of the ACTS transit program will investigate the facts, as presented, develop additional facts, identify (where possible) the employee in question and determine what actually occurred.

Step Three – If the complaint has merit, the Project Administrator of the ACTS transit program will counsel the appropriate employee and take the appropriate progressive disciplinary steps.

Step Four – Where applicable the Project Administrator of the ACTS transit program will respond to the individual filing the complaint within fifteen (15) business days. Depending on the desires of the individual and the nature of the complaint, this response may be either a documented telephone call or a written response.

Step Five – For any egregious complaint the Project Administrator of the ACTS transit program will advise the Executive Director of the East Alabama Regional Planning and Development Commission. A joint decision may be made to accelerate the disciplinary process or take other extraordinary actions to resolve the complaint.

Step Six – If the complainant is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to the Public Transportation Section of the Bureau of Multimodal Transportation, ALDOT in Montgomery. Names, telephone numbers and addresses shall be promptly and freely given.

Mr. Wiley Brooks

Transportation Planner Senior
Alabama Department of Transportation
Bureau of Transportation Planning and Modal Programs
1100 John Overton Drive
Montgomery, Alabama 36110
VOICE: (334) 353-6417
FAX: (334) 353-6451
E-MAIL: brookswi@dot.state.al.us

Step Seven – If the member of the public is not satisfied with actions taken by the state, they may contact the Federal Transit Administration Office of Civil Rights Officer in Washington, DC. Names, telephone numbers and addresses shall be promptly and freely given.

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Step Eight – The Project Administrator shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations; the status of the complaint; and actions taken in response to the complaint.

The entire issue of complaint resolution, whether it is one of our employees or a member of the public, is one of courtesy and common sense. The East Alabama Regional Planning and Development Commission serves the public, and they have a right to share their concerns with us. All complaints shall be heard courteously and without argument.

SAME DAY SERVICE

The transportation program operates on a prior day reservation system. Riders should call 1 day before needing transit services to schedule a pick-up. Same day service, calling and requesting a trip on the same day as the call is made, will be provided on a limited basis. All scheduled trips are priority and will come first. It is the option of this agency, based on available time, vehicles, and existing scheduled trips to provide same day service.

DISASTER PREPAREDNESS

See separate policy on disaster preparedness. This issue is unique and is addressed in its own policy.

INCLEMENT WEATHER

The transit program shall make every effort to operate as scheduled in the varying weather of Alabama. In the event of weather situations which may lead to the unsafe operation of vehicles or the safe transportation of passengers, this Agency may suspend transit operations until conditions improve enough for safe operations. Events may be, but are not limited to: Flooding, Tornados, Hail, High Winds, Icing Over Road Or Bridges, Heavy Fog, Extreme Cold/Heat, and/or Fire. The transportation vehicles will not operate when there is a tornado warning, including when there is a warning in a neighboring city/county and there is a forecast

that the transportation program's service area will be affected soon. Whenever the Alabama Department of Public Safety, local law enforcement, or any other official agency (EMA) closes the roads to traffic, the transit program will adhere to those announcements and not run. Affected passengers shall be notified, if possible, when the program operations are suspended due to inclement weather. No passenger shall be left without transportation home. Even if the trip is delayed due to weather, arrangements will be made to get the passenger home.

DISRUPTIVE PASSENGERS

Passengers who are disruptive, endangering the safe transportation of themselves, the driver, other passengers, or the vehicle may be asked to get off the vehicle at the nearest, safe stop. Authorities will be called and the passenger will be asked to exit the vehicle. The safe transportation of all passengers is first and foremost the responsibility of this agency.

INAPPROPRIATE LANGUAGE

Inappropriate language will not be allowed on any transit vehicle. The verbal abuse of drivers while assisting passengers on the vehicle, off the vehicle or while in transit will not be allowed. After repeated requests to stop the inappropriate language, such as cursing, distasteful jokes, racial slurs, or derogatory statements, the passenger may be suspended for up to 2 days.

SEXUAL HARRASSMENT

Sexual Harassment will not be tolerated, in any form, from transit personnel or passengers. Transit personnel are subject to the sexual harassment policies of their employer along with this manual. This manual can not define each situation or severity of the occurrence. Each situation shall be reviewed. Suspension of a rider shall be based on the event and can be from 1 day to permanent suspension. Sexual harassment includes, but is not limited to, the following.

Visual: Ogling, Staring, Posters, Magazines, Flyers; Verbal: Unwanted requests for dates, Questions about private matters in personal life, Lewd comments, Dirty/sexual jokes, Whistling; Written: Unwanted love poems, Unwanted love letters, Obscene writings, Unwanted cards; Touching: Violating space, Patting, Grabbing, Pinching, Caressing, Kissing; Power: Using position to request dates, sex, etc.; Threats: Quid Pro Quo, Demands, Loss of Job, Selection process; Force: Rape, Physical assault.

HAZARDOUS MATERIAL

Not including oxygen, which has previously been addressed, hazardous materials are not allowed under any circumstance on transit vehicles. These include, but are not limited to, gasoline, kerosene, propane, industrial chemicals, any other flammable chemical, and any toxic substance.

SMOKING

Smoking is not allowed on transit vehicles.

ALCOHOL

Open containers of alcohol are, by law, not allowed in any vehicle, including transit vehicles. Any passenger with an open container of alcohol will be asked to first discard the drink in an appropriate waste bin. Authorities will be contacted to remove the passenger if non-compliant.

FIREARMS, OTHER WEAPONS

Firearms are prohibited on transit vehicles. Drivers will notify the proper authorities if they see a firearm, whether in a threatening manner or not. The passenger will be asked to leave the vehicle. The passenger may be suspended indefinitely for this violation. This transit agency takes seriously the safe operation of its vehicle. The drivers' and passengers' safety is of utmost priority.

Any instrument (knives, box cutters, straight razors, for example) brandished with the intent to intimidate, manipulate, threaten, or harm, may result in the passenger being suspended indefinitely until further evaluation and recommendation by proper authorities. In the event of an incident involving the aforementioned, authorities shall be called and the passenger will be removed from the vehicle.

ATTENDANT POLICY

Personal Care Attendants (PCA) will be permitted to accompany riders at no charge. A PCA is someone designated or employed specifically to help the individual meet his or her personal needs, this does not mean transportation-only needs. At the time each appointment is scheduled, the passenger should inform the dispatcher that a PCA will be accompanying them. The PCA is not considered to be a "guest". A parent, guardian, or another responsible adult must accompany children under the age of 12.

VALID FORMS OF IDENTIFICATION (ID) FOR FIXED-ROUTE FARE DISCOUNTS

The following is only applicable to the fixed-route service in Calhoun County. These are valid forms of ID that allow passengers to receive discounted fares. As technology advances, other forms of ID will become available and acceptable. This policy will remain open to those advances.

The IDs are but not limited to:

- Government-issued photo identifications authorized by law (current and valid, including any branch, department agency or entity of the federal government)
- Employee identification for employee with photo of employee produced by the employer
- Valid identification card (authorized by law) issued by the State of Alabama (including any branch, department, agency, or entity of the State of Alabama, including colleges, universities, and technical or professional schools)
- Valid identification card (authorized by law) issued by

any of the other 49 states (including any branch, department, agency, or entity of that State)

- Valid United States passport
- Valid pilot's license issued by the FAA or other authorized agency of the federal government
- Valid United States military identification
- Valid Medicaid card
- Valid Medicare card
- Government document that shows the name and address
- Any valid ID issued by this agency

PREVENTATIVE MAINTENANCE

See Attached model.

East Alabama Regional Planning and Development Commission Maintenance Policy

Policy Statement:

It is the policy of the East Alabama Regional Planning and Development Commission (EARPDC) to maintain all vehicles, both EARPDC fleet vehicles and transit vehicles, safe to the highest condition possible.

Objectives:

The objectives of EARPDC are to insure that all vehicles are safe to operate, achieve the best performance at the least cost and maximize all vehicles' useful lives. Our objectives also include the operation of a maintenance program that prolongs the useful life of all vehicles, insures safe operations and facilitates the identification of problems.

Goal:

The goal of this policy is to direct a maintenance program that efficiently and effectively guides preventative maintenance to best extend the life of vehicles.

Maintenance Program:

Timely and accurate identification/reporting of the maintenance needs of the EARPDC fleet and transit vehicles is essential to the proper maintenance of a vehicle. The following are the primary ways that the EARPDC identifies required work.

- Driver Reports
- Preventative Maintenance (PM) inspections
- Work found during daily inspections
- Work found during other repair work
- Road calls
- Fuel and oil usage
- Accidents

All maintenance work is carefully tracked and scheduled by the use of a "Work Order Request". All work performed on vehicles becomes a part of the historical record. This information is then analyzed to identify problems, evaluate equipment use and diagnose equipment repairs. Records are kept separately for each vehicle and all pertinent forms, receipts, repair orders are kept from the day of purchase, or acquisition, to the day of disposal.

Preventative Maintenance:

Statement of Policy:

A preventative maintenance (PM) program is the cornerstone of any effective maintenance program. An effective PM program is a proven method of reducing overall maintenance cost.

EARPDC's PM program consists of periodic services/inspections and early correction of problems before they become major repairs.

Scheduled Maintenance:

The EARPDC hereby establishes the manufacturer’s recommended maintenance schedule as the official written maintenance plan for the following vehicle models:

Ford E350 model years 2005, 2007, 2010, 2011, 2012, 2013, 2014, 2016, 2017, 2018, 2019. All being gasoline engines.

Ford E450 model years 2015, 2016, 2017, 2019

Dodge Grand Caravan model year 2012, 2019

The EARPDC will service each vehicle in accordance with this plan.

EARPDC fleet vehicles, ranging in manufacturer, model year, model, shall be maintained according to that vehicles recommended schedule. These vehicles are not funded through the Federal Transit Administration.

To achieve the goals and objectives of the agency and assure proper care, and longevity of ADA accessible equipment the following preventive maintenance plan and schedules listed below are followed. Preventive Maintenance Plan & Schedule is designed to provide an adequate level of Preventive Maintenance for all ADA accessible equipment. The Schedules consists of Level A, B, C, D, and F if applicable. The recommended intervals are based on the manufacturer recommendations.

Level A - Daily Pre-Trip Inspections

Level B - Quarterly Intervals

Check wheelchair lifts/ramps

Level C - Semi - Annual Intervals

Check wheelchair lifts/ramps

Level D - Yearly Intervals

Check wheelchair lifts/ramps

Level F - Other Intervals

- Check wheel lifts/ramps
- Equipment signage
Announcement Equipment

Inspect, Replace, And/Or Repair:

- Pivot Points
- Hinges
- Retaining Devices (snap rings, nuts, washer, and flanges)
- Bridge Plates
- Springs
- Latches

- Pressure Plates & Switches
- Hydraulic Fluid
- Mounting Bolts or Screws
- Cycle Lift so that its moves smoothly, no jerking or stopping.
- Securement Devices & Belts
Securement Slots

Cycle intervals on vehicles may vary according to high/low usage and therefore scheduled according to frequency of use.

Video Cameras on Vehicles

Cameras are used on both 15 Passenger and 25 Passenger vehicles to serve as deterrent for behavior and to clarify accounts of what takes place on the buses and vans. In order to provide reliable information, the Video Camera Maintenance Policy provides for periodic checks on the equipment.

The panic button to be checked daily during pre-trip inspection to insure recording. Periodic cleaning of the MDVR and MNVR systems, removing smudges or any other buildup from the camera lenses, and regular cleaning of any exterior camera lense(s). On a periodic basis, a check of the cameral angles to ensure desired capture.

Maintenance Policy as approved by the East Alabama Regional Planning and Development Commission's Board of Directors on January 25, 2023.

