



CITY OF MERRILL

Merrill Transit System

Brad Brummond, Transit Administrator

1004 East First Street • Merrill, Wisconsin • 54452

Phone (715) 536-7112 • FAX (715) 539-2668

e-mail: brad.brummond@ci.merrill.wi.us

NOTICE

THE TRANSIT COMMISSION WILL MEET ON Monday July 19, 2021 AT 4:00 P.M. in the chambers at Merrill City Hall, 1004 E 1st Street, Merrill, WI 54452 or by calling in phone:

Transit Commission; Chairman- Rick Blake, Steve Willis, Sue Kunkel, Katie Swope, Denise Ziech

THE FOLLOWING ITEMS WILL BE ON THE AGENDA

- 1) Call to Order
- 2) Public Comment:
- 3) Approve the minutes of the June, 2021 meeting:
- 4) Administrator's Report:
 - a. Quarterly report
 - b. COVID-19 update
- 5) Policy review:
 - a. Title VI
 - b. Training Manual
 - c. Drug and Alcohol
- 6) 100 years of motor buses Celebration:
 - a. Tokens, brochures and banners
 - b. Nickel tour – Tom Burg
- 7) Future Agenda items:
- 8) Next meeting date: August 16, 2021, in City Hall Council Chambers 1004 E 1st St Merrill, WI 54452
- 9) Adjournment:

Submitted by

Brad Brummond

THE MERRILL CITY HALL IS ACCESSIBLE TO THE PHYSICALLY DISADVANTAGED. IF SPECIAL ACCOMODATIONS ARE NEEDED, PLEASE CONTACT THE MERRILL CITY HALL AT 536-5594.

Transit Commission Meeting
June 21, 2021
Minutes

Present; Rick Blake – Chairperson, Mr. Steve Willis, Ms. Sue Kunkel, Denise Ziech, Katie Swope and Brad Brummond – Transit Administrator, 1 member of the public

1) Call to order 4:00pm

2) Public Comment – Christine Vorpapel commented on bus service

3) Approval of May 2020 minutes

A motion to approve minutes of the May 2020 meeting was made by Ms. Sue Kunkel and seconded by Mr. Steve Willis. All ayes, motion approved unanimously.

4) Administrator's Report:

Everything is going well. On track to sell the new buses via auction.

5) Policy Review

Title VI - approved by DOT

Drug and Alcohol - has no changes since last revision

Training Manual – few small changes

6) Covid-19 update

A) Masks still required on the bus per federal law until September 13, 2021

7) 100 Year of Motorbus Anniversary

a. Tokens, brochures, and banners displayed. All look good.

b. Nickel tour - contact Tom to make sure things are still moving forward.

8) Future Agenda Items

-Policy review

-100 year celebration

9) Next meeting date will be August 16, 2021. Meeting will be held at the Council Chambers in City Hall, 1004 E 1st St, Merrill, WI 54452.

10) Motion to adjourn was made by Ms. Sue Kunkel and seconded by Katie Swope.

All ayes, motion approved unanimously.

Respectfully submitted by:

Brad Brummond
Transit Administrator

				SECOND QUARTER REPORT					2021		
PASSENGERS						REVENUE					
YEAR	MONTH			QUARTER TOTAL	%	YEAR	MONTH			QUARTER TOTAL	%
	APRIL	MAY	JUNE				APRIL	MAY	JUNE		
2018	5550	5683	4609	15,842	-6	2018	\$ 7,113.10	\$ 7,378.05	\$5,314.10	\$19,805.25	8
2019	5288	5483	4020	14,791	-7	2019	\$ 7,146.70	\$ 7,150.90	\$3,985.60	\$18,283.20	-8
2020	0	168	1381	1,549	-90	2020	\$ -	\$ 62.00	\$770.00	\$832.00	-96
2021	3190	3212	2545	8,947	83	2021	\$ 4,331.50	\$ 5,492.00	\$6,563.00	\$16,386.50	95
REVENUE PER RIDE						MILEAGE					
YEAR	QUARTER AVERAGE				%	YEAR	MONTH			QUARTER TOTAL	
	APRIL	MAY	JUNE				APRIL	MAY	JUNE		
2018	\$1.28	\$1.30	\$1.15	\$1.24	14	2018	5184	5414	4637	15,235	0
2019	\$1.35	\$1.30	\$0.99	\$1.21	-2	2019	4855	4853	4323	14,031	-8
2020	\$0.00	\$0.37	\$0.50	\$0.44	-64	2020	0	271	2378	2,649	-82
2021	\$1.36	\$1.70	\$2.58	\$1.88	77	2021	3676	3704	3143	10,523	75
MILES PER PASSENGER											
YEAR	QUARTER AVERAGE				%						
	APRIL	MAY	JUNE								
2018	0.93	0.95	1.01	0.96	6						
2019	0.92	0.89	1.07	0.96	0						
2020	0	1.61	1.72	1.67	74						
2021	1.15	1.15	1.23	1.18	-59						
YEAR	57		FREE	STUDENT	ADA	ELDERLY	ADULT	TOTAL			
2015	159		322	8,480	4,980	1,661	1,720	17,163			
2016	126		270	9,041	5,411	1,393	1,849	17,964			
2017	60		162	8,542	5,131	1,470	1,532	16,837			
2018	76		156	7,244	4,753	1,313	2,300	15,842			

City of Merrill Transit System

Title VI Nondiscrimination Plan

Revised on: 7/19/2021

Adopted by: Merrill Transit System Commission

Original Title VI Plan

Adopted on: 3/21/2016

This plan is hereby adopted and signed by:

City of Merrill Transit System

Executive Name/Title: Rick Blake - Chairman

Executive Signature:

As a recipient of USDOT Federal Transit Administration (FTA) funding, per [FTA Circular 4702.1B](#) the **City of Merrill Transit System**, *hereinafter referred to as Merrill Transit System* is required to prepare a Title VI Nondiscrimination Plan including the following elements:

- Evidence of Policy Approval
- Policy Statement, Log of Policy Updates, Contact Information/Program Administration
- Notice of Nondiscrimination (**Appendix 1**)
- Complaint Procedure (**Appendix 2**)
- Complaint Form (**Appendix 3**)
- Recording and Reporting Civil Rights Investigations, Complaints and, and Lawsuits (**Appendix 4**)
- Public Involvement Plan (**Appendix 5**)
- Limited English Proficiency (LEP) Plan (**Appendix 6**)
- Demographic Representation Information (**Appendix 7**)

Policy Statement

Merrill Transit System is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **Merrill Transit System** in accordance with Title VI of the Civil Rights Act of 1964¹ and related nondiscrimination authorities.

The **Merrill Transit System** receives federal financial assistance to provide transportation service in the City of Merrill.

Policy Updates – Activity Log

The **Merrill Transit System** will review its policy on an annual basis to determine if modifications are necessary. The **Merrill Transit System** will use the table below to record reviews/revisions made to the plan.

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Notes
June 21, 2021	Updated Title VI Plan per WisDOT requirement. Revisions included updated Complaint Form, updated LEP Plan and Minority Representation Information with current US Census data	Brad Brummond	
3/21/2016	Develop Title VI Plan	Rich Grenfell	

¹ **Title VI of the Civil Rights Act of 1964** states “No person in the United States shall, on the grounds of race, color or national origin, be excluded from, participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” – [Title 42 USC Section 2000d](#)

Contact Information/Program Administration

Chief Executive

The **Merrill Transit System's** Chief Executive will ensure compliance with [Title VI of the Civil Rights Act of 1964 \(42 U.S.C. 2000d\)](#) and the U.S. Department of Transportation implementing regulations.

Name:	Brad Brummond
Email:	brad.brummond@ci.merrill.wi.us
Phone:	715-536-7112

Civil Rights Coordinator

The **Merrill Transit System's** Civil Rights Coordinator ensures Title VI/Nondiscrimination and LEP compliance in accordance with the **Merrill Transit System's** federally funded transportation activities. The Civil Rights Coordinator has other duties and responsibilities in addition to Title VI/Nondiscrimination and LEP compliance. This position has a direct reporting relationship and access to the **Merrill Transit System's** Chief Executive.

Name:	Brad Brummond
Email:	brad.brummond@ci.merrill.wi.us
Phone:	715-536-7112

The Civil Rights Coordinator is responsible for initiating, monitoring, and ensuring compliance of the **Merrill Transit System's** nondiscrimination requirements, including the following activities:

- ✓ Program Administration
 - Ensure compliance with federal Title VI/Nondiscrimination and LEP requirements
 - Develop and implement the **Merrill Transit System's** Title VI/Nondiscrimination and LEP Plan
 - Update and maintain Title VI/Nondiscrimination and LEP program policies and procedures
- ✓ Complaints
 - Review, track, investigate and close Title VI/Nondiscrimination and LEP complaints
- ✓ Employee Training
 - Educate staff on Title VI/Nondiscrimination and LEP requirements and procedures
- ✓ Reporting
 - Prepare and submit Title VI/Nondiscrimination reports per state and federal regulations
- ✓ Public Dissemination
 - Notify the public of the **Merrill Transit System's** Nondiscrimination requirements via the **Merrill Transit System's** public area, on its website, in vehicles, etc.
- ✓ Oversight
 - Ensure contractors and lessees adhere to Title VI/Nondiscrimination and LEP requirements

Notice of Nondiscrimination

[FTA Title VI Circular 4702.1B](#) requires the **Merrill Transit System** as a recipient of federal financial assistance to notify the public of its obligations under U.S. DOT Title VI regulations and the protections against discrimination afforded to them by Title VI.

Title VI regulations require **Merrill Transit System** to inform the public of their rights under Title VI by posting a *Notice of Nondiscrimination*. The *Notice of Nondiscrimination* should be posted in the following locations: agency website, public areas of the agency office, and as applicable, inside vehicles, rider guides/schedules, and transit shelters/facilities.

The public notice must include a statement of nondiscrimination, information on how to request additional information about the agency's Title VI obligations, including information on how to file a complaint, the location of the complaint form, etc., and information on how to request Title VI information in another language.

The **Merrill Transit System**'s *Notice of Nondiscrimination* is provided in the following locations:

- ✓ Agency website <https://www.ci.merrill.wi.us/?SEC=15F1631B-9473-435E-9418-F60194DD2EBC>
- ✓ Agency office: Merrill City Hall 1004 E 1st St Merrill, WI 54452
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules

On English versions of the *Notice of Nondiscrimination*, a sentence is included in Spanish and Hmong to contact the **Merrill Transit System** at 715-536-7112 if additional information is needed in another language.

To view a copy of the **Merrill Transit System**'s *Notice of Nondiscrimination*, please see **Appendix 1**.

Complaint Procedure and Complaint Form

The **Merrill Transit System**, as a recipient of federal financial assistance must develop a procedure for investigating, tracking and resolving Title VI/Nondiscrimination and LEP complaints and make the procedures available to the public upon request.

Any person, group or firm that believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) by the **Merrill Transit System** may file a civil rights complaint.

Scope of Civil Rights Complaints

The scope of civil rights complaints covers all internal and external **Merrill Transit System** activities. Adverse impacts resulting in civil rights complaints can arise from many sources including the delivery of programs and services, or advertising, bidding and contracts.

Complaints can originate as a result of project and program impacts on individuals or groups. Examples include social and economic impacts such as access to programs, activities and services, failure to maintain facilities and vehicles, traffic, noise, air quality, and accidents.

Complaints can also originate from individuals or firms alleging inability to bid upon or obtain a contract with **Merrill Transit System** for the furnishing of goods and services. Examples include advertising for bid proposals; prequalification or qualification requirements; bid awards; selection of contractors, subcontractors, material and equipment suppliers, lessors, vendors, consultants, etc.

The **Merrill Transit System** 's complaint procedure is shown in **Appendix 2** and made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
- ✓ Agency office: Merrill City Hall 1004 E 1st St Merrill, WI 54452

A copy of the **Merrill Transit System** 's *Complaint Form* is shown in **Appendix 3**.

Civil Rights Investigations

Recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by the recipient in response, and final findings related to the complaint, investigation, or lawsuit.

Appendix 4 is the **Merrill Transit System**'s procedure and tracking mechanism to investigate, track and resolve complaints.

Since the last update of this Title VI Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with the **Merrill Transit System**.

Public Involvement Plan

Recipients of federal financial assistance are required to develop a public involvement plan that includes outreach strategies and participation techniques to engage the public including minority, low-income, and limited English proficient (LEP) populations, as well as a summary of outreach efforts made since the last Title VI Nondiscrimination Plan.

While traditional means of seeking public involvement may not reach all individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

A copy of the **Merrill Transit System**'s *Public Involvement Plan* is shown in **Appendix 5**.

Limited English Proficiency (LEP) Plan

As a recipient of federal USDOT funding, the **Merrill Transit System** is required under [Title VI of the Civil Rights Act of 1964](#) and [Executive Order 13166](#) to develop and implement a plan to ensure accessibility to its programs and services for persons who are not proficient in the English Language.

A copy of the **Merrill Transit System's** *Limited English Proficiency (LEP) Plan* is shown in **Appendix 6**.

The LEP plan outlines the policies and procedures the **Merrill Transit System** will use to address the needs of persons with limited English proficiency (LEP) that wish to participate in **Merrill Transit System** programs and services.

Demographic Representation Information

The **Merrill Transit System** understands that diverse representation on boards, councils, and committees help results in sound policy reflective of the needs of the entire population. [FTA Title VI Circular 4702.1B](#) requires recipients which have transportation-related, non-elected boards, advisory council or committees, or similar bodies, to report membership of these committees broken down by race and include a description of efforts made to encourage the participation of minorities on these committees.

A copy of the **Merrill Transit System's** *Minority Representation Information* is shown in **Appendix 7**.

Title VI - Notice of Nondiscrimination to the Public

Merrill Transit System's *Notice of Nondiscrimination* is as follows:

Notice of Nondiscrimination

Merrill Transit System

- ✓ The **Merrill Transit System** is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **Merrill Transit System** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.
- ✓ Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the **Merrill Transit System**.
- ✓ For more information on the **Merrill Transit System's** civil rights program, and the procedures to file a complaint, contact 715-536-7112, (for hearing impaired, please use Wisconsin Relay 711 service); email brad.brummond@ci.merrill.wi.us; or visit City Hall at 1004 E. 1st Street, Merrill, WI 54452. For more information, visit www.ci.merrill.wi.us.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 715-536-7112.
Si se necesita informacion en otro idioma de contacto, 715-614-1268.

Complaint Procedure

The **Merrill Transit System's** Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
 - ✓ Agency office: Merrill City Hall 1004 E 1st St Merrill, WI 54452
-

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by the **Merrill Transit System** may file a complaint by completing and submitting the **Merrill Transit System's** Complaint Form.

The Complaint Form may also be used to submit general complaints to the **Merrill Transit System**.

The **Merrill Transit System** investigates complaints received no more than 180 calendar days after the alleged incident. The **Merrill Transit System** will process complaints that are complete.

Once the complaint is received, the **Merrill Transit System** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, the **Merrill Transit System** will follow the steps listed in this complaint procedure. The **Merrill Transit System** may also use this formal procedure to address general complaints. If the **Merrill Transit System** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by the **Merrill Transit System** as a civil rights complaint.

The **Merrill Transit System** has **(30) thirty** business days to investigate the civil rights complaint. If more information is needed to resolve the case, the **Merrill Transit System** may contact the complainant.

The complainant has **(5) five** business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within **(5) five** business days, the **Merrill Transit System** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has **(5) five** business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 715-536-7112.
Si se necesita informacion en otro idioma de contacto, 715-614-1268.

Complaint/Comment Form

Merrill Transit System is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints.

Please submit this form electronically at brad.brummond@ci.merrill.wi.us or in person at the address below.

Merrill Transit System

1004 E. 1st Street

Merrill, WI 54452

You may also call us at 715-536-7112. Please make sure to provide your contact information in order to receive a response.

Section A: Accessible Format Requirements

Section B: Contact Information

Please check the preferred format for this document

Name		Telephone Number (including area code)	
☐ Large Print	☐ TDD or Relay	☐ Audio	☐ Other (please state what type or format you need in the box below)
Address		City	State
State		Zip Code	

Email Address

Are you filing this complaint on your own behalf?

☐ Yes

☐ No

If no, please provide the name and relationship of the person for whom you are complaining and why you are completing the form on their behalf in the box below.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

☐ Yes

☐ No

Section C: Type of Comment

What type of comment are you providing? Please check which category best applies.

☐ Complaint	☐ Suggestion	☐ Compliment	☐ Other
------------------------------------	-------------------------------------	-------------------------------------	--------------------------------

Which of the following describes the nature of the comment? Please check one or more of the check boxes.

☐ Race	☐ Color	☐ National Origin	☐ Religion
☐ Age	☐ Sex	☐ Service	☐ Income Status
☐ Limited English Proficient (L.E.P)		☐ Americans with Disability Act (A.D.A)	

Section D: Comment Details

Please answer the questions below regarding your comment

Did the incident occur on the following type of service? <i>Please check any box that may apply.</i>	☐ Paratransit	☐ Shared Ride Taxi	☐ Bus
What was the date of the occurrence?	Click to add date in the following format: Day, month, year		
What was the time of the occurrence?	Click to add the time		
What is the name or identification of the employee or employees involved?	Click or tap here to enter text.		
What is the name or identification of others involved, if applicable?	Click or tap here to enter text.		
What was the number or name of the route you were on, if applicable?	Click or tap here to enter text.		
What was the direction or destination you were headed to when the incident occurred, if applicable?	Click or tap here to enter text.		
Where was the location of the occurrence?	Click or tap here to enter text.		
Was the use of a mobility aid involved in the incident?	☐ Yes	☐ No	
Please add any additional descriptive details about the incident.	Click or tap here to enter text.		

In the box below, please explain as clearly as possible what happened and why you believe you were discriminated against.

Click or tap here to enter text.

Section E: Follow-up

May we contact you if we need more details or information?	☐ Yes	☐ No
If yes, how would you best liked to be reached? Please select your preferred form of contact below		
☐ Phone	☐ Email	☐ Mail
If you would prefer to be contacted by phone, please list the best day and time to reach you.		
Click here to add your preferred time	Click here to add your preferred day	

Section F: Desired Outcome

Please list below, what steps you would like taken to address the conflict or problem.

Click or tap here to enter text.

If applicable, please list below all additional agencies you have filed this complaint with such as Federal, State, Local agencies, or with any Federal or State Court. Please include the contact information to where the complaint was sent.

Click or tap here to enter text.

Section G: Signature

Please attach any documents you have which support the allegation. Then date and sign this form and send it to the Merrill Transit System.

Name	Click or tap here to enter text.	Date:	Click to add date in the following format: Day, month, year
Signature	Click or tap here to enter text.		

Appendix 4

List of Complaints, Investigations and Lawsuits²

² **Lawsuit:** The protected class under Title II is disability. The protected classes under Title VI are Race, Color and Nation Origin.

Merrill Transit System maintains a log to track and resolve transit related complaints, investigations, and lawsuits.

Check One:

X

Since the last update of this Title VI Nondiscrimination Plan, there has been no transportation related civil rights investigations, complaints, or lawsuits filed with the **Merrill Transit System**.

There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
Attach additional information as needed.

Type Complaint Investigation Lawsuit	Date (Month, Day, Year)	Complainant's Name/Address	Basis of Complaint ³	Summary Complaint Description	Status	Action Taken/ Final Outcome if Resolved

³ **Basis of Complaint:** Specify Race, Color, National Origin, Disability, Religion, Sex, Age, Service, Income Status, Limited English Proficient (LEP), Safety, Other

Public Involvement Plan

The purpose of the **Public Involvement Plan** is to establish procedures that allow for, encourage, and monitor participation of all citizens within the **Merrill Transit System** service area including but not limited to low income and minority individuals, and those with limited English proficiency (LEP).

While traditional means of soliciting public involvement may not reach such individuals, or might not allow for meaningful avenues of input, the intent of this effort is to take reasonable actions to provide opportunities for historically under-served populations to participate in transportation decision making efforts.

Goal

The goal of public involvement is to offer real opportunities for the engagement of all citizens within the **Merrill Transit System** service area to participate in the development of plans, programs and services.

Strategies

In order to promote inclusive public participation, the **Merrill Transit System** uses the following strategies, as appropriate.

- Coordination and Consultation
 - Coordinate and consult with partners, stakeholders, program participants and their caregivers, and the public affected by the distribution of state and federal transit grant programs.
 - Seek guidance and input from WisDOT on public involvement mechanisms and strategies.
 - Maintain an electronic distribution list of all potential program participants, partners, stakeholders, etc.
- Accessibility and Information
 - Meetings
 - Adhere to state and federal public hearing requirements
 - Provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
 - Hold meetings in locations which are accessible and reasonably welcoming to all area residents including, but not limited to, low-income and minority members of the public.
 - Employ different meeting sizes and formats
 - Provide avenues for two-way flow of information and input from populations which are not likely to attend meetings.
 - Make public information available in electronically accessible formats
 - Use social media in addition to other resources to gain public involvement
 - Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.

- Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.
- Timeliness
 - Provide timely information about state and federal grant programs to affected program participants, the public, partner agencies, and other interested parties.
 - Provide adequate notice of public involvement activities and time for public review and comment.
- Public Comment
 - Work openly and diligently to incorporate public comments received and to notify respondents of final plans, reports, programs, etc.
 - Provide for early, frequent and continuous engagement by the public
- Social/Environmental Justice
 - Seek and consider the needs of those traditionally underserved by participating in outreach efforts that address the needs of minority persons, the elderly, persons with disabilities, limited English Proficient individuals, and low-income households.
 - Determine what non-English languages and other cultural barriers exist to public participation within the **Merrill Transit System** service area.
- Training
 - Participate in training to continuously improve the knowledge and understanding of civil rights and environmental justice principles.
- Evaluation
 - Document and maintain records of public outreach efforts.
 - Review the effectiveness of public participation activities.
 - Seek new ways to providing public input opportunities.

Participation Techniques

The **Merrill Transit System** will use the following participation techniques as deemed appropriate. Participation techniques will be reviewed and modified each year, as necessary. If new techniques are tried and found to be successful, this list will be updated to include the new techniques.

- Booth at Community events (craft fair, festival, farmers market, parades, etc.)
- Advisory meetings and committees
- Direct mailings (letters, fliers, etc.)
- Website and social media
- Project-specific newsletter articles
- Public information meetings
- Legal advertisements
- Presentations to community partners, citizens/residents, etc.
- Press releases, meetings with local media representatives
- Surveys (telephone, internet, and public information meetings)
- Work with partner organizations

Public Outreach Activities

The **Merrill Transit System** maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, the **Merrill Transit System** reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by the **Merrill Transit System** are summarized below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e. information posted to social media, fliers in grocery stores and community centers, etc.) will be used for future planning efforts.

Summary of Outreach Activities					
Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.)	Staff Members Responsible	Notes
Ongoing	Website, Facebook	Website and Social Media Materials	Website and Social Media Materials	MTS Staff works with IT	https://www.ci.merrill.wi.us/index.asp?SEC=15F1631B-9473-435E-9418-F60194DD2EBC&Type=B_BASIC
Ongoing	Presentations to groups or at events (e.g., Multicultural Center, ADRC, Hmong Cultural Center, Hispanic Community Health, Resource Center, etc.)	As requested, and as invited	As requested, and as invited	MTS Staff, Board,	Assisted Living facilities Social Services
Annual - August	Community Night Out	Published in newspaper prior to event, posters put on buses	Website, Facebook, Newspaper, posters on bus	MTS Staff	Staff onsite to answer questions, bus on display and open for tours
Annual -2 nd Wednesday December	Tour of Lights	First week of December	Website, Facebook, Newspaper, posters on bus	MTS Staff	2020 Tour of Lights - canceled due to COVID

Summary of Outreach Activities

Event Date	Name of Event/Activity	Date Publicized and Communication Method (Public Notice, Posters, Social Media, etc.)	Outreach Method (Meeting, Focus Group, Survey, etc.).	Staff Members Responsible	Notes
Ongoing	Brochure	As needed – May 2021 last published	Placed in public locations	MTS Staff	Placed in assisted living and high rise appartments

Limited English Proficiency (LEP) Plan

Overview

As a recipient of federal financial assistance, the **Merrill Transit System** is required to prepare a Limited English Proficiency (LEP) Plan to address its responsibilities relating to the needs of individuals with limited English language skills.

This plan has been prepared in accordance with [Title VI of the Civil Rights Act of 1964, 42 U.S.C 2000d, et seq.](#), and its implementing regulations which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

[Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency”](#), issued in 2000 clarified Title VI of the Civil Rights Act of 1964. It stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI in order to access public services or benefits for which they are eligible. While most individuals in Wisconsin read, write, speak, and understand English, for some individuals English is not their primary language. If these individuals have a limited ability to read, write, speak or understand English, they are considered Limited English Proficient (LEP).

The US DOT “[Policy Guidance Concerning Recipients’ Responsibilities to LEP Persons](#)” discusses the concept of “safe harbor” with respect to the requirements for translation of written materials. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that “Speaks English less than very well” by the total population of the county. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) the **Merrill Transit System** must provide translation of vital documents (e.g., Notice of Nondiscrimination, Complaint Procedure and Complaint Form) in written format for non-English speaking persons.

Recipients of federal financial assistance are also required to implement LEP plans in accordance with guidelines of the federal agency from which the funds are provided. [FTA Circular 4702.1B – Title VI Requirements and Guidance for FTA Recipients](#) provides guidance and instructions for LEP Plan development.

Plan Summary

The **Merrill Transit System** has developed this *Limited English Proficiency Plan* to identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by the **Merrill Transit System**.

This plan outlines how to identify a person who may need language assistance, how to inform LEP persons language assistance is available, the ways in which assistance may be provided, and staff training.

Plan Components

As a recipient of federal US DOT funding, the **Merrill Transit System** is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons.

This plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of the following:
 - ✓ How language assistance services are provided.
 - ✓ How LEP persons are informed of the availability of language assistance services.
 - ✓ How the language assistance plan is monitored and updated.
 - ✓ How employees are trained to provide language assistance to LEP persons.

Meaningful Access - Four Factor Analysis

To prepare this plan, the **Merrill Transit System** conducted a four-factor analysis which considers the following:

Factor 1 - Demography

Number and proportion of LEP persons who may be served or are likely to encounter a Merrill Transit System program or service.

This plan uses [US Census Bureau – American Fact Finder \(2011-2015\)](#) language data available by Wisconsin county. More data is available on the [US Census Bureau ACS website](#).



The US Census Bureau – American Fact Finder (2011-2015) data shows there are numerous languages spoken in Lincoln County. Some of these languages include Spanish, German, Hmong, Chinese, Japanese, Tagalog, and Gujarati. After English, the second largest language group is Spanish.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), the **Merrill Transit System** must provide translation of vital documents in written format for non-English speaking persons.

US Census data shows that in Lincoln County, with a population estimate of 26,985 persons, 57 people have identified themselves as Spanish speaking and “speaks English less than very well”. This language group is less than 1% and below the 5%, or 1,000 persons threshold of the population to be served. This means the **Merrill Transit System** is not required to provide written translation of vital documents. All other language groups listed above are also below the Safe Harbor Threshold. This means, at this time, the **Merrill Transit System** is also not required to provide written translation of vital documents in these languages.

In the future, if the **Merrill Transit System** meets the Safe Harbor Threshold for any language group, it will provide written translation of vital documents in such languages and consider measures needed for oral interpretation.

Factor 2 – Frequency

Frequency of contact with LEP persons.

The **Merrill Transit System** provides transportation service for the city of Merrill.

The **Merrill Transit System** reviewed the frequency with which its staff has had contact with LEP persons in the conduct of **Merrill Transit System** activities. This includes a review of documented phone inquiries, office visits, and encounters at public meetings and community events. Within the last year, **Merrill Transit System** staff has had (0) zero requests for interpreters and (0) zero requests for translated program documents in any setting.

Merrill Transit System staff and transit commission members will be trained on what to do when they encounter a person with limited English proficiency.

The **Merrill Transit System** tracks the number of encounters and considers adjustments to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of the **Merrill Transit System’s** programs and services. The *Log of LEP Encounters* is a tool to help track LEP encounters.

Log of LEP Encounters

Date	Time	Language Spoken By Individual (if available)	Name and Phone Number of Individual (if available)	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

If a language barrier were to exist, **Merrill Transit System** would work to provide a reasonable accommodation. The *“I Speak” Language Identification Card* listed shown below is a document that can be used by **Merrill Transit System** staff to assist LEP individuals. Additional languages can be added, as needed, to match the demographic changes of the **Merrill Transit System’s** service area. The languages included in the *“I Speak” Language Identification Card* below represent many of the languages spoken within the **Merrill Transit System** service area.

***“I Speak”* Language Identification Card**

Mark this box if you speak....	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	Kug has lug Moob	Hmong
	我說中文	Chinese
	E nói tiếng Việt	Vietnamese
	나는한국어를	Korean
	Marunong akong mag-Tagalog	Tagalog
	Ich spreche Deutsch	German
	Я говорю по-русски	Russian
	Ja говорим српски	Serbian
	मैं हिंदी बोलते हैं	Hindi
	میں نے اردو بولتے ہیں	Urdu

Note: For additional languages visit the US Census Bureau website <http://www.lep.gov/ISpeakCards2004.pdf>

Factor 3 – Importance

Nature and importance of program to LEPs.

The **Merrill Transit System** receives federal financial assistance to provide transportation service in the city of Merrill.

The **Merrill Transit System** understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. Transportation services provides a key role in connecting LEP persons to these essential services.

Factor 4 – Resources and Costs

Resources available and overall cost to provide LEP assistance.

Given the small size of LEP encounters and small LEP populations, full multi-language translations of our programs and services related to transportation services is not warranted at this time. However, this information can be made upon request. The **Merrill Transit System** will contact state and local units of government and community resources for assistance in translation services.

Even though the **Merrill Transit System** does not have a separate budget for LEP outreach, it continuously explores ways to implement low cost methods of notifying LEP persons of transportation services. Outreach efforts include maintaining a website, utilizing social media, developing and printing brochure/materials and having a visible presence in our community (e.g., participating in job fairs, parades, community events, etc.) to promote transportation services. Additional low-cost outreach methods to reach LEP communities include but are not limited to activities such as visiting ethnic

stores/markets and restaurants, community centers, libraries, faith-based institutions and local festivals. The cost is relatively low but the ability to reach the LEP population is high.

Language Assistance Services

Overview - Language Assistance Services

If a person does not speak English as their primary language and is LEP, that person may be entitled to language assistance with respect to **Merrill Transit System's** programs and services. Language assistance can include interpretation and/or translation from one language into another language.

Merrill Transit System will take reasonable steps to provide the opportunity for meaningful access to LEP individuals who have difficulty communicating in English.

Merrill Transit System strives to offer the following measures:

- ✓ When encountering LEP persons directly, **Merrill Transit System** staff use the "*I Speak*" *Language Identification Card* or posters to identify the language and communication need of LEP persons.
- ✓ Maintain a *Log of LEP Encounters* to capture information on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Make translated versions (or provide for the interpretation of relevant sections) of all documents/publications available upon requests, within a reasonable time frame.
- ✓ Work with translation services as necessary to assist with the development of bilingual outreach materials.
- ✓ If translation assistance is needed in Spanish, individuals can contact Tony Gonzales Comunidad Hispanic at 715-614-1268. Lincoln County Social Services is also available to provide assistance and can be reached at 715-539-1300.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>
- ✓ Utilize online resources such as Google Translate to assist with the translation of documents. The main downside of this approach is accuracy. As such, this option will be used by the **Merrill Transit System** on limited basis. Instead, the **Merrill Transit System** will seek assistance from fluent speakers.
- ✓ Prioritize the hiring of bilingual staff, as needed.

Public Outreach – Informing LEP Persons of Language Assistance Services

The **Merrill Transit System** uses the following steps to inform LEP persons of the availability of language assistance services:

- ✓ Posts the Title VI/LEP *Notice of Nondiscrimination* on its website. The notice includes a sentence written in Spanish and Hmong providing instructions on how to contact the **Merrill Transit System** to request information in another language.

- ✓ When encountering LEP persons directly, **Merrill Transit System** will use the “*I Speak*” *Language Identification Card* to identify the language and communication needs of LEP persons. **Merrill Transit System** may not be able to immediately accommodate or assist individuals self-identifying as a person not proficient in English but will seek means to follow up with the individual to address their needs in the language requested as soon as possible.
- ✓ Review outreach activities and information gathered from the *Log of LEP Encounters* on the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ Develop and maintain cooperative relationships with key agencies/community organizations that serve LEP populations in the area or region. These entities can assist in providing or verifying translations and/or identifying gaps in assistance to persons with LEP needs.
- ✓ Utilize translation services such a fluent speaker on staff, seeking out language assistance from community organizations, Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/> and <http://www.wisconsinrelay.com/features>

Monitoring, Evaluating and Updating the Plan

The **Merrill Transit System** will review the LEP Plan on an annual basis. Review and updates will include the following:

- ✓ The number of documented LEP person contacts.
- ✓ How the needs of LEP persons have been addressed.
- ✓ Determine whether the need for translation services has changed.
- ✓ Determine with existing language assistance services are effective and sufficient to meet the needs of LEP persons.
- ✓ Determine whether complaints have been received concerning the **Merrill Transit System ’s** failure to meet the needs of LEP individuals.
- ✓ Sufficiency of staff training.
- ✓ Review of any new opportunities for LEP communication.
- ✓ Determine whether financial resources are needed to fund language assistance services.

Training Staff

The following training will be provided to **Merrill Transit System** staff:

- ✓ Information on the **Merrill Transit System’s** Title VI Non-Discrimination Plan and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the “I-Speak Card” as a tool to assist LEP individuals.
- ✓ Documentation of language assistance requests using the *Log of LEP Encounters*.
- ✓ How to handle Title VI Non-Discrimination and LEP complaints.

Demographic Representation Information⁴

A. Demographic Representation Table⁵

The table below depicts US Census county population data by race and the **Merrill Transit System's** non-elected committees/councils related to transit.



Body	Caucasian	Hispanic/Latino	Black/African American	Asian American	Native American	Two or More Races
Lincoln County Population	95.7%	1.4%	.54%	.37%	.29%	1.7%
Merrill Transit Commission	100%	0%	0%	0%	0%	0%

B. Efforts to Encourage Minority Participation

Merrill Transit System understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, **Merrill Transit System** encourages participation of all its citizens.

As vacancies on non-elected boards, committees and councils become available, **Merrill Transit System** will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, **Merrill Transit System** will continue to reach out to community organizations to connect with all population groups in its service area. In addition, **Merrill Transit System** will use creative ways to make participating realistic and reasonable, such as scheduling meetings at times best suited to its members.

⁴ If **Merrill Transit System** has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by **Merrill Transit System**, Title VI regulations require **Merrill Transit System** to provide a table depicting the membership of those committees broken down by race and a description of efforts made to encourage the participation of minorities on such committees.

⁵ County data by race is available at the WisDOT website <https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/compliance/title6-race.pdf> or the US Census Bureau website <http://data.census.gov>

Demographic Representation Data Collection Form⁶

Name of board, commission, council, etc.

Date:

Dear Member,

The **Merrill Transit System**, as a recipient of federal funds is required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for **Merrill Transit System** to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

As a council under the jurisdiction of **Merrill Transit System**, we invite council members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI and LEP requirements. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

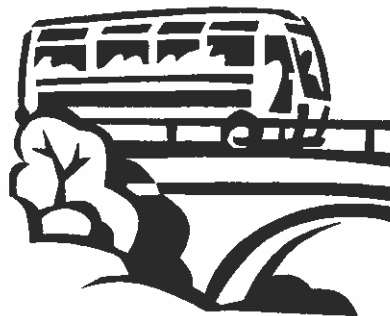
⁶ This form is an optional tool **Merrill Transit System** can use to gather information on the racial composition of its committee members for the purposes of meeting the Title VI plan requirements.

WELCOME TO THE Merrill Transit System



Merrill-Go-Round

“A Unique Demand/Response Transportation Service”



Providing Public Transportation throughout our Community

TRAINING PROCEDURES

TABLE OF CONTENTS

ORIENTATION WITH SUPERVISOR

GIVEN A GENERAL OVERVIEW OF OPERATIONS WITH QUESTIONS & ANSWERS AND EXAMPLES.

OPERATION MANUAL

GIVEN A NARRATION OF OPERATIONS PROCEDURES WITH QUESTIONS & ANSWERS AND EXAMPLES.

DAILY TIME SHEET/PRE-OP & MAINTENANCE

GIVEN A NARRATION OF CODES: WITH QUESTIONS AND ANSWERS CLARIFIED AND DEFINED.

PRE-TRIP - INSPECTION - EXPLAINED
CLEANING MAINTENANCE - EXPLAINED
MILEAGE & DRIVERS HOURS - EXPLAINED

SECURING THE TRANSIT VEHICLE

SUPERVISOR WILL EXPLAIN PROPER VEHICLE SECUREMENT PROCEDURES;

- 1.) SECURING VEHICLE OUT OF SERVICE
- 2.) SECURING VEHICLE-TEMPORARY LEAVE
- 3.) SECURING VEHICLE BOARDING AND ALIGHTING

RAILROAD CROSSING LAWS AND PROCEDURE

SUPERVISOR WILL DISCUSS PROCEDURE AND POLICY.

TRANSPORTING TRANSIT PASSENGERS

SPECIAL NEEDS PASSENGERS - GIVEN A NARRATION ON HOW TO IDENTIFY AND ASSESS SPECIAL NEED PASSENGERS AND THE PROPER CARE AND PROCEDURES WHEN TRANSPORTING SUCH PASSENGERS

LIFT PASSENGERS-NARRATION OF IDENTIFYING AND ASSESSING LIFT PASSENGERS. PROCEDURES AND PROPER CARE DEFINED. HANDS-ON SIMULATION WITH MOBILITY DEVICE, SECUREMENT, BOARDING AND ALIGHTING.

CHILDREN DISCIPLINE PROCEDURE – COPY AND A NARRATION OF PROCEDURE: PASSENGER INCIDENT REPORT FORM-COPY AND NARRATION OF PROCEDURE. CHILDREN DISCIPLINARY POLICY & ACTION-COPY AND NARRATION OF PROCEDURE.

ACCIDENT AND INCIDENT REPORTING

SUPERVISOR WILL DISCUSS DOCUMENTATION PROCEDURES AND PROFESSIONAL CONDUCT NECESSARY FOR ALL INCIDENTS AND ACCIDENTS. IN DEPTH POLICY DEFINITION AND EXECUTION PROCEDURE. SIGNATURE FORM REQUIRED FOR COMPLIANCE. INFRACTION POLICY EXPLAINED.

INFECTIOUS DISEASE /BLOODBORNE PATHOGENS AWARENESS TRAINING

READ PATHOGEN DEFINITIONS AND NARRATE THE CERTIFICATION STUDY BOOKLET.

BUS STORAGE FACILITY

SUPERVISOR WILL BRING TRAINEE TO THE BUS STORAGE FACILITY AND DISCUSS PARKING ARRANGEMENTS, LIGHTING, OVERHEAD DOOR OPERATION. SUPPLIES STORAGE AREA, OVERHEAD FANS, AND USE OF POWER WASHING EQUIPMENT.

BUS WASHING PROCEDURE - SUPERVISOR WILL DEMONSTRATE THE PROPER METHOD OF CLEANING THE INTERIOR AND EXTERIOR OF THE BUSES. ILLUSTRATION OF UNDERBODY WASH SYSTEM. (SEE DAILY MAINTENANCE SHEET).

ENGINE OIL & ANTI FREEZE - SUPERVISOR WILL DEMONSTRATE THE PROPER USE OF THE EQUIPMENT FOR SERVICING THE ENGINE.

FUELING OF THE BUS -SUPERVISOR WILL DEMONSTRATE THE ELECTRONIC FUELING STATION AND PROCEDURES.

ON-BOARD CAMERA POLICY

ON-BOARD CAMERA CODES; WITH QUESTIONS AND ANSWERS CLARIFIED AND DEFINED.

OPERATING WITHIN THE CITY CODES AND ORDINANCES

SUPERVISOR WILL DISCUSS TRAFFIC LAWS & POLICY.

VIDEO TRAINING LIBRARY

EMPLOYEE WILL OBSERVE TRANSIT RELATED VIDEOS THROUGHOUT THE TRAINING PERIOD.

DISCIPLINARY CODES

GIVEN A NARRATION OF GENERAL OPERATIONS WITH QUESTIONS & ANSWERS AND EXAMPLES

GRIEVANCE PROCEDURE

GIVEN A NARRATION OF PROCEDURE: QUESTIONS AND ANSWERS CLARIFIED AND DEFINED.

ZERO TOLLERANCE DRUG & ALCOHOL POLICY

POLICY DISTRIBUTED: NARRATIVE FORMAT

*EMPLOYEE READS POLICY AND RETURNS SIGNATURE FORM.

**VEHICLE FAMILIARIZATION AND HANDLING SKILLS
TRAINING**

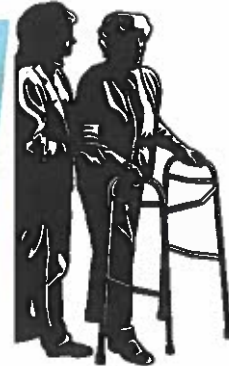
HANDLING SKILLS TRAINING - SUPERVISOR WILL TRAIN & OBSERVE DRIVER PRACTICES, BUS MANEUVERABILITY, FIXED OBJECT CLEARANCES, VEHICLE BACKSWING AND DRIVING SKILLS IN A LOW TO NO TRAFFIC AREA. NOTE: (NON CDL APPLICANTS MUST HAVE A WISDOT ISSUED DRIVER'S PERMIT BEFORE COMPLETING SECTIONS 12 & 13.) THE INSTRUCTOR WILL DETERMINE WHEN THE TRAINEE IS CONFIDENT AND FAMILIAR ENOUGH TO ENTER INTO A LOW TRAFFIC RESIDENTIAL AREA.

VEHICLE MANEUVERING AT BUS STORAGE FACILITY
BACKING OUT AND PARKING THE BUS- SUPERVISOR WILL DEMONSTRATE AND PRACTICE BACKING AND PARKING MANEUVERS AT THE BUS STORAGE FACILITY.

**CDL PRE-TRIP INSPECTION, DRIVING SKILLS TRAINING AND
PRE-TESTING**

SUPERVISOR WILL CRITIQUE VEHICLE INSPECTION PROCEDURE, DRIVING SKILLS IN PREPARATION FOR WISDOT CDL LICENSING.





ORIENTATION



ORIENTATION

Introduction:

The **Merrill Transit System** is a unique public transit system. We serve our community in a Demand/Response type of service. In this section you will understand:

- System operations – demand / response service explained.
- Route system illustrated
- Route time management and “target” times. - explained
 - “automatic” –priority service demand
- Scheduling & performance – explained
 - Ecolane DRT
 - Documenting log assignments
 - Calculating passengers and reporting
- ADA (Americans with Disabilities Act)
 - special needs persons- laws & regulations – explained
- Fare structure – illustrated
 - Standard
 - Elderly / Disabled
 - Agency
 - Group
- Working with the public – explained
 - Courtesy / sensitivity
 - Consistency
 - Attention spans
- Performance as a professional - explained
 - company expectations
 - patron expectations

OPERATION MANUAL

Operation Manual

Introduction:

All bus operators of the Merrill Transit System are under the jurisdiction of the transit department, and are subject to the rules, regulations, and procedures contained in this book:

- Knowledge of Safety Training Manual
 - Know and understand policies and procedures
 - Obtain clarification from supervisor if unsure of policy or procedure
- Cooperate with law enforcement and fire personnel at all times
- Authorized Operators
 - No person shall be permitted to operate a Merrill Transit vehicle except the operator assigned to the vehicle, supervisors and maintenance personnel as required

IGNORANCE OF THE RULES, REGULATIONS, AND PROCEDURES CONTAINED IN THIS BOOK DOES NOT EXCUSE NEGLIGENCE OR OMISSION OF DUTY.

- Additional orders and instructions:
 - Given by Supervisory personnel or in a bulletin
 - May conflict with normal policies and procedures
 - Will be followed during time they are in effect
- Situations not covered
 - Whenever a situation arises which is not covered by the rules, regulations, and procedures contained in this manual, the employee must contact his/her supervisor for instructions.

- Licenses
 - CDL (Commercial Driver License) Class BCD with P(Passenger) endorsement required to operate a Merrill transit vehicle
 - Must have on person while operating Merrill Transit vehicle
 - License suspension or revocation can and will result in termination of employment
 - Must report all violations to supervisor
 - Even those in personal vehicle while not on duty
- Obtaining CDL
 - Written tests
 - General knowledge
 - Air brake
 - Passenger endorsement
 - Road signs
 - Practical test
 - Vehicle Inspection
 - Inspect components of vehicle
 - Explain to examiner the components and what they do
 - Vehicle Control
 - Moving vehicle forward and backward
 - Defined area
 - Stopping distances
 - Road Test
 - Drive vehicle in variety of traffic situations
 - Right and left turns
 - Railroad crossing
 - Multi lane roads and Lane changes
 - City and highway
 - Training
 - Provided by Merrill Transit supervisory personnel to new employees requiring training
 - Fees
 - Will be paid by employee
 - Will be reimbursed after 6 month probationary period

- License renewals and future endorsements
 - It is the operator's responsibility to renew his/her CDL operator's license.
 - If your CDL license has been refused, revoked, or lost it is your responsibility to report the information to dispatch or your supervisor immediately.
 - All receipts must be turned in
 - Operators will be reimbursed with next check issuance
- Laws and Ordinances
 - Governed by
 - State and Local Municipalities
 - For Merrill Transit operating area
 - Seat Belt Law
 - Operators will wear seat belts at all times while operating the bus
 - This is in compliance with Wisconsin state law enacted December 1987
- Personal Hygiene
 - Clean and neat in appearance at all times
- Dress and personal appearance
 - Merrill Transit dress code on next page

Merrill Transit Dress Code

Introduction:

The **Merrill Transit** dress code policy is designed to help us all provide a consistent professional appearance to our customers and colleagues. Our appearance reflects on ourselves and the company. The goal is to be sure that we maintain a positive appearance and not to offend customers, clients, or colleagues.

Who does this policy apply to?

The **Merrill Transit** dress code policy applies to **All employees**.

Merrill Transit Dress Code Policy:

- Bus Operators are expected to dress in company provided shirts, fleece, and or jackets as appropriate for the weather once issued after probation period has been completed.
- Slacks such as jeans or khakis must be worn unless the day's tasks require otherwise.
- Bus Operators may wear shorts between May 1 and September 30. Shorts must be black in color and not more than 1 inch above the knee. Recommended shorts are Dickies but other Cargo style shorts may be worn.
- Shoes must be closed toe and heel. ie. Tennis shoes (no sandals or flip flops)
- Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps are not allowed.
- Clothing should not be too revealing.
- Clothing and grooming styles dictated by religion or ethnicity are exempt.

Dress Code Violations:

Violations will follow Merrill Transits standard disciplinary code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes and disciplinary action will be enforced.

I have read and understand Merrill Transits dress code:

Signed: _____ Date: _____

Adopted: _____ Chairperson _____

- False sick reports
 - Employees who feign illness in order to procure sick leave, or avoid working assigned work, are subject to employment termination.
 - An employee reporting in ill must report the nature of illness and at what location they will be convalescing.
- Employees injured on duty(no matter how slight)
 - Must complete report at the City Clerk's Office
 - Must be done within their 8 hour shift
 - Injuries after 4:30pm shall be reported immediately to supervisory personnel and immediately to the City Clerk's office the next business day
- Altercations and disturbances
 - Remain calm
 - Report to dispatcher as soon as possible
 - Do not engage in physical encounters with anyone
 - Except to defend oneself from physical harm or injury
 - Obtain description of person(s) perpetrating the incident
- On-board emergency
 - Assault or violent situation
 - Contact dispatch
 - If immediate police attention is required and you cannot use the two-way radio to convey the emergency push the microphone key and say "blue" pull the bus to a safe location and secure the bus immediately so dispatch can send the police to your location.
 - Medical
 - Contact Dispatch
 - Pull bus to a safe location and secure the bus.
 - Report your exact location and the situation.
 - A Panic button located to left of the driver seat on the side panel
 - Panic button activates "CALL 911" message on the marquee of the bus
 - Secures 10 minutes before and after the time button is pushed on the video surveillance system

- Merrill Transit issued property required to have while on duty
 - Money pouch with \$10.00
 - Keys to the bus storage facility
 - Other miscellaneous items
 - Employees are responsible for items issued to them
 - Lost, stolen, damaged property must be reported to supervisory personnel as soon as possible
- Additional items not required to have while on duty
 - Merrill-Go-Round apparel
 - Safety Training manual
 - Drug & Alcohol policy manual
 - All items (except apparel) must be returned to Merrill Transit upon leaving employment or termination of employment with Merrill Transit
- Other items Bus Operators are responsible for kept on the bus
 - Vault key
 - Fuel station key
 - Security lock and key
 - Ramp deploy tool
- Accounting
 - All employees handling cash or tokens will be held responsible for accurate accounting of such items and their daily fares.
 - The operator cannot authorize the "charging" of a fare and must seek instruction from the dispatcher.
- Advertising
 - No advertising, cards, posters, or signs, other than those placed by Merrill Transit supervisors will be permitted on either the inside or outside of buildings or vehicle unless authorized by a supervisor.
 - Employees must not display advertising, political, or religious stickers on the buses or their clothing in such manner as to be in view of the passengers or the general public unless authorized by a supervisor.

- Reporting for duty
 - Operators must report for duty at their scheduled starting time. Inform dispatch of your arrival before you prepare a bus to start your day.
 - Employees are responsible for obtaining their day's assignment sheet provided at the bus storage facility each day. Route information will be provided on the tablet on each bus. Driver will log onto the tablet with personal log in information.
 - Employees must obtain authorization from a transit supervisor if they require another driver to cover their daily assignment. Drivers can work with each other to arrange coverage of an absence. Supervisors must be informed of the anticipated change and who will be covering their shift.
- Loitering
 - Operators must not loiter in or around the bus storage facility, nor shall they engage in unnecessary conversation or distractions that may interfere with other transit personnel at their work.
- Disabled vehicle
 - When a mechanical or operational defect appears on a bus that affects the safe operation of the vehicle, the dispatcher must be notified immediately and will arrange for a bus change or other necessary corrective action as warranted.
 - If a vehicle is deemed unsafe to proceed the operator must deploy the orange safety triangles.
- Animals
 - Dogs, cats, birds, or other animals are not permitted on board a bus unless the animal is caged or so restricted as not to pose a hazard to the other passengers.
 - **Service animals such as** Seeing Eye dogs properly leashed are the exception to this rule. Alert other passengers that they are not to draw attention to or pet a **Service animal**.

- Packages
 - Large packages or objects that would restrict free movement of passengers through the bus are prohibited on board the bus.
 - Operators shall not be required to assist with packages weighing more than 40 pounds
- Personal electronic devices
 - Refer to cell phone policy on following page
- Lost and found items
 - Operators should check their bus for lost items after each run. This is referred to as a "walk-through inspection." Lost items are to be reported by radio immediately and must be brought into the transit office when dropping the vault.
 - Articles of value such as purses, wallets, cash, etc. Must be reported to the dispatcher immediately, and turned over to a supervisor as soon as possible
 - Lost articles found on or around buses must be turned into the transit office, by the operator finding the item, on the day found, or as soon as possible.
 - If an operator is unable to turn in an item on the day found, the operator must notify the dispatcher giving a description of the item and where that item will be kept until turned in.
 - The transit office has a large box in the office for lost items.

VEHICLE OPERATION

- General
 - All bus operators shall have their current valid driver license in their possession while operating the bus.
 - Proper control and handling of the vehicle is essential to the safe operation and proper performance of duty.
 - Any employee operating a Merrill Transit vehicle must at all times, have complete control of the vehicle.
 - An employee on any prescription medication while on duty, must inform his/her supervisor.
 - It is the responsibility of the employee to notify his/her physician as to the restrictions of medications or prescriptions that may have an adverse effect on the CDL regulations.

Operators must use extreme caution when purchasing OTC medications. You are restricted from use of medications that contain alcohol and/or cause drowsiness.

- Equipment
 - Before pulling a vehicle out of the garage, operators are required to make a complete check of the vehicle to assure that all equipment is in proper working condition.
 - If any equipment is found to be inoperative or physical damage to the vehicle is noticed, notify dispatch immediately prior to putting bus in service.
 - If a delay in scheduled pull-out time occurs, the dispatcher must be notified as to the reason and extent of the delay.
 - If a defect in equipment or damage to equipment occurs while operating the bus, the dispatcher is to be notified immediately and the defect or damage shall be recorded on the daily bus maintenance sheet. If necessary, the vehicle will be taken out of service, and a bus exchange will occur
- Tampering with equipment
 - Operators must not tamper with the normal settings of any mechanical part or piece of Merrill Transit equipment (buses as well as shop equipment).
 - Do not attempt to adjust or alter the normal position or setting of any piece of equipment owned by the transit system. Report all malfunctions immediately to a supervisor.
 - Tampering with equipment to disable or alter the intended use will result in termination of employment.
- Before starting engine
 - Operator is to go over the pre-operating bus check list
 - Check oil (engine off) no. ____, quarts added
 - Check anti-freeze (engine off) no. Of gallons ____
 - Check hydraulic fluid level
 - Hydraulic fluid, if needed, will be added at the city garage by a mechanic
 - Check external lights
 - Check tires
 - Check for exterior body damage
 - Cycle the ADA lift

FOLLOWING A "B" SCHEDULE TRANSMISSION SERVICE FROM THE CITY GARAGE, THE OPERATOR MUST RETURN TO THE CITY GARAGE AFTER ONE-HOUR OF SERVICE TO RE-CHECK THE FLUID LEVEL. EACH DAY, DURING THE PRE-TRIP INSPECTION, LOOK CLOSELY FOR A TRANSMISSION LEAK UNDER THE BUS. IF A LEAK IS DETECTED, DO NOT PUT THE BUS INTO SERVICE. REPORT THE LEAK AND BUS NUMBER TO DISPATCH AND PREPARE ANOTHER BUS.

- **Starting engine**
 - Before starting engine, operators must check to make sure that the parking brake is properly set and the transmission is in the neutral position
 - Turn the start switch (2) positions into the night run mode. The i/o system will run an automatic electronic functions check. Wait 20 seconds until the beep / alarm stops.
 - It is ready to start. Push the momentary start button until the engine starts.
 - Do not pull out until all alarms have stopped and proper air pressure is obtained.
- **Gauges**
 - Operators should observe all gauges and indicator lights to assure equipment is functioning properly.
 - The electronic message board is located directly above the driver's compartment header.
 - If there is a malfunction, an alarm and an illuminated message will appear on the board.
 - Report any defect immediately and transfer to a different bus
 - Gauges and indicator lights must not be obstructed from view at any time

A major concern is the air pressure gauge, which should be checked frequently throughout your day to assure sufficient air pressure levels are maintained to operate brakes and door mechanism.

- **Destination signs:**
 - The bus is equipped with (2) electronic destination signs
 - There is a large front marquee and a curb-side monitor for passenger convenience
 - The operator 's control panel is located on the left side overhead console
 - The destination sign selections are coded and on a card at the control panel

- The operator is to change the sign each hour to identify his/her route
- There are also numerous public relations messages to enter that will intermittently flash with your route identification

- **Following distance:**
 - When operating a transit bus, because of its size and air operated brakes, sufficient following distance must be maintained behind the lead vehicle to allow a normal stop to be made in the flow of traffic
 - Allow a **four second** or 1 bus length for every 10 mph (whichever is greater) following distance for normal clear driving conditions
 - Double the following distance for poor driving /visibility conditions
 - The bus is equipped with a transmission retarder which acts as an engine brake when the foot brake is applied
 - One consistent brake application must be applied for a smooth, uninterrupted stop.
 - Extreme caution must be used when operating within congested business areas, school or construction zones.

- **Speed**
 - No vehicle shall be operated at a speed greater than the legal or posted speed limit
 - Employees must attempt to maintain time schedules
 - Operate at a safe speed with due regard to traffic and other conditions that may hinder performance
 - An operator shall never jeopardize or endanger the safety of passengers, pedestrians or property.

- **Turns**
 - All turns must be made with extreme caution and at a slower rate of speed, always yielding to pedestrians, bicyclists and vehicular traffic
 - When making a right turn, operators should position their vehicle so that no other vehicle can come between the bus and curb or parked vehicles
 - When making a left turn, operators should double check for pedestrians and cyclists as well as on coming traffic

- **Directional signals**
 - Left or right turns directional signals must be activated when making turns, pulling out from curb area, and changing traffic lanes
- **Hazards /flashers**
 - Hazard lights shall be used when boarding / alighting passengers; indicating caution or hazardous conditions and in construction areas where workers are present
- **Pushing and towing**
 - Pushing or towing of any transit vehicle, or using a transit vehicle to push or tow is prohibited
- **Parking brake**
 - When boarding or alighting passengers, or the operator leaves the driver's seat, the gear shift must be put in neutral position, and the brake set
 - The door interlock system must not be used as a brake at any time.
- **Grade operation**
 - When starting vehicles on a grade, extreme caution must be used to prevent the vehicle from rolling back
 - Fully apply the foot brake; select the forward gear; release the parking brake and depress the throttle. This will limit the backward movement of the vehicle.
- **Railroad crossing safety stops**
 - The bus must make a complete stop at all regular railroad crossings whether they are controlled or uncontrolled crossings
 - Hazard/ flashers shall be activated a minimum of 100 feet prior to the railroad crossing to indicate caution to following traffic
 - The safety stop must be made no farther than 50 feet from the crossing and no closer than 15 feet from the crossing
 - The bus does not have to stop at "exempt" posted railroad crossings.

- **Backing of the bus**

- Never back a transit bus unless it is absolutely necessary, and then only if it is safe
- If you must back up, know what is behind the bus.
- The bus size and design severely limit the driver's ability to see
- A back-up monitor has been installed to assist in your backing. If the monitor has malfunctioned, ask a responsible person to exit the bus and act as a guide, or radio dispatch for assistance
- Dispatcher may send someone to act as a guide
- Do not rely solely on the camera image, but also use your mirrors and be aware of what is in front of you
- Check traffic carefully and use hazard / flasher warning lights.

- **Interior light**

- Interior lights are to be turned on at all times during non-daylight hours and heavy overcast days while boarding and alighting passengers
- Use roadside light setting to allow for some interior lights while bus is in motion

- **Debris on bus**

- Operators are to keep the interior and floor of their bus free of debris. Nothing should be on the dash of the bus
- Accumulated paper and other refuse must be deposited in receptacles provided on the bus or along the route
- Snow and ice must not be allowed to accumulate in the bus threshold. Threshold should be scraped clear when snow or ice are present.

- **Operator-passenger relationship**

- The bus operator is the most important factor in the continuation of a good public relationship and image of the Merrill Transit System
- To most passengers, the bus operator is the sole representative of the transit system

- Your professional attitude, knowledge and performance are directly responsible for a positive transit experience. Therefore, genuine courtesy and a friendly, helpful attitude toward our passengers will help the reputation of the transit system, and will make your job a pleasure and very rewarding
- Pedestrians, motorists, and especially passengers, should be treated with utmost courtesy and respect

- **Assisting passengers**

- Some passengers such as the elderly, visually impaired and others with disabilities may require assistance in boarding or alighting. When a passenger asks for assistance, do so pleasantly and in a manner so as not to draw attention to the passenger.
- Operators should always offer assistance to any passenger who appears to be in need of help; however, operators should not insist on aiding a passenger if the passenger does not wish to be assisted
- Look for visuals or conditions which may indicate a person may need help; carrying packages, use of a cane, or walker, difficulty walking, poor weather conditions such as ice and snow build-up.
- Be ready! Be in position to help at the threshold to assist when you recognize these conditions.
- Most passengers will not deny assistance when you are ready and willing to assist.
- When assisting a passenger never pull or push them. Offer them an arm to hold on to so they can pull themselves up.

- **Conversation**

- While operating the vehicle, the operator must not engage in conversation with passengers or other operators unless responding to an information inquiry by a passenger
- Politely instruct a distracting passenger to hold all comments and conversation until the bus has stopped.
- At no time should an operator engage in a dispute, or mediation between others.
- Approach each situation calmly and suggest that they stop the dispute while on the bus. If a dispute becomes aggravated or threatening, notify dispatch and police will be dispatched to the scene.

- **Information**

- If an operator does not know, or is unsure of an answer, the operator should politely suggest the passenger call the transit office at 536-7112 for the proper information.
- If the required information is necessary for the completion of the passengers trip the operator shall radio the dispatcher for the information.

- **Fare dispute**

- In case of disagreement with a passenger as to payment of a fare, the operator will check with your dispatcher for a ruling on the matter.
- The dispatcher will instruct you on further action.
- Do not, under any circumstance become abusive or aggressive toward the passenger.

- **Eating/snacking behind the wheel**

- If you are scheduled to drive a full day, or throughout the duration of the lunch period, you may bring a carry-on lunch to work. However, you must pull the bus over, exit the driver's seat, and sit in the passenger area,
- Providing the bus is clear of patrons. There will be no eating while passengers are on board.
- As a courtesy to dispatch, report your location and intent to eat
- You are asked to clean your eating area, i.e., seat & floor, after you have finished
- Beverages must be kept in the cup holder in a "no-spill" or minimal spill container and may not be consumed until the vehicle is stopped and secured.
- Any spills must be attended to immediately, as not to attract dirt or create a slippery floor hazard.

Repeat

- (1) Absolutely no food, snack or candy is to be consumed in the driver's compartment.
- (2) Beverages must be kept in the cup holder in a "no-spill" or minimal spill container and may not be consumed until the vehicle is stopped and secured.
- (3) Employees that are on duty during the lunch period, must find the opportunity to park and secure the bus and are allowed to eat on board in the passenger compartment.

We urge you to eat off the bus when possible to minimize the mess. Most importantly! Remember to drive with both hands on the wheel at all times. It's the law!

Eating / snacking in the driver's compartment of the bus is prohibited and may result in termination.

- **Personal reading materials**
 - Reading personal materials ie; books, magazines, newspapers are prohibited on the bus.

*DAILY TIME
SHEET, BUS
PRE-OP &
MAINTENANCE*

COMMUNICATION CODE

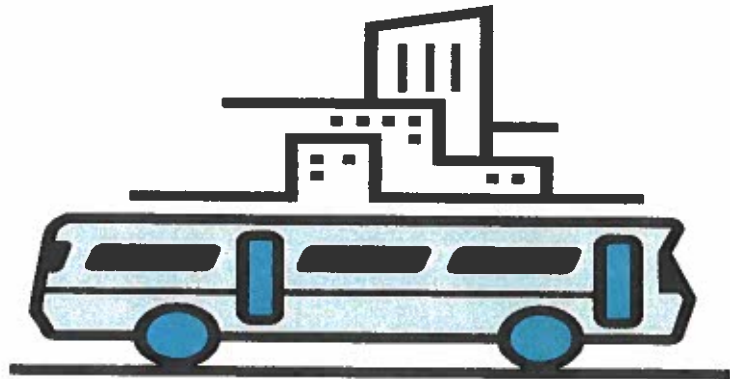
Introduction:

Merrill Transit time sheets will be in the bus storage facility in the morning for drivers to pick up their assignments for the day. The time sheets include important information which is collected by the office each day.

- Time sheets
 - Driver name and route for the day
 - Daily pre-trip check items
 - Maintenance to be performed
- The operator finds their name printed on a time sheet. Then signs into the tablet provided on the bus which identifies their daily route schedule. The office enters the daily rides into the dispatch software on a daily basis for the next or same day rides. That information is sent to the tablets which have runs assigned to them and by logging into the bus number the operator will receive the daily assignments.
- The operator must fill in which bus number and both the beginning and ending mileage at the top of page. A pre-operating inspection checklist is performed before the vehicle can be put into service. (See example).
- The office message section is provided for you to notify the office of a minor issue with the bus; ie, loose screws, cleaning supplies are low at the bus storage facility, damage or vandalism to the interior or exterior of the bus; etc. All safety related major items are to be reported immediately. Dispatch may remove the bus from service and reassign the driver to a different bus.
- The daily sheet is also the operator's time sheet. A signature is required for payroll as well as assurance that the pre-op and maintenance duties are performed.
- There is a daily cleaning checklist provided which include additional tasks throughout the week.

- At the bottom of the worksheet there is a place to record times of pick-up and delivery of specimens collected from health care facilities and delivered to different laboratories within our community.
- Finally, the operator records the ending mileage and fuel consumption at the top of the page at the end of the day.
- The operators rotate routes each week
- Ecolane MDT (Mobile Data Tablet)
 - Instructions on the following pages

COMMUNICATION CODE



COMMUNICATION CODE

Introduction:

Merrill Transit uses two way radios to communicate between buses, dispatch and other buses. Tablets provide another form of communication between dispatch and the Bus Operators. Tablets also provide pick up and drop off location information to the drivers for route distribution.

- Responsible radio communication
 - Be courteous and sensitive when others are transmitting
 - Wait your turn
 - Always give the person's name last
 - Example "Can you copy, Name"
 - This avoids confusion
 - If you did not understand ask person to repeat
 - ONLY respond 10-4 if you completely understand the transmission
 - Do not use negative comments
 - If there is an issue talk to a supervisor in the office
 - Do not use the radio for issues regarding passengers
 - Always provide complete information
 - Example "20" location and direction of travel
- Additional Passengers
 - Report all additional passengers at the time of pick-up
 - Dispatch will enter into the system
- Payments
 - All payments should be reported immediately
 - Check number
 - From whom
 - Amount of check
 - Questions can be answered by the passenger at the time of payment

- Radio Don'ts
 - Comment about passengers
 - Comment on situations
 - Use foul language
 - Use for excess conversation
- On board P/A system
 - **Announcing stops.** As a demand /response transit service, we are not required to announce passenger stops. However, as a courtesy to our passengers and as a method of timeliness, it is recommended as a valuable practice.
 - Operators are prohibited from using the external speaker feature. Complaints of such use will result in immediate suspension

Merrill Transit System Daily Time / Maintenance Sheet

Name _____ Date _____ Day _____

Route _____ Bus# _____ Signature _____

Ending Mileage _____ Fuel _____ Gallons _____

Beginning Milage _____ DEF _____ Gallons _____

Total Mileage _____ Start Time _____ End Time _____

Total Time _____

Pre-Trip Checklist

_____ External Lighting _____ Tire Pressure
 _____ Body & Paint Damage _____ Cycle ADA Ramp
 _____ Engine Fluid Leaks (report immediately bus OOS)
 _____ Engin Oil _____ (quarts added)
 _____ Anti-Freeze _____ (quarts added)

Daily Cleaning Maintenance

_____ Walk through inspection (Lost Items)
 _____ Sweep and Mop Floor
 _____ Clear / Clean dash
 _____ Wash Exterior of Bus (including Wheels)
 (squeegee windows)

(57) Qnty _____ P/U time _____ D/O time _____

(57) Qnty _____ P/U time _____ D/O time _____

Post-Trip Checklist

_____ External Lighting
 _____ Body & Paint Damage
 _____ Engine Fluid Leaks (report immediately bus OOS)
 _____ Tire Pressure

Tuesday/ Thursday Cleaning Maintenance

_____ Clean Interior (windows, stantions, grab rails)
 _____ Vacume Drivers Area and Seats

Friday Cleaning Maintenance

_____ Engine Compartment (Use Fireball to clean)

Daily Total 57's _____

Office Message:

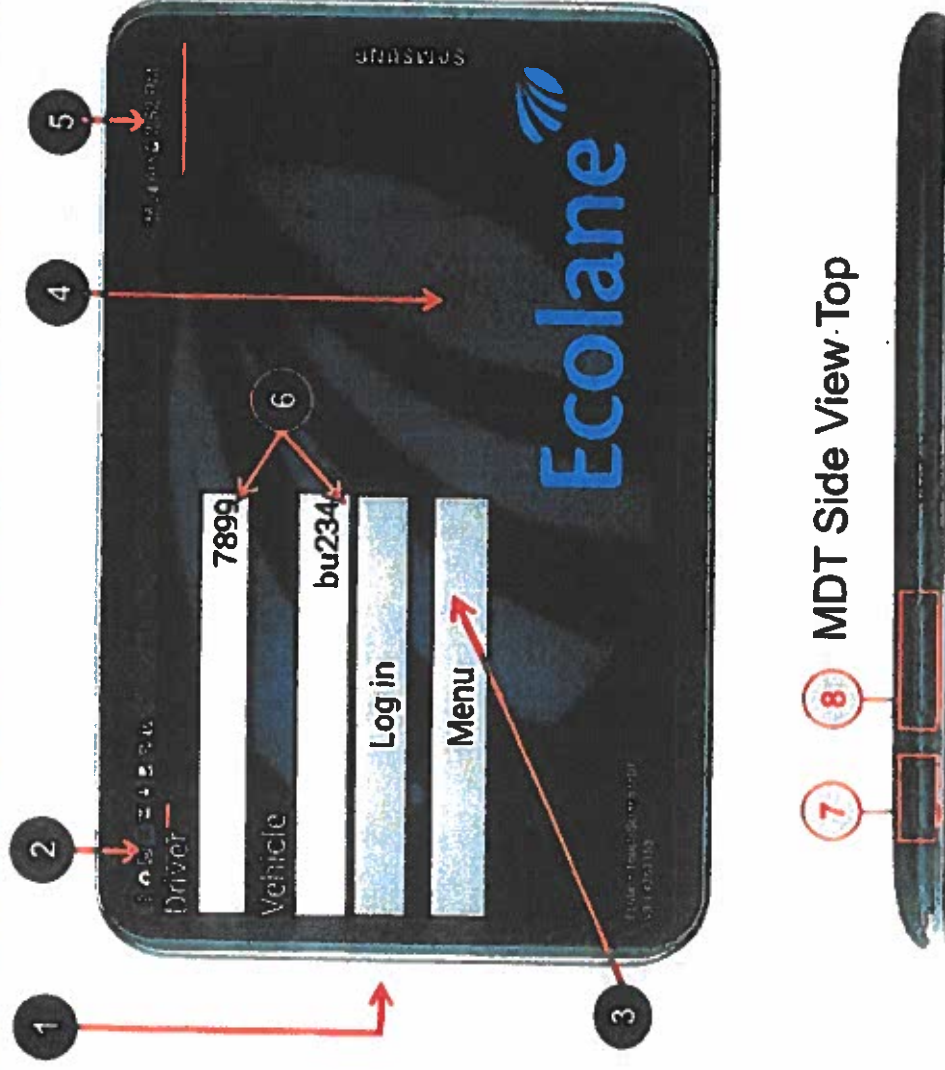
12:21 PM	04/22
Arrive	
Depart	
Map	
Menu	
1 125 Rolling Valley Ln Butler, Pa	04:22
1 118 Jodi Ln	04:39
2 420 Saxonburg Rd	04:54
3 Butler Dialysis - 111 Woody Dr	05:01
1 104 Limberg St	05:19
1 339 N Washington St	05:16
1 Butler Dialysis - 111 Woody Dr	05:52
1 140 Garfield Ave	06:01
1 207 Highfield Rd	06:23
1 166 Dreher Rd	06:27
1 413 Aderhold Rd	
B-6	
12:47	

DRIVER MDT TRAINING

Complete Training For Using The Mobile Data Terminal

Getting to Know Your MDT

1. **Android Tablet:** In-vehicle device the driver uses to perform the assigned run and communicate with dispatch
2. **Action Bar:** Always available at the top of the screen.
3. **Menu:** Menu button is available on the MDT user interface. Used to access the logout and send message options.
4. **Ecolane MDT Application:** Ecolane proprietary MDT Application.
5. **Status Indicator:** Displays status and notification icons
6. **Driver Login Area:** Where the driver logs onto the MDT software.
7. **Power Button:** Hold to restart tablet.
8. **Volume Button:** Push to raise and lower.



CONFIDENTIAL -- DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Battery Charging Notification Symbols



Battery Level: Shown fully charged.



Charging Indicator: Battery is charging.
When connected to vehicle charger



Device Power Critical: Charge immediately. If not charged, device will shut down.



USB Charging Indicator: Connected to PC via USB cable. When connected to a PC, the battery only charges when the device is turned off.



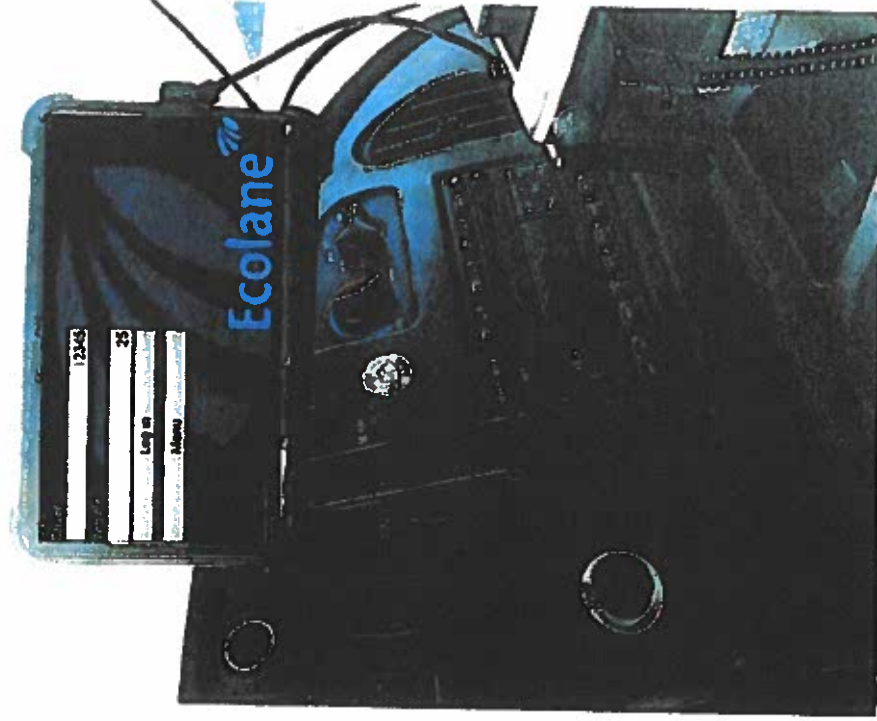
If you see this red x on the battery indicator while the tablet is plugged into the cigarette lighter in the vehicle, the tablet is not charging. Please bring this to the attention of the manager.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Vehicle Mounting & Charging



Mounting and charging may vary depending on the vehicle.

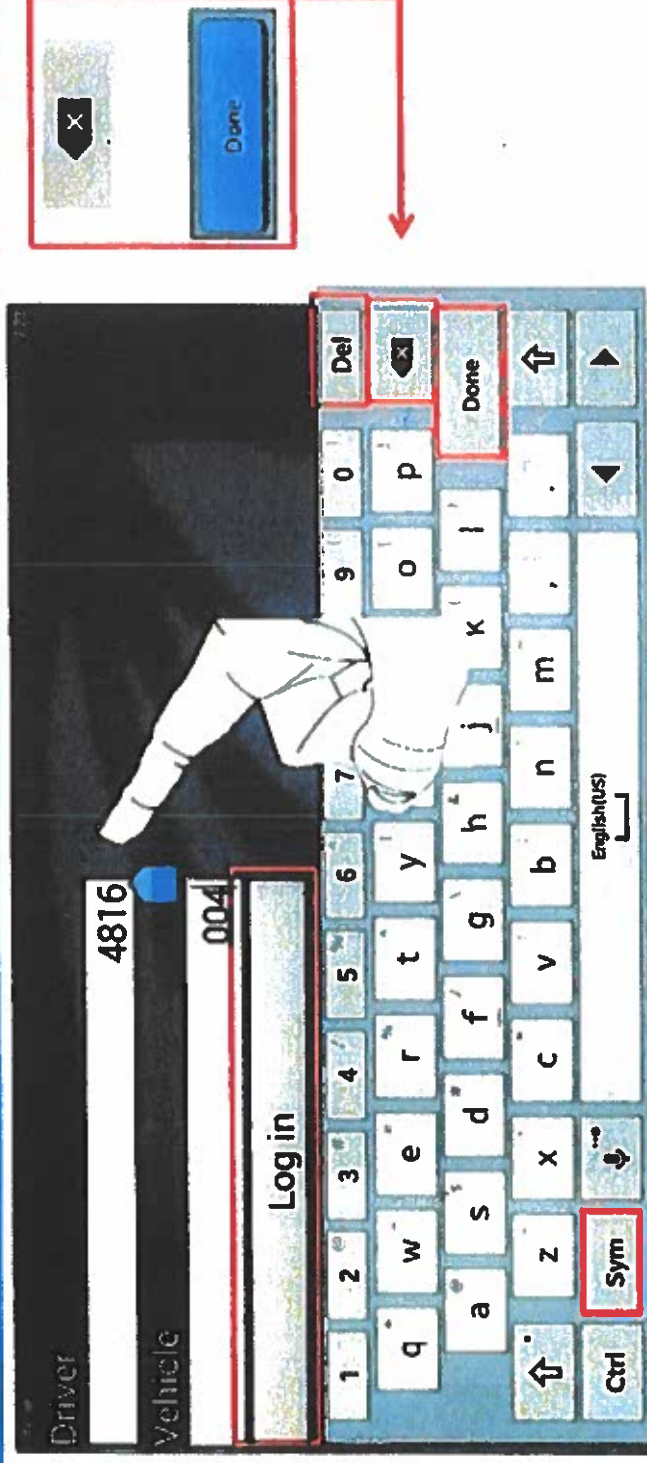
- The MDT is hard mounted into the vehicle using a rotating ball adapter.
- The MDT will snap securely into place and should be adjusted for safe and easy viewing.
- The MDT must be attached to the vehicle's 12V power supply using a charging accessory cord supplied by the agency.
- Make sure it is connected correctly to the 12v power supply in the vehicle. This ensures proper operation and charging.

CONFIDENTIAL -- DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

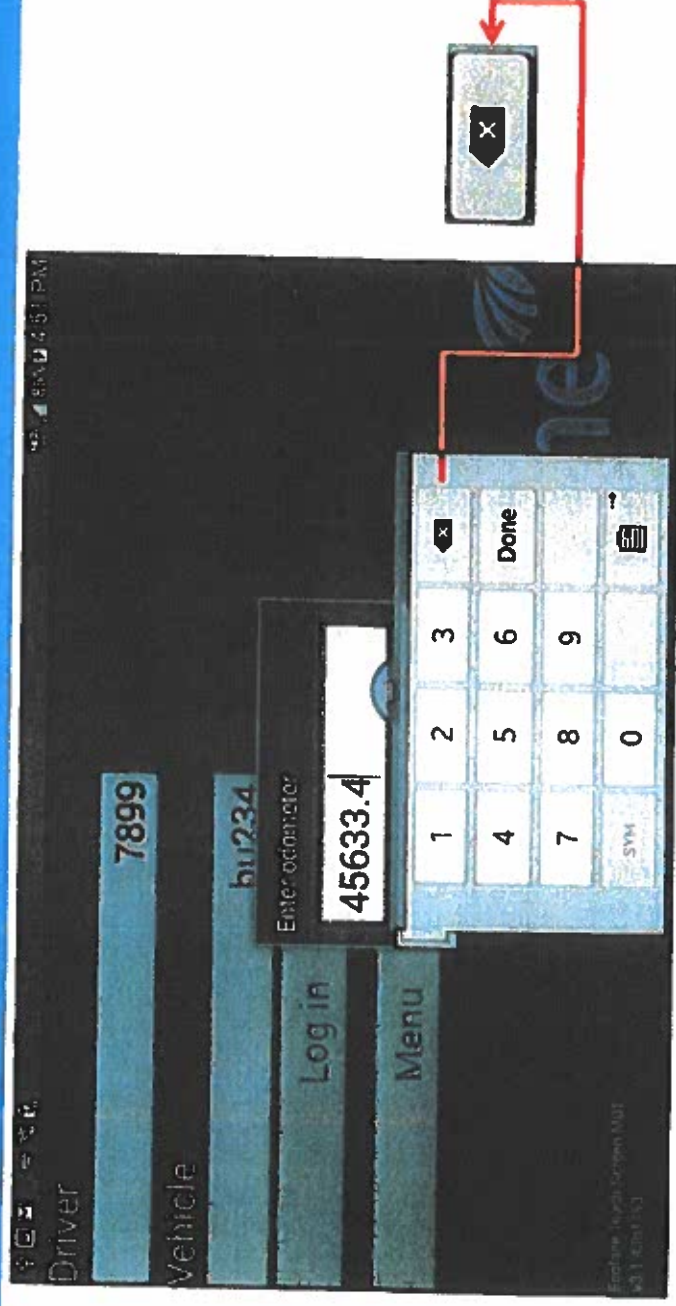
 **Ecolane**

Ecolane Driver Log In Screen



- The driver and vehicle fields may already contain information from the previous run.
- Tap on the driver and vehicle fields to make any appropriate changes. You can use the cursor slider  to move and position your cursor then use the backspace/delete key on the Tap the driver or vehicle field first
- A keyboard will appear. Use it to make any changes.
- Use the backspace/delete button to delete the incorrect value
- Click the done button to remove the keyboard.
- Tap the log in button to log in to your MDT.

Entering Odometer



- You will be prompted for an odometer reading. Tap the field and input the value using the keyboard shown here. If you make a mistake tap next to the incorrect field and use the backspace button to remove the incorrect value.
- Click the done button to remove the keyboard and click ok to complete.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

First Step - Performing A Pull Out



- The MDT will beep signaling that the Stops List has appeared.
- The Ecolane MDT has a dynamic list of passenger pickups and drop-offs.
- **The stops MUST be conducted in the order they are listed.**
- The first event on the MDT is called the Pull Out. The driver must perform the Pull Out first by tapping the perform button at the designated time.
- This completion of the Pull Out will start your run. The next stop will move to the top of the list.

The Stops Screen Description

1. Green Arrow Pickup	8	1	PARC - 100 N Washington St	5	08:03
2. Red Arrow = Drop Off	3	1	120 W Cunningham St		08:33
3. Number = # of Eligible passengers (1)	9	1	PARC - 100 N Washington St		08:50
4. Stop Address or a common location (With) Phone # Cranberry Public Library	11	1	1401 Villa Dr		09:04
5. Estimated stop time (08:03)	10	1	530 N Main St		09:20
6. Ecolane MDT Clock (09:41)		2	Butler Dialysis - 111 Woody Dr		10:31
7. Vehicle ID (B-12)		2			
8. Arrive Button	2	1	420 Saxonburg Rd		09:54
9. Depart Button	1	1	302 S Main St	12	10:08
10. Map Button		1	Butler Nutrition CTR 724-285-5392 - 10 Austin Ave	4	10:15
11. Wheelchair Symbol Signifies and accessible wheelchair pickup or drop off	7	1	118 Jodi Ln		10:28
12. Exclamation Points 1 exclamation point signifies driver is 5 or more minutes behind schedule. 2 exclamation points is more than 10 minutes behind schedule.	6				



Note: #4 You can add common location phone #'s from the location tab!

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

MDT Color Codes

Arrive	1	560 Perry Hwy Harmony, Pa	08:53
Depart	1	1003 Timbercrest Trl	09:36
Map	1	201 Highpointe Dr	09:54
Menu	1	Butler County Community College Cranberry 724-772-5520 - 250 Executive Dr	10:05
	1	328 Bonnie View Dr	10:18
	1	2643 Rochester Rd	10:25
	1	Cranberry Public Library 724-776-9100 - 2525 Rochester Rd	10:33
	1	201 High Pointe Dr	11:13
	1	276 Sherwood Dr	11:25
			11:37

Updates are automatically sent from the Ecolane DRT server. The MDT beeps when there is an update for the driver.

• Update types are displayed with different colors. See screens above.

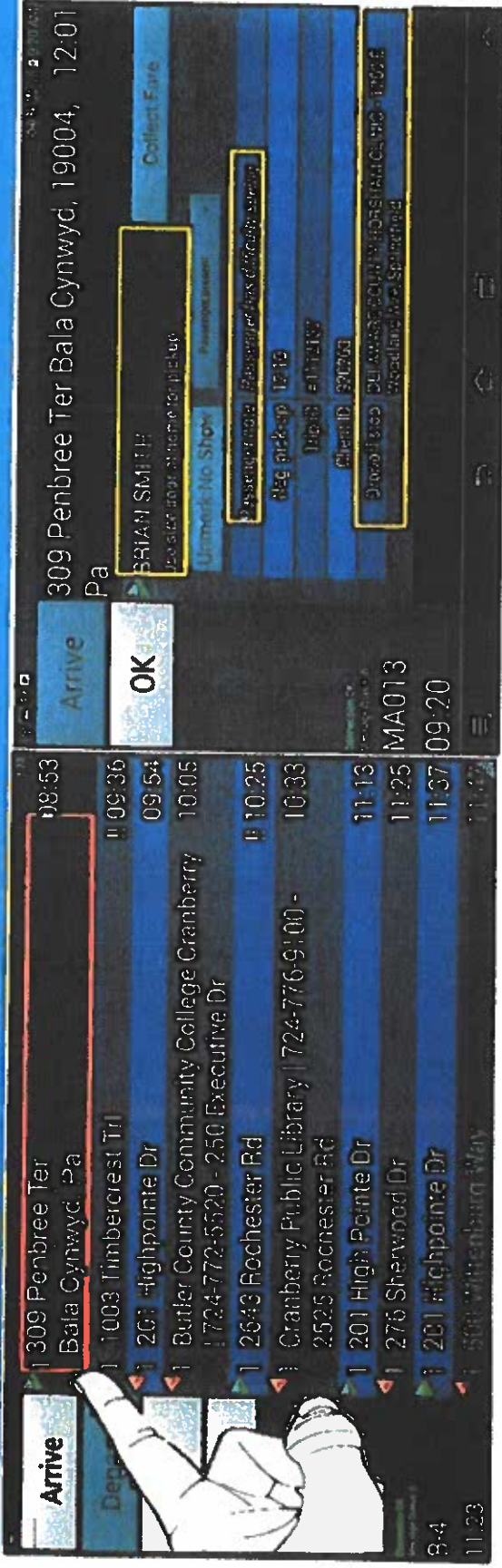
- Green text: new stop
- White text: existing stop (no changes)
- Yellow text: modified stop (more/less passengers and/or scheduled time adjustments)
- Red text: deleted stop. After the update the stop will be removed.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com



Viewing Stop, Client Details and Driver Notes



- You can view the client details for any stop by tapping on the stop. In this example we are picking up 1 client at 560 Perry Hwy Andrea Dr. Their names appear when I tap the stop. If we tap on a client we can see the trip id and client id.
- If we tap on a pickup (green arrow) we can see the drop-off stop. (Pictured to the right.)
- In this example a Passenger note appears under the client **"Passenger has difficulty seeing."**
 - This note will always be seen when the passenger travels.
- Upon arrival the driver note can be seen underneath the client. This note is specific to the client's address and will be seen when traveling to and from this address.

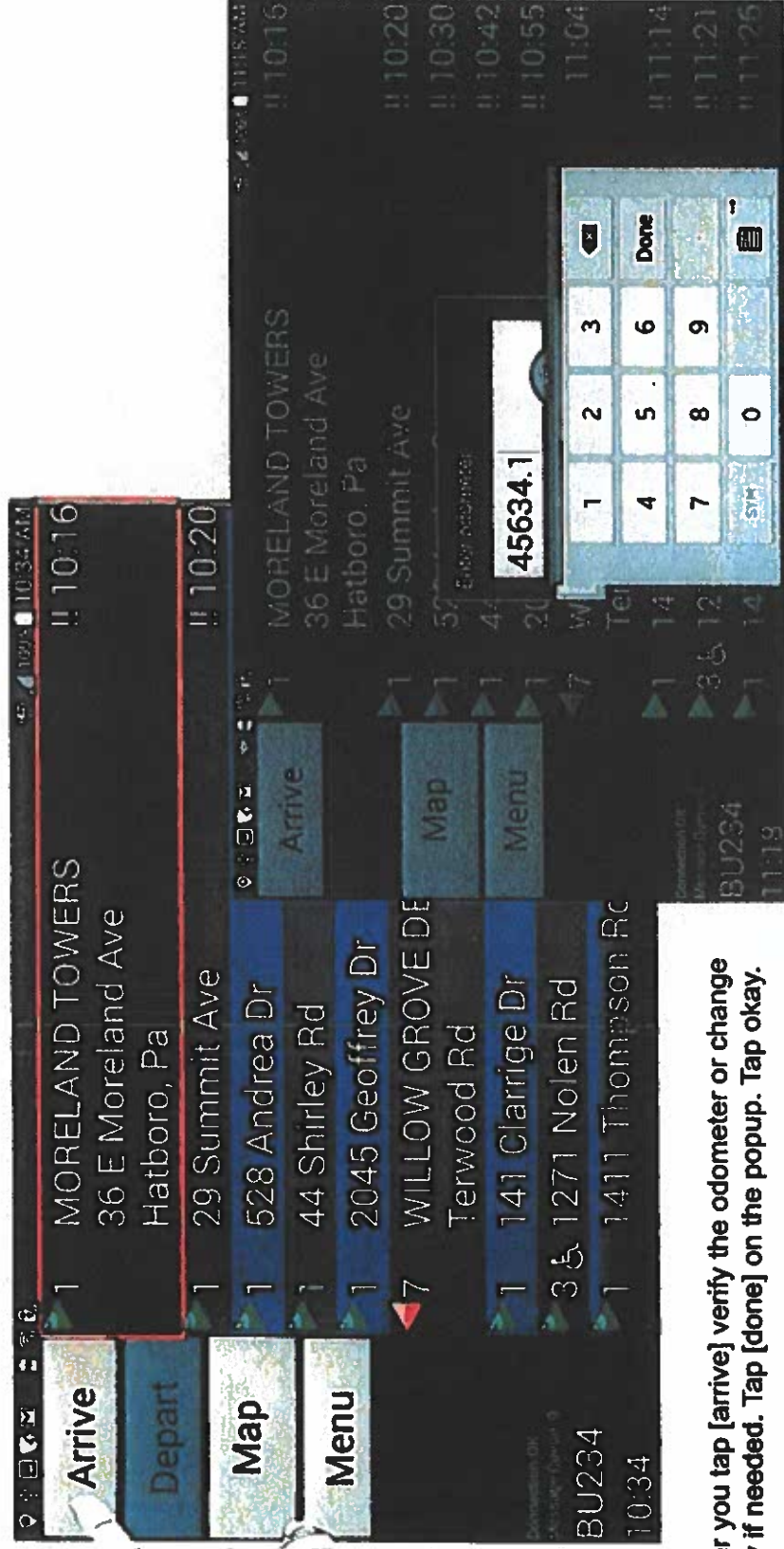
CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Using the Arrive Button

An arrival always occurs at the next stop on the list. When the driver arrives at the stop **tap** the [Arrive] button. This action will let the DRT server know you have arrived at the stop. This action must be done when you arrive at the stop.



After you tap [arrive] verify the odometer or change only if needed. Tap [done] on the popup. Tap okay.

CONFIDENTIAL -- DO NOT DISCLOSE
© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Confirm Pickup

1. The client name, address, and stop time are displayed.
2. For clients that are billed separately or have no fare the **[confirm pickup]** button will appear.
3. The stop cannot be departed until the **[confirm pickup]** button is tapped.
4. If there is only one client at the stop the information will be displayed without needed to tap on the name. Like in this example.
5. After the **[confirm button]** is tapped it changes to a change fare button the depart button lights.
6. Tap the depart button and leave the stop.
7. Tap the **[change fare]** button if you would need to add a fare.

Arrive Depart Menu

MORELAND TOWERS - 36 E Moreland Ave Hatboro, 19040, Pa 10:16

Race Bannon
APT 514 DO NOT LEAVE ALONE

Unmark No Show Passenger present

Neg. pickup 07:18 H

Confirm Pickup

Arrive Depart Menu

MORELAND TOWERS - 36 E Moreland Ave Hatboro, 19040, Pa 10:16

Race Bannon
APT 514 DO NOT LEAVE ALONE

Unmark No Show Passenger present

Neg. pickup 07:18 H

Trip ID #2402669

Client ID 82135

Dropoff stop WILLOW GROVE DEC - 2710 Ferwood Rd, Willow Grove

Payment Type Client billed separately

Change Fare

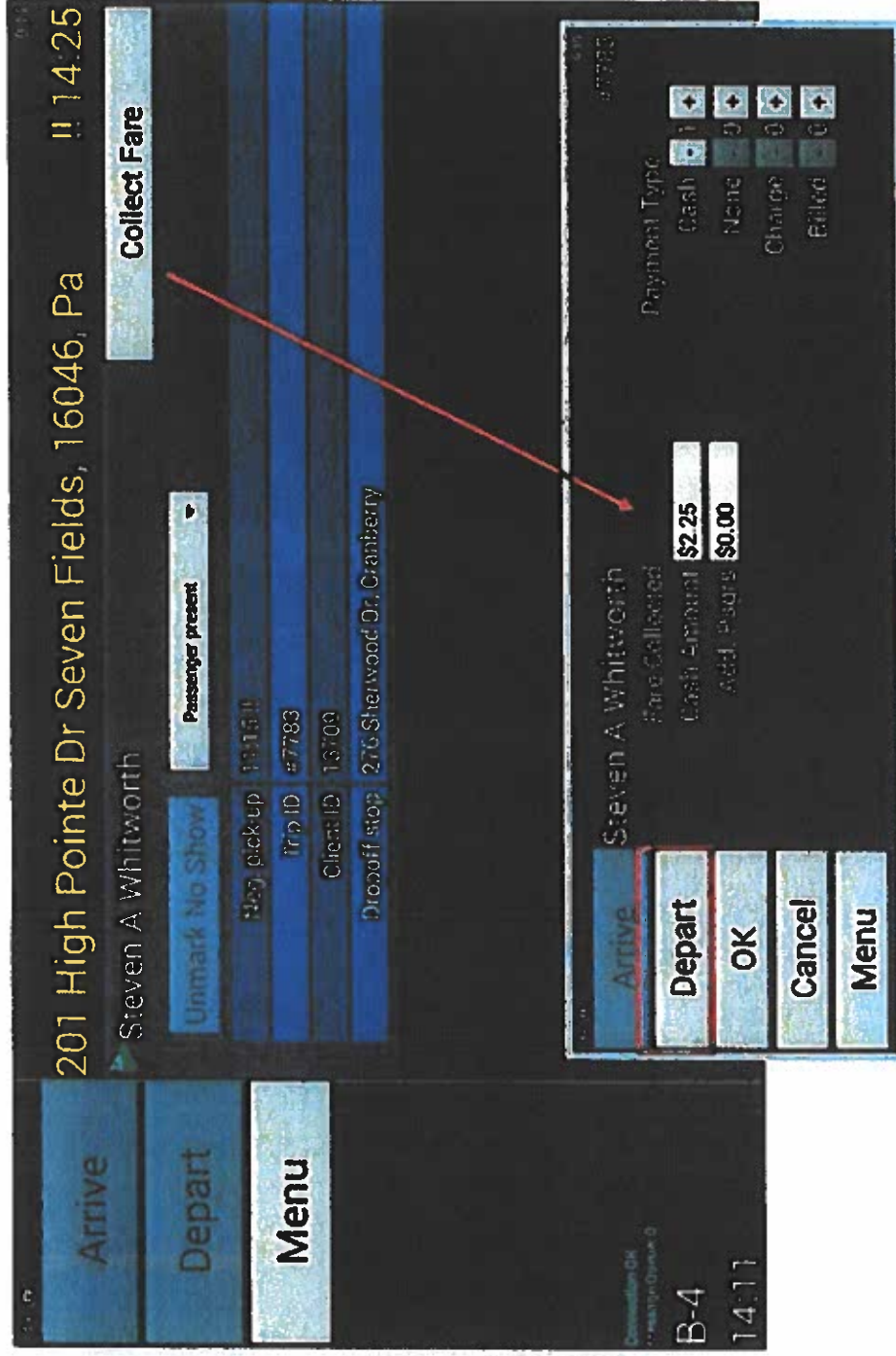
CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Collect Fare Button

1. For clients that have a fare associated with the trip a **[collect fare]** button will appear.
2. The stop cannot be departed until the **[collect fare]** button is tapped.
3. If there is only one client at the stop the information will be displayed without needed to tap on the name.
4. After the **[collect fare]** is tapped it changes to a **change fare** button the depart button lights.
5. Tap the depart button and leave the stop.
6. Tap the **[change fare]** button if you would need to change a fare.



CONFIDENTIAL – DO NOT DISCLOSE
 © All rights reserved. Ecolane 2017. www.ecolane.com

Changing A Fare Or Payment Type

Race Bannon

Fare Collected:

Cash Amount	\$0.00
Add. Psgrs	\$0.00

Payment Type

Cash	- 1 +
Ticket	0 +
Monthly pass	0 +
Volunteer pass	0 +
Cash Reduced	0 +
Reduced Pass	0 +
Transfers	0 +
Billed	0 +

Payment type

Cash	0 +
Ticket	1 +
Monthly pass	0 +
Volunteer pass	0 +
Cash Reduced	0 +
Reduced Pass	0 +
Transfers	0 +
Billed	0 +

#2402669

BU234
11:40

1. After tapping **[Collect Fare]**, the edit fares screen appears, displaying values for the amount and fare types may be set.
2. To change the fare types tap either the '+' or '-' next to the new fare like ticket. Tap the - to remove the cash fare.
3. Tap the cash amount field to change the value of the fare

Changing Tender Amount

Cash Amount

0 . 0

1	2	1	2
3	4	3	4
5	6	5	6
7	8	7	8
9	0	9	0

Cash Amount

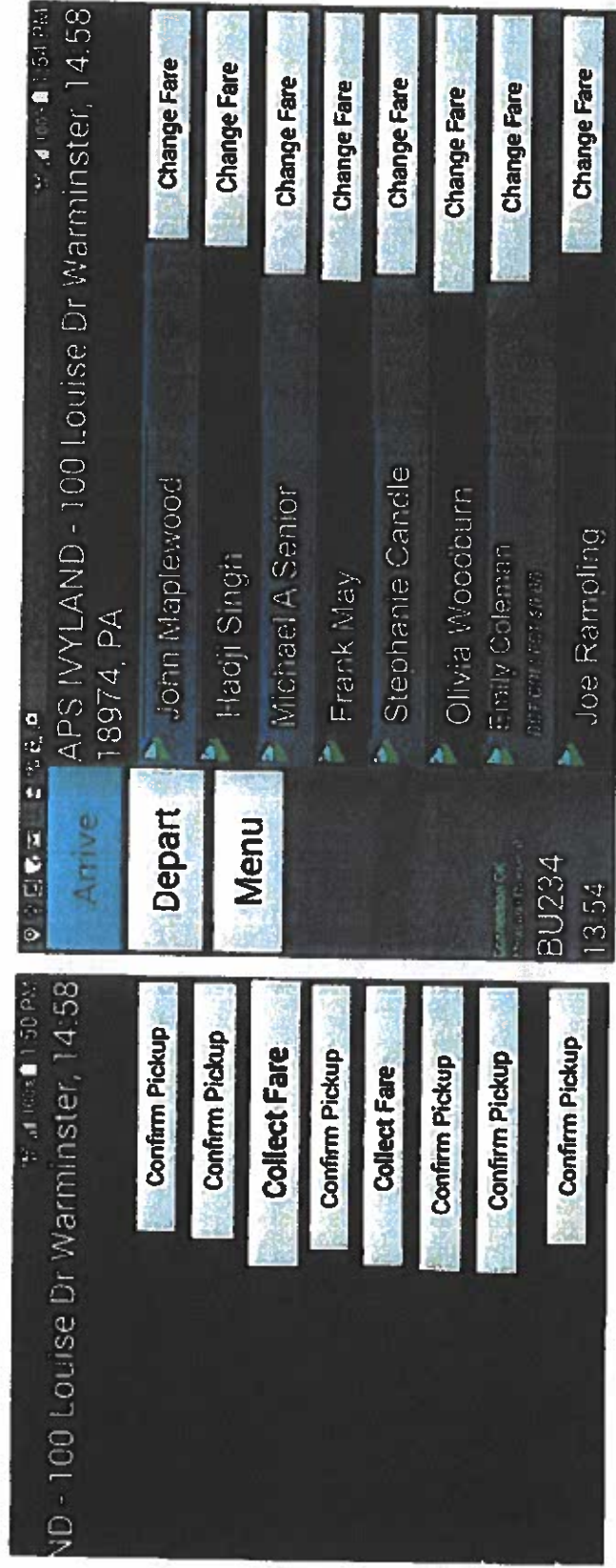
1 . 0

1	2	1	2
3	4	3	4
5	6	5	6
7	8	7	8
9	0	9	0

- In this example we are changing \$00.00 to 1.00. Tap the 1 button.
- Clicking OK 2 times will bring you back to the previous stops screen. The collect fare button has changed to a change fare button.

Collect Fares for (Multiple Passengers)

Some stops will require the driver to collect fares or confirm pickup for multiple passengers. All the passengers associated with the pick-up or drop-off will be shown on the MDT. (See below) With multiple pick-ups, if the collect fare or confirm trip button is [enabled] then that button must be tapped for each passenger.



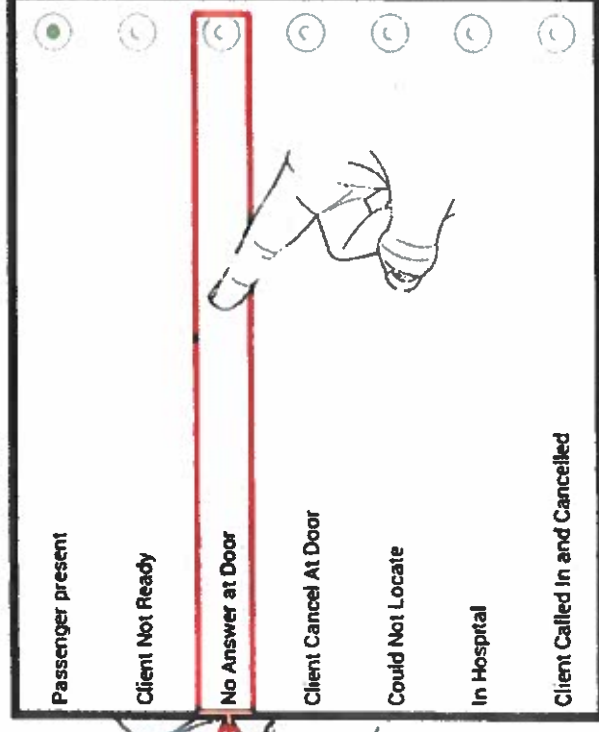
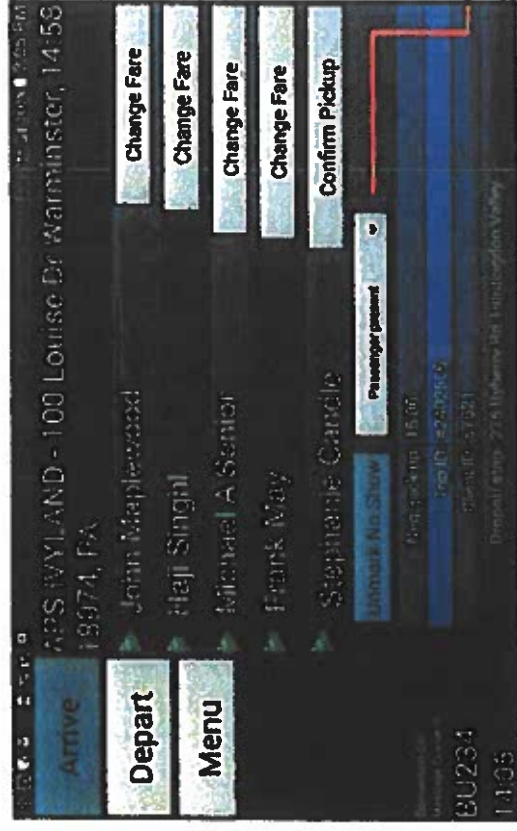
Note: If the collect fare or confirm trip button is enabled for multiple passengers, the button must be tapped for each passenger as shown in this example. If a fare is due it will be shown. If this is not done the [depart] button will not be enabled and the driver will not be able to depart the stop using the MDT until all collect fare buttons are [tapped].

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Report A No Show



- Tap the passenger to reveal the present button, a menu will appear with no show reasons. Select one.

Unmark No Show

The screenshot shows a mobile application interface for managing a trip. At the top, there's a header with 'Arrive', 'Depart', and 'Menu' buttons. Below this, a list of passengers is displayed: John Maplewood, Diana Campbell, Michael A Senior, Frank May, and Stephanie Gardie. Each passenger has a 'Change Fare' button next to their name. A red box highlights the 'Unmark No Show' button, which is located below the passenger list. To the right of this button is a dropdown menu currently set to 'No Answer at Door'. At the bottom of the screen, there's a status bar showing 'BU234' and '14:05'.

The screenshot shows a mobile application interface displaying a list of addresses. Each address is preceded by a red triangle icon and the number '1'. The addresses listed are: 215 Limestone Ln, 589 Hampton Crossing, 275 Byberry Rd, 357 Byberry Rd, and 210 Barnsley Ave.

- After marking a no show, the unmark no show button is revealed. If a client is now present you may tap the unmark no show button to record them present.



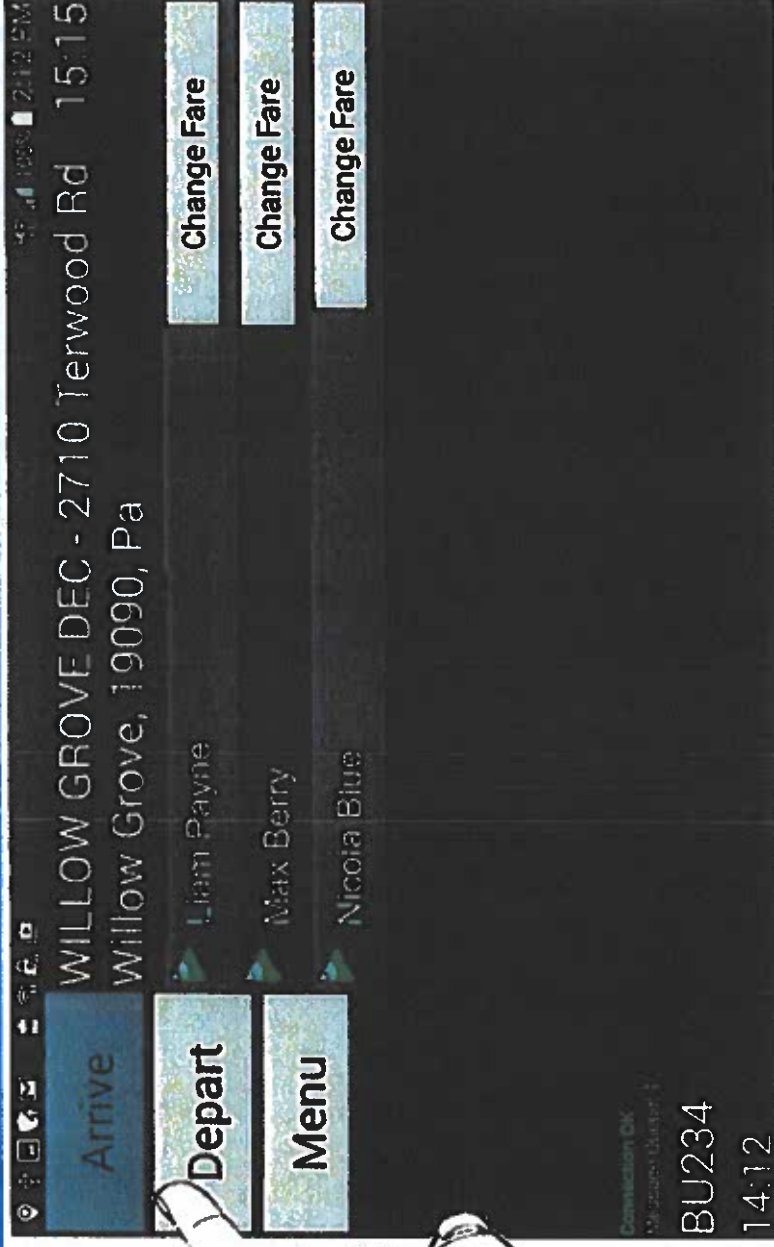
Note: James is now marked a no show and the trip is crossed out. The drop off stop will be automatically removed.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Depart

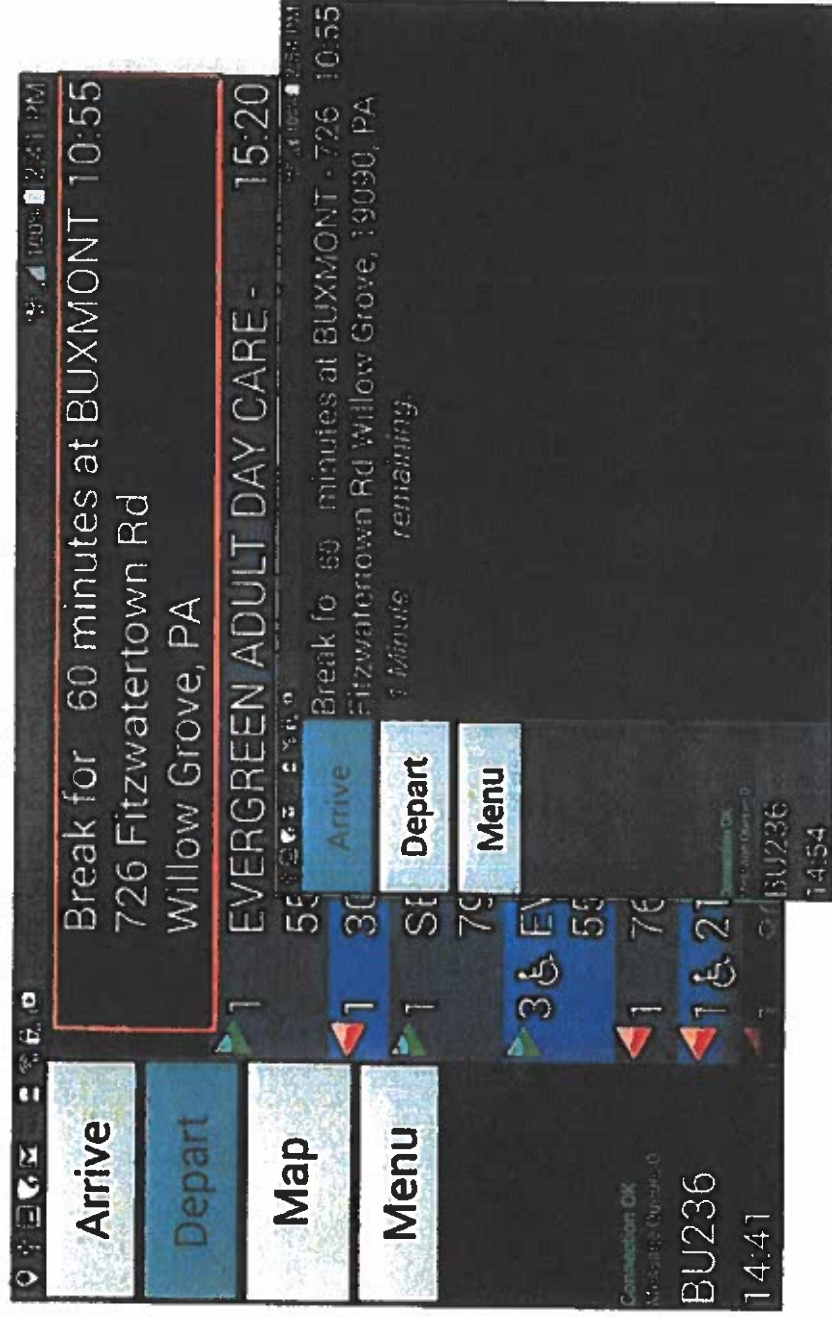


- After loading or unloading the passenger(s), tap [Depart] to continue to the next Stop. This lets the system know you have left the stop.

NOTE: For the *Depart* button to be active, all boarding passengers must either
(a) Have had a collect fare or confirm trip button tapped
(b) Been marked as a no show

Break Events

Breaks are performed just like stops on the MDT. Tap Arrive to begin the break at the designated time. Breaks must be performed by the driver.

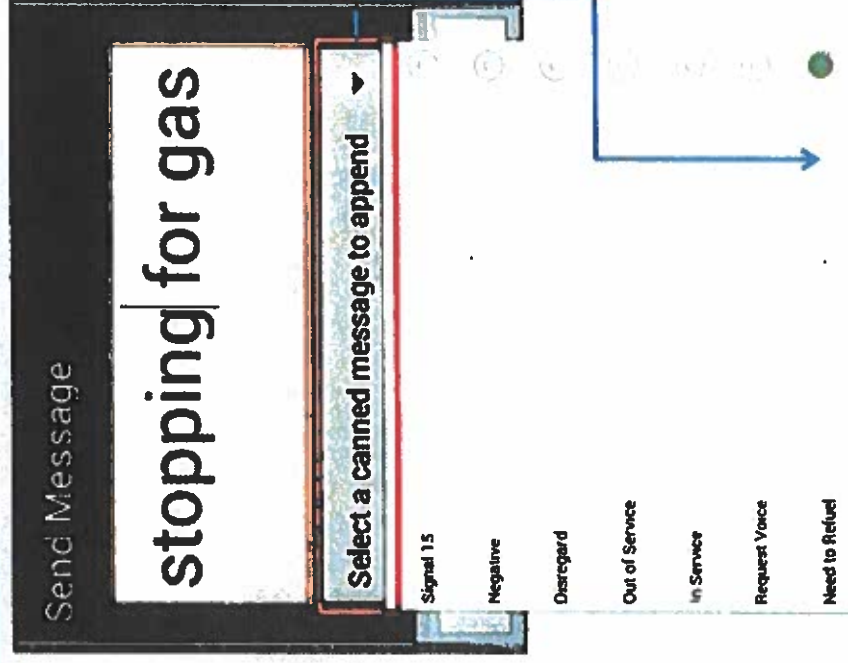
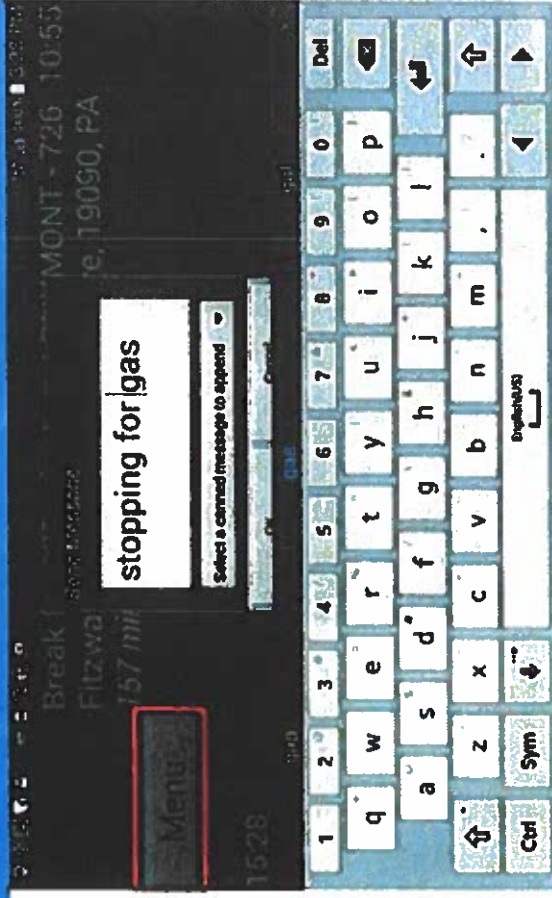


CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

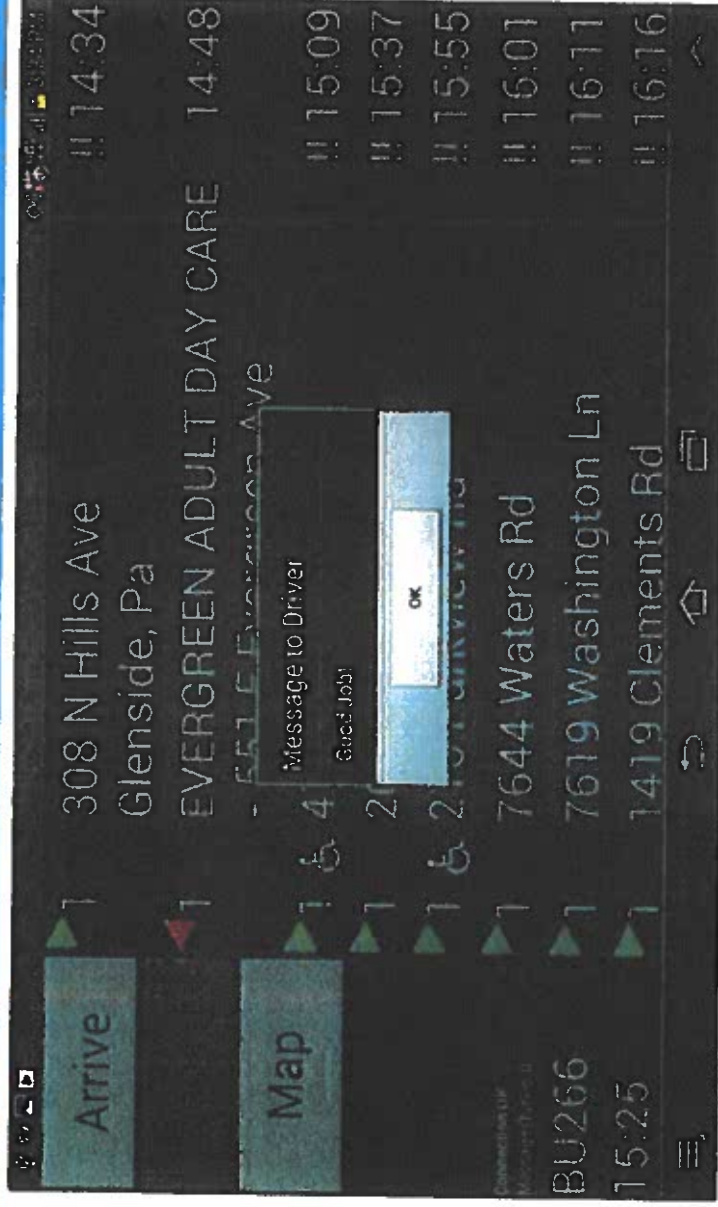
Ecolane

Sending Messages



- Tap the menu button
- After tapping send message a send message dialogue will appear. You may type into this area by using the keyboard with spell check built in. Tap the OK button to send.
- You may also select a canned message to send by tapping the canned message dropdown button.

Receiving A Message From Dispatch



Dispatch can send one driver or a fleet of drivers a message. When the message comes through the MDT is appears as shown above. Read then click OK to remove it from your view.

Note: Once the OK button is pressed the message cannot be recalled on the screen.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

The Key Lock

I tap and nothing happens?



If you are trying to arrive at a stop while the vehicle is in motion the [key lock] will appear. You are locked out. The key will disappear when the vehicle is stopped and you will be able arrive a stop.

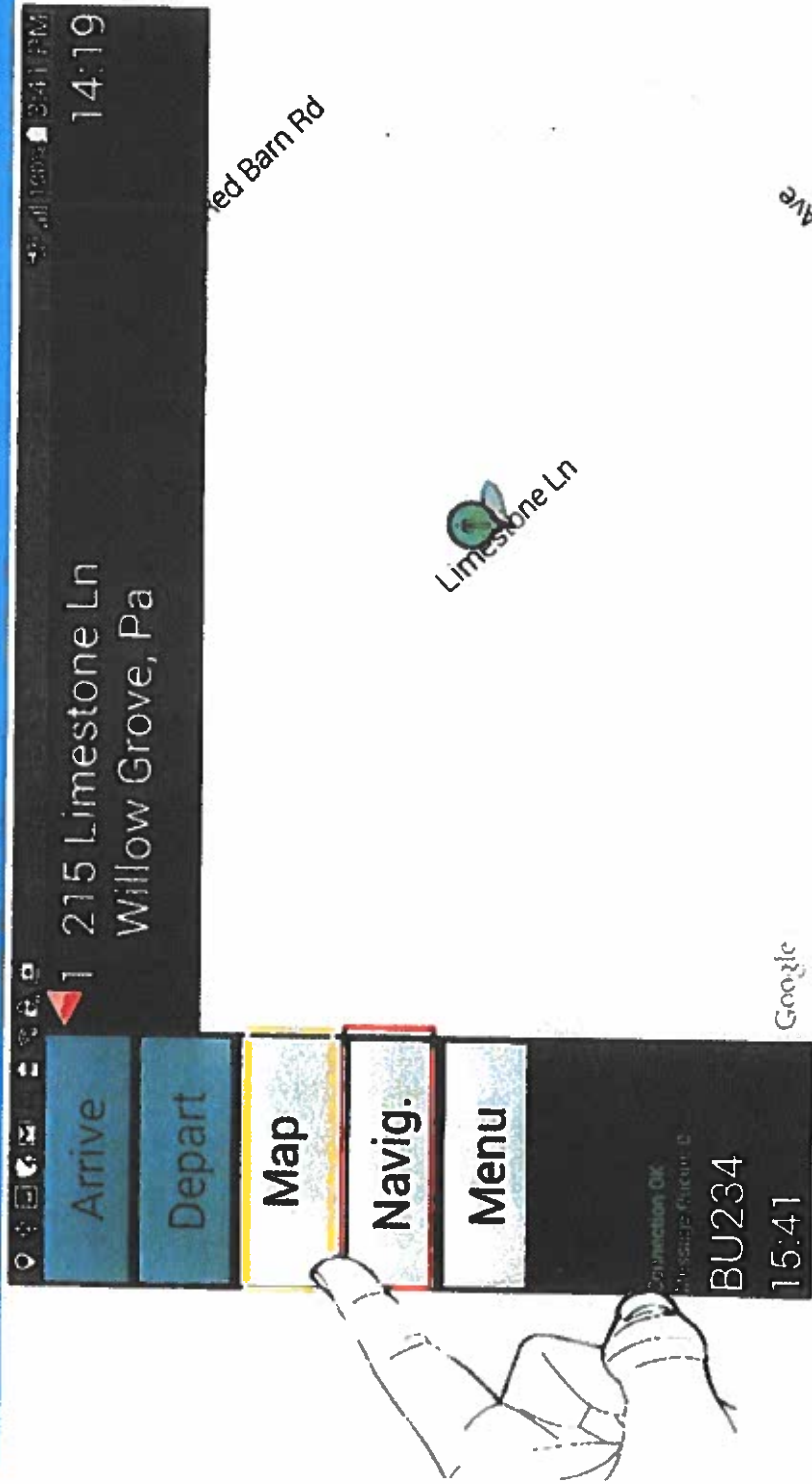
Attempting to perform a function, such as arriving at a stop is not possible when the vehicle is moving. Safety First

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com



Turn by Turn Navigation



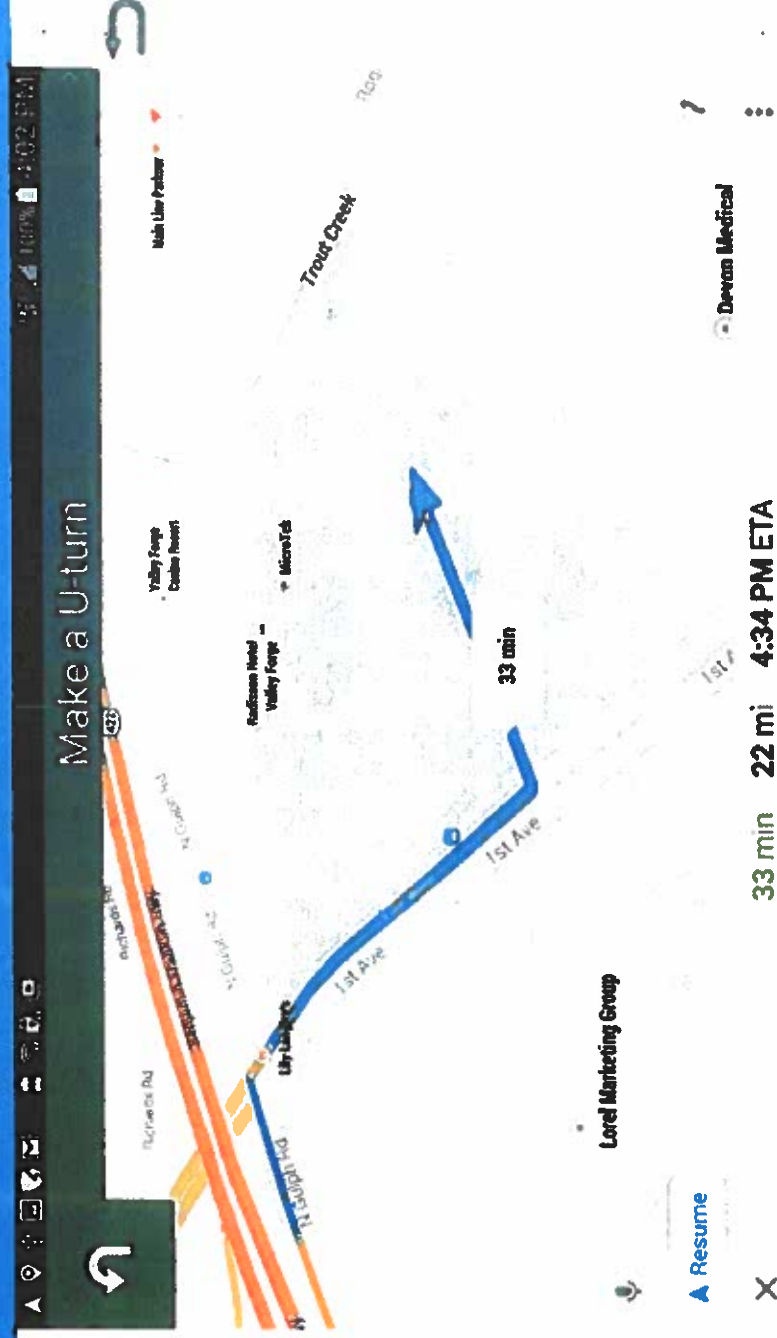
- The MDT is equipped with turn by turn directions using 3rd party (Google) navigation function. Tap the Map button to use it.
- The map application loads in front of the stops window and shows your location acquired through global positioning system or GPS. To bring up the turn-by-turn directions tap Navig. button.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Exiting Navigation



Upon return to the map screen tap the map button to turn off the map function and return to the stops screen

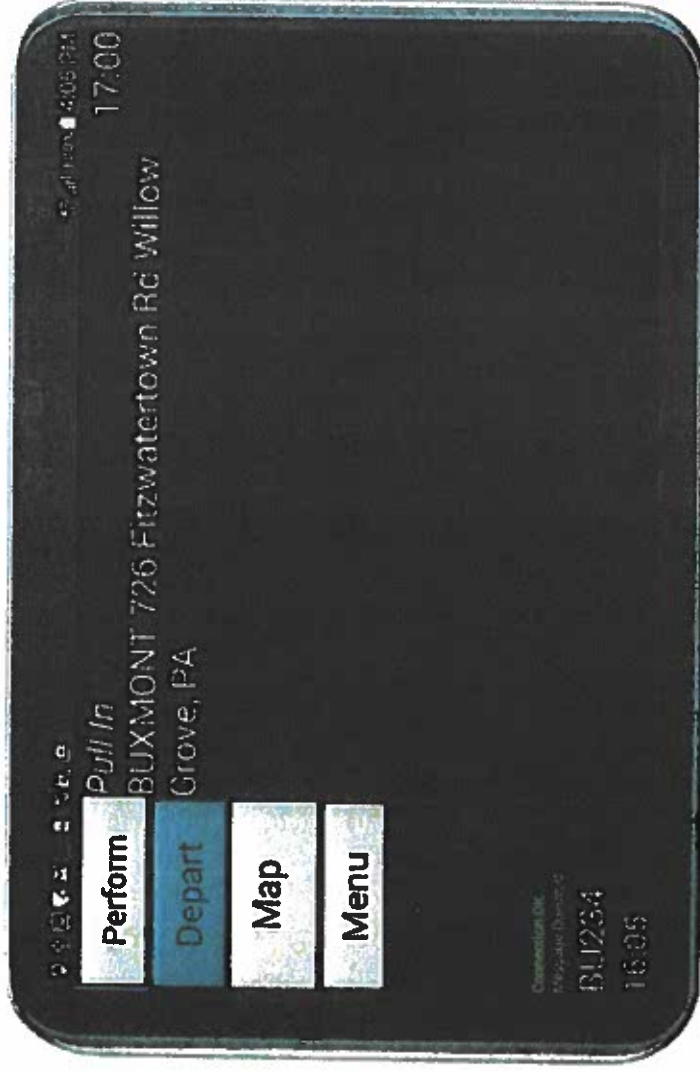
The GPS will route your way with turn by turn directions. To exit the navigation use the back button to return to the Map screen.

CONFIDENTIAL -- DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com



Performing a Pull In



The last stop to appear on the MDT is called the “Pull In”. The “Pull In” is the run’s home location. The “Pull In” is completed by tapping on the **[perform]** button as shown here. This completes the cluster in the Ecolane DRT system. You will be prompted for odometer reading again.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

 Ecolane

Menu Operation and Logging Out

Tap the gray menu button under map to reveal the options.



Once the "Pull In" is completed the No Stops Screen will appear. Log out of the MDT by touching the Menu button located on the system bar. Tap logout and verify odometer reading a last time. The log in screen will now appear and you have successfully logged out. Power Off. Return the MDT to the charging station.



It is important that you wait for the initial Log In screen to reappear before you power off the MDT! After a pull-in, you are no longer able to receive any trips.

CONFIDENTIAL – DO NOT DISCLOSE
© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Frequently Asked Question Handout

1. What if the MDT freezes or Shuts down while I'm driving. What should I do? Please follow the process below.

- ❖ Press and hold the Power/Lock Key while powering on or restarting. The device connects with the network, then displays the Home screen. Tap the Ecolane Icon to start the Ecolane application. Login with your driver and vehicle information.

2. What happens if I lose cellular service or GPS coverage while I am doing stops?

- ❖ In most cases you may not even notice this because the MDT will retain the stop data. When the coverage is regained your information will be reported and uploaded. After the disruption if there were any changes to stops, your unit will beep and the new information will be displayed with color changes.

3. I don't know how this happened but the "Please Input Unlock Code" screen appeared. I can't see my stops! What now! Does this mean I am locked out of my MDT?

- ❖ No! To get back to the Ecolane application tap on the home button. Click the Ecolane application Icon and log back in.



Note: Please call dispatch if there are any lingering problems.

CONFIDENTIAL -- DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

Frequently Asked Question Handout

4. What happened to my tablet? A green robot appeared on my screen and the stops have disappeared. What do I do next?

This does not happen very often. The system checks for Android Operating System updates. If one is available it will download automatically. Let the system update complete. It will only take a few minutes and your tablet will restart automatically.

If necessary, Tap the Ecolane icon on the Home Screen  and login with your driver and vehicle information to continue the run.



Note: Please call dispatch if there are any lingering problems.

CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

SAFETY IT'S YOUR RESPONSIBILITY! BEST PRACTICES FOR SUCCESS



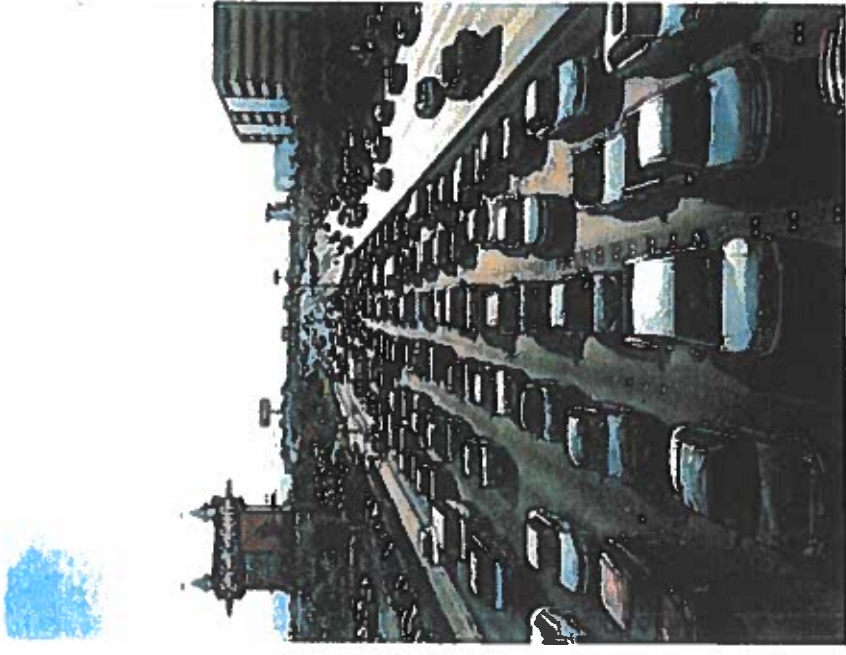
CONFIDENTIAL – DO NOT DISCLOSE
© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane



SAFE MDT USE & DRIVER BEST PRACTICES

“There is **never**
anything on the MDT
more important than
what is on the road in
front of you, **EVER**”



CONFIDENTIAL – DO NOT DISCLOSE

© All rights reserved. Ecolane 2017. www.ecolane.com

Ecolane

SECURING THE TRANSIT VEHICLE

SECURING YOUR VEHICLE

- Definition taking precautions so the vehicle does not move or no one other than the operator can **operate it. To prevent passengers from boarding without an operator present.**
- Procedure for "out of service bus"
 - Park vehicle in designated areas only. Keep vehicle parallel to curb or marked areas
 - Place transmission selector in neutral
 - Set parking brake
 - Release door air control valve lever, located at the rear of the left hand operator's control panel
 - Sign off to dispatch
 - Turn off all lights **and other functions of bus such as HVAC and fans**, shut down engine
 - Perform a final walk-through inspection for passengers and lost & found items
 - Exit vehicle, manually close passenger doors, lock doors.
**note - keys are left on the coat hook and passenger doors are not locked when vehicle is parked in the bus storage building*
- Procedure for Temporary Leave
 - Park vehicle in designated areas only. Keep vehicle parallel to curb or marked areas
 - Place transmission selector in neutral
 - Set parking brake
 - Turn on 4-way flashers, leave engine running on fast idle to maintain passenger compartment comfort
 - **Place padlock and collar around the parking brake**
 - **Remove and carry keys on person**
 - Indicate to dispatch your location and how long your vehicle will be unattended. Instruct any onboard passenger(s) as to exiting the bus. (Manually pushing the door open). ** note- never leave children unattended on the bus without adult supervision*
 - Release door air control valve lever, located at the rear of the left hand operator's control panel
 - Exit vehicle, manually close passenger doors

- **Securing bus-boarding and alighting passengers**
 - Select and park bus in a safe-zone for boarding and alighting
 - Use 4-way flashers to indicate caution
 - Place the transmission selector in neutral
 - Set parking brake
 - Kneel bus to curb
 - Open passenger doors
 - Operator should recognize and be in position to assist passenger(s)
 - Politely call for alighting passengers or greet boarding passengers

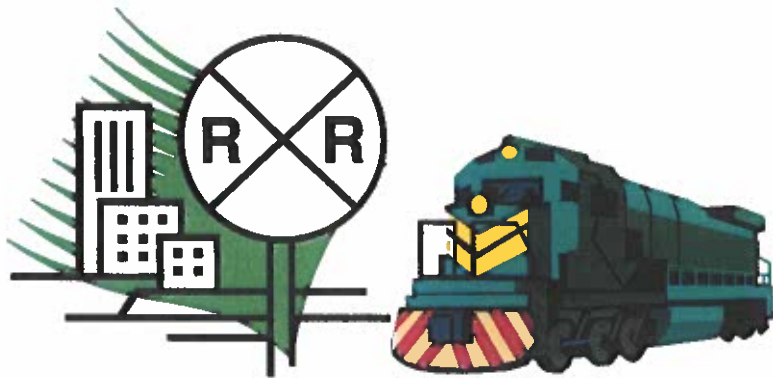
****REMEMBER! NEVER BOARD OR ALIGHT PASSENGERS WITH THE TRANSMISSION SELECTOR IN A MOTION GEAR AND YOUR FOOT ON THE BRAKE.***

**PROCEDURE WHEN FAILED TO COMPLY WITH VEHICLE
SECURING POLICY:**

- 1ST OFFENSE - VERBAL REPRIMAND.
- 2ND OFFENSE – WRITTEN REPRIMAND.
- 3RD OFFENSE – 8-HOUR SUSPENSION WITHOUT PAY.
- 4TH OFFENSE – *TERMINATION OF EMPLOYMENT

***NOTE: IF A PREVENTABLE SAFETY RELATED INCIDENT OCCURS DUE TO THE OPERATOR'S FAILURE TO PROPERLY SECURING THE BUS, EMPLOYMENT WILL BE TERMINATED.**

RAILROAD CROSSINGS



AS A BUS OPERATOR FOR THE MERRILL TRANSIT SYSTEM , I UNDERSTAND THAT I **MUST STOP AT ALL RAILROAD CROSSINGS**, UNLESS POSTED WITH AN "EXEMPT" SIGN. THIS IS TO COMPLY WITH THE LAWS: 346.45 AND 346.44(1), WHICH STATE THAT CERTAIN VEHICLES AND EVERY MOTOR BUS TRANSPORTING PASSENGERS, MUST STOP BEFORE THE RAILROAD CROSSING. (WITHIN 50 FT, BUT NO LESS THAN 15FT.)



PROCEDURE WHEN FAILED TO COMPLY WITH RAILROAD CROSSING LAWS:

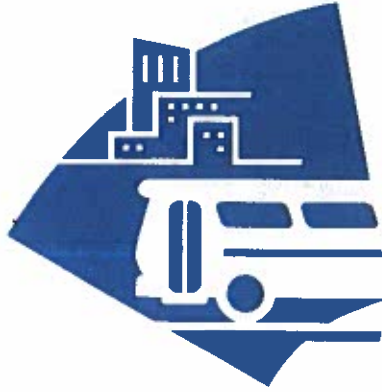
- 1ST OFFENSE -- WRITTEN REPRIMAND
- 2ND OFFENSE -- 8 HOURS SUSPENSION WITHOUT PAY
- 3RD OFFENSE -- TERMINATION OF EMPLOYMENT

RAILROAD CROSSING VIOLATIONS CAN BE REPORTED BY INDIVIDUALS OTHER THAN LAW ENFORCEMENT. AS LONG AS LOCATION, VEHICLE NUMBER, AND TIME ARE GIVEN. A REPORT USING ONLY AN OPERATOR'S NAME WILL NOT BE ACCEPTED. ROLLING STOPS OR ATTEMPTED STOPS ARE IN VIOLATION.

CITATIONS FROM LAW ENFORCEMENT WILL AUTOMATICALLY SUSPEND VIOLATOR 8 HOURS WITHOUT PAY.

RAILROAD CROSSING VIOLATIONS SHALL BE ACTIVE FOR (18) EIGHTEEN MONTH INTERVALS.

Signed: _____ Date: _____



TRANSPORTING PASSENGERS



TRANSPORTING PASSENGERS

Introduction:

In this section you will learn the policies and procedures used by the Merrill Transit System for transporting passengers. Our fare structure will be explained. There will be general guidelines on how to handle situations where an escort may be needed.

- What is Merrill Transit service area
 - Within the city limits
 - East to Walmart
 - North City G -Taylor St
 - West Pierce St. - Jackson St apartments
 - South Woodland Court and Tannery Rd
- Fare Structure per ride
 - Standard \$2.00
 - Elderly & Disabled \$1.00
 - Agency \$3.85
 - Group (5 or more)1 Way \$1.00
 - Group (5 or more)2 Way \$1.50
 - Students - preregistered
 - Varies depending on how many and number of ways
- Fare collections
 - Collected by the bus operator at the time of boarding
 - Acceptable forms of payment
 - Cash
 - Token
 - Balance
 - None
 - Questions about fares
 - Contact dispatcher
 - Payment arrangements other than collected at boarding should be conveyed to operator via radio or in the pick-up notes
 - Tokens are available for purchase in the Merrill Transit Office located in City Hall

- Boarding & Alighting passengers
 - Stop the bus parallel to the curb
 - Activate four way flashers
 - Transmission in neutral
 - Set parking brake
 - Activate the kneeling feature
 - Open the door
 - Collect fare
 - Allow passenger to be completely seated or away from the bus
 - Depart

- Types of deliveries
 - Door – most common
 - Exact address
 - Safe zone
 - Clear curb or driveway
 - If not available operator may choose next available safe zone
 - Escorted – Must be approved by dispatcher **for students**
 - Bus remains in the traffic lane
 - Activate four way flashers
 - Transmission in neutral
 - Set the parking brake
 - Activate the kneeling feature
 - Open the door
 - Release the door air pressure
 - Survey to make sure area is safe
 - Take hold of the passenger
 - Make sure safe to cross
 - Instruct passenger it is safe to proceed
 - Children will be escorted across the street
 - Child escorts must be approved by parents and operators will be notified of child escorts
 - Boarding passengers from opposite side of street reverse the above process
 - Left lane of one way street
 - Use escorted process
 - Curb parking not available
 - Use Escorted process

ASSISTING SPECIAL NEEDS PASSENGERS

- Defining a special needs person
 - Visually impaired
 - Uses a mobility device
 - Wheelchair
 - Walker
 - cane
 - Appears to need assistance
 - May have packages
 - Groceries
 - Hazardous conditions
 - General behaviors
 - Bashful or humble
 - May not ask for assistance
 - Stumbling or off balance
- Operator responsibilities
 - Get out of driver seat
 - Offer assistance
 - Be in position to assist even if assistance is denied
 - You are never too busy to assist our riders
 - Prevents slips, trips and fall injuries

“LIFT” PASSENGERS AND SECUREMENT

- Defined
 - Uses a mobility device
 - Wheelchair
 - Scooter
 - Walker
 - Cane
 - Stroller or cart
 - Maybe be for medical, physical or confidence reasons
- Operator responsibilities
 - Educate and accommodate the passenger
 - Safety precautions
 - Proper use of equipment
 - Address passenger face to face
 - Secure all devices
 - Narrate the procedure as it is being done
 - Assures readiness and confidence of passenger
- Bus equipment
 - 2 securement areas
 - All devices must be tied down
 - 4 point tie down
 - Shoulder belt
 - Must be offered to passenger
 - Can be declined
 - Must be reported to dispatch
 - Passenger may elect alternate seating
 - Oversized devices limited to one
 - Devices must be properly secured before the bus departs

MOBILITY DEVICE / LIFT PASSENGER -BOARDING PROCEDURE

- Always select a clean, safe and level area for boarding and alighting lift passengers
- Stop the bus parallel to the curb
- Activate four way flashers
- Transmission in neutral
- Set parking brake
- Activate the kneeling feature
- Open the door
- Allow all ambulatory passengers to board / alight
- Deploy ramp (600 pound capacity)
- Exit bus to assist mobility device passenger.
- Push wheelchairs up the ramp.
 - Ask the passenger to assist you by using their hand rails
 - Pace yourself with their hand strokes and wheel rotation
 - If there is a double occupancy, you will be required to roll them on backwards.
 - Follow the same "push" procedure. Never pull a wheelchair. Always be in control.
 - Power operated wheelchairs and scooters may be controlled by the occupant
 - Only after the bus operator has confirmed that the occupant is confident in maneuvering the ramp
 - Secure the mobility device
 - Use four point securement system on the bus
 - Adjust to proper tension
 - Set braking mechanisms
 - Turn off power
- Collect fare
- Stow the ramp
- Close the door
- Allow passenger to be completely seated or away from the bus
- Depart
 - **IMPORTANT NOTE:**
 - If at any time the lift ramp malfunctions, operate it manually. Deploy and stow the ramp slowly! Never kick, throw or jump on the ramp to stow / deploy. This will severely damage the motor and drive chain.

MOBILITY DEVICE / LIFT PASSENGER ALIGHTING

- Always select a clean, safe and level area for boarding and alighting lift passengers
- Stop the bus parallel to the curb
- Activate four way flashers
- Transmission in neutral
- Set parking brake
- Activate the kneeling feature
- Open the door
- Allow all ambulatory passengers to board / alight
- Deploy ramp (600 pound capacity)
- Unsecure the mobility device
 - Release braking mechanism
 - Turn power on
- Assist mobility device passenger down the ramp
 - Ask the passenger to assist you by using their hand rails
 - Pace yourself with their hand strokes and wheel rotation
 - Power operated wheelchairs and scooters may be controlled by the occupant
 - Only after the bus operator has confirmed that the occupant is confident in maneuvering the ramp
- Stow the ramp
- Close the door
- Allow passengers to be completely seated or away from the bus
- Depart
 - **IMPORTANT NOTE:**
 - If at any time the lift ramp malfunctions, operate it manually. Deploy and stow the ramp slowly! Never kick, throw or jump on the ramp to stow / deploy. This will severely damage the motor and drive chain.

SECURING MOBILITY DEVICES, STROLLERS, SHOPPING CARTS

- Special note
 - In the interest of safety and equal treatment of passengers, the Merrill transit commission does hereby declare that all Merrill Transit System passengers using “common wheelchairs” as defined by **USDOT American’s with Disability Act** regulations, must allow their wheelchair to be secured at designated positions within an accessible bus in order to ride the *Merrill Transit System*. Passenger seats provided on the bus are secured to the bus and common wheelchairs, which serve as seats, must also be secured to the bus. The Merrill Transit System will deny service to a passenger using a common wheelchair who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided.
- This policy does not apply to situations where an attempt has been made to secure the common wheelchair, but the common wheelchair cannot be secured or restrained satisfactorily by the bus securement system.
- **CHILDREN MAY NOT REMAIN IN STROLLERS / CARRIAGES WHILE THE BUS IS IN MOTION.**
- Strollers / carriages, shopping carts and similar wheeled devices brought aboard buses must be kept out of the aisle and secured at all times. If the securement rack on the right front wheel house is full, folded carts and walkers may be placed behind a barrier such as a stationary seat. The passenger must sit on the isle side of the seat to prevent the device from becoming a projectile in the case of an accident. Other similar devices that are too large for the rack are to be secured in the mobility device securement area. Apply manufacturer's brakes if available.

SKILL TRAINING

VISUALLY IMPAIRED PASSENGERS

SIGHTED GUIDE TECHNIQUES:

SKILL #1 - BASIC SIGHTED GUIDE

Ask first.

Touch the back of your hand to their hand.

Keep your hand facing forward with your arm at your side.

The V.I. person will grasp your arm slightly above your elbow. (For young persons it is easier for them to grasp your wrist.)

Walk 1/2 step ahead of the V.I. person.

SKILL #2 - CHANGING SIDES

Stop moving.

Allow the V.I. person to find your other arm.

SKILL #3 - NARROW PASSAGEWAYS

Indicate that it is a narrow passageway and they should fall into a step behind you.

Move your guide arm into the center of your back.

Once you have passed the narrow path, return your guide arm into the normal position.

SKILL #4 - SEATING

Stay in the Basic Guide Position.

The approach can be made from any angle.

Lead the V.I. person to the seat and grab the back of the seat with your guide arm. This will allow the V.I. person to slide their hand down your arm to identify the seat.

Announce the position and location of the seat.

Isle seating should be announced. Indicate when they should side step to enter the isle. Tell them to sit when they are square to the seat.

SKILL #5 - DOORWAYS

Indicate whether the door opens right or left. They may wish to change guide arms at this time.

Indicate whether the door is a push or pull operation.

Place your guide arm behind your back to indicate a narrow passageway.

SKILL #6 - STAIRS

Identify the stairs; up or down; how high; straight or curved.

Indicate the approach of the stairs.

Pause at approach.

After the V.I. person seeks the stairs with their foot or cane, announce your movement and proceed smoothly.

Pause at landing.

Proceed.

SKILL #7 - REVERSING DIRECTION

Announce that you are going to change direction.

Allow the V.I. person to change guide arm or keep the V.I. person on the inside of the turn.

TRANSPORTING CHILDREN

- Always use special care
 - 4K and Kindergarten students must have visual contact with receiving adult
- Make sure child is properly seated
 - Back against the back of the seat
 - Feet in front of them
 - Belongings in their lap
- General Rules for Students
 - Properly seated
 - Stay in seat until bus stopped completely
 - Item in their lap
 - Lunch boxes
 - Sports equipment
 - Homework
 - Toys
 - Backpacks
 - Items stay in backpacks
 - No eating, drinking, or gum
 - Use inside voices
 - Keep hands to oneself
 - No Foul language
- At school pick up before departing
 - Identify each student as they board
 - Will be on the tablet
 - Additional students
 - Contact dispatch to enter in the system
 - Collect fare
 - No shows
 - Report to dispatch
 - Call to parent will be made
 - Will be instructed to mark no show
 - Will be instructed when can depart

- Operator performs a walk through to insure all students are
 - Seated properly
 - Items in their lap
 - Corrects those that need correction
- Walk through performed at each school
- Student drop off
 - Approaching the stop
 - Check mirror to make sure all students are seated
 - Follow Boarding and Alighting process
 - Escorts will be noted and must be approved

3-WARNING CHILDREN DISCIPLINE PROCEDURE

- First warning
 - Verbal from the driver's seat
 - May be done while bus is moving
- Second warning
 - Stop the bus
 - Confront student to correct behavior
 - May assign student to different seat
- Third warning
 - Notify dispatch
 - Inform student they are going to be written up
 - Provide written report to dispatch
 - Must be done and turned in the same day
 - Office personnel will call students' parents before the end of the day

PASSENGERS AND PUBLIC SAFETY

- General Riding Rules
 - Remain seated
 - No eating
 - No drinking
 - No tobacco products
 - Smoking
 - Chewing
 - Vaping
 - No weapons
 - No foul language
- Operator responsibilities
 - Recognize passengers that may pose a threat
 - To themselves
 - The operator
 - Other passengers
 - If possible before they board the bus
 - Unruly behavior / disorderly conduct
 - Address the passenger and attempt to resolve the situation
 - Remain calm
 - Do not get involved
 - Verbal or physical confrontation
 - If unresolvable notify dispatch
 - Officer will be dispatched to location
 - Obtain a good description of the aggressor
 - Height
 - Weight
 - Clothing
 - Build
 - Markings
 - weapons
 - hostile situation
 - follow the instructions or demands of the aggressor

- Public Drunkenness
 - Assess the level of intoxication
 - Ability to speak clearly
 - Ability to walk straight
 - If passenger cannot board the bus without assistance the ride should be denied
 - Do not allow them to enter the bus or the bus threshold
 - If they need to sit have them sit on the boulevard away from the curb
 - Go back into the place they came from
 - Secure the bus
 - Notify dispatch for police assistance
 - You will be released after the police arrive
- Bodily fluids
 - Blood
 - Urine
 - Feces
 - Vomit
 - Excessive salivation or secretion
 - Visible to the operator the ride should be denied
 - All bodily fluids should be considered potentially infectious
 - Do not expose yourself or other passengers to risk or hazard
 - Notify dispatch
 - Dispatch will call for another ride or proper emergency service
 - Bodily fluids with passengers on the bus
 - Secure the bus
 - Notify dispatch
 - Request proper emergency services if needed
 - Take precautions
 - Isolate the passenger
 - Use personal protective equipment
 - Gloves
 - Mask
 - Instruct other passengers to stay clear of the area

- Keep contact to a minimum
- Use cleaning supplies on the bus to clean the area.
 - Replenish all cleaning supplies used
- Each situation should be handled with special consideration
- The transit supervisor will issue a **no trespass notice** to any or all individuals who violate these public safety policies. Each violation will be given special assessment and consideration as to how long the person(s) are to be denied service and under what conditions the person(s) will be allowed back on the Merrill Transit System. All transit employees and the Merrill Police Department will be notified as to the issuance and conditions of the no trespass notice.

Transfer of passengers

- Procedure
 - Choose a safe location
 - City hall
 - Curb side
 - Follow escorting procedure
 - Never across the street
 - Adults, disabled and elderly passengers we escort as a courtesy
 - Provides security and comfort to our passengers
 - Students
 - Use extreme caution
 - Take hold of them
 - Their sense of danger has not developed yet
 - No perception or experience in traffic
 - Remember to use escort procedure
 - From threshold of your bus to the receiving bus

Transporting Children **Disciplinary Action**

Introduction:

In this section you will learn the policies and procedures used by the Merrill Transit System for transporting children. There will be general guidelines for student management as well as disciplinary action procedures to be followed. ***It is the intent of the Merrill Transit system, in creating this disciplinary policy, to establish rules and action to be strictly adhered to for the safety of all passengers, the liability to the City of Merrill and it's insurer, and to the overall safety of performance by the Merrill Transit bus operators.***

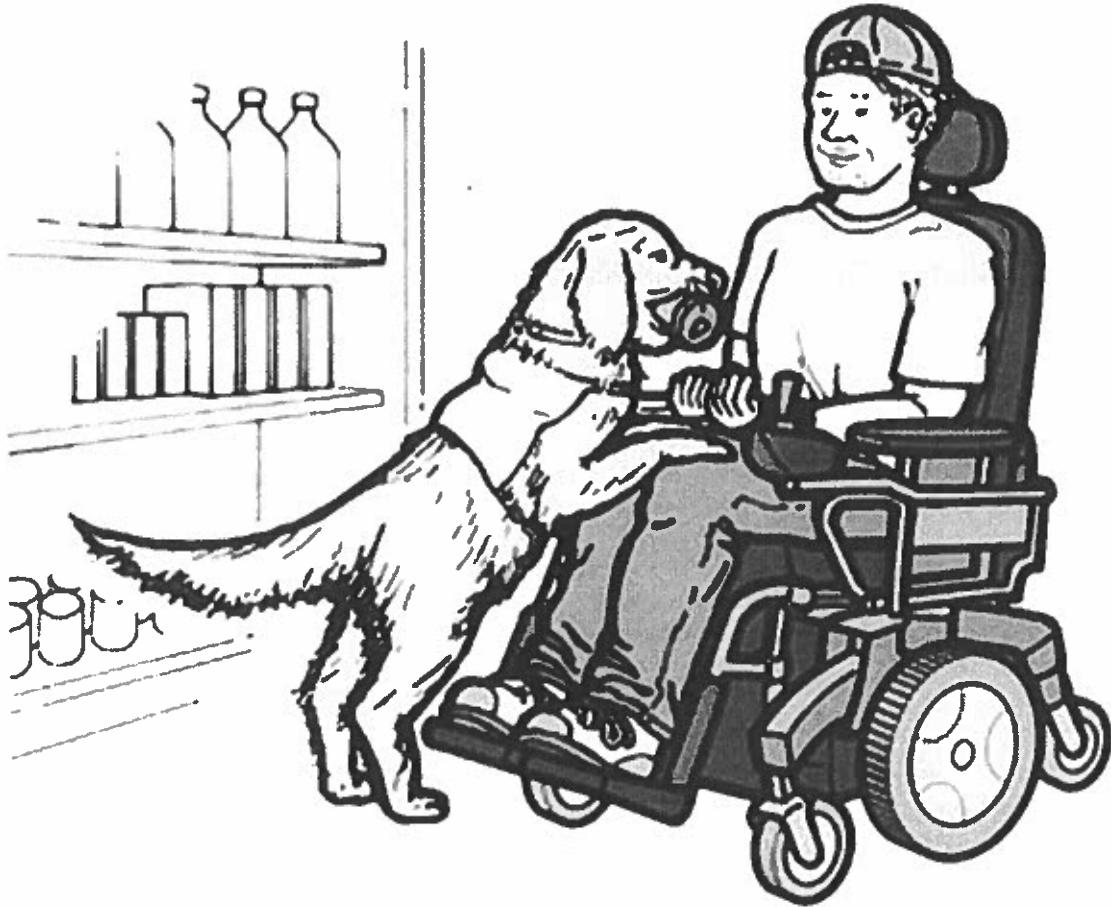
- Bus Operator Responsibility
 - Recognize behavioral problems and issues while the bus is in motion
 - One time and on going
 - Enforce the discipline policy at all times
- Handling misbehavior
 - 1st offense verbal warning from the driver's seat
 - 2nd offense stop the bus
 - Correct the behavior
 - May assign student to a different seat
 - 3rd offense notify dispatch and provide a written report on the students behavior to the office by the end of the day
 - Forms are located in the binder on each bus in the box with the cleaning supplies
 - Replenish supply if you use the last one

- Office Responsibility
 - Review completed forms and file with students paperwork
 - 1st written report contact parent
 - 2nd written report contact parents send copies of reports
 - Student will receive 3 school day suspension with third written report
 - 3rd written report contact parents to request a meeting with the administrator
 - Student receives 3 day suspension or until parents meet with administrator
 - Students who receive two suspensions within the duration of their education enrollment at any Merrill school terminates riding privileges until they turn 18 or legal adulthood.

THE MERRILL TRANSIT AUTHORITY RESERVES THE RIGHT TO DETERMINE THE SEVERITY OF EACH REPORT, AS PER ITS LEVEL OF SENSITIVITY, SAFETY AND VIOLATION. THE LEVEL OF DISCIPLINE TO BE INCURRED FOR THE INFRACTION COULD LEAD TO AN AUTOMATIC SECOND OFFENSE OR IMMEDIATE SUSPENSION.

WRITTEN POLICY ADOPTED BY
TRANSIT COMMISSION – 04-17-00

Service Animal



Policy

Adopted 10/17/11

Service Animals

Introduction:

In this section you will learn the policies and procedures used by the Merrill Transit System for Service animals. There will be general guidelines on how to handle situations with service animals. You will learn what a service animal is.

- What is a service animal
 - Individually trained to perform tasks for an individual with a disability
 - Guiding – Visually impaired
 - Alerting – Hearing impaired
 - Fetching – dropped items
 - Pulling – a mobility device
- When service animal scheduled to ride
 - Allowed to ride the bus not in a carrier
 - Ask other passengers to leave the animal alone
 - Needs to stay focused on their owner
 - Do not crowd the animal
 - It is discriminatory to require a person with disability to certify or register a service animal

*ACCIDENTS AND
INCIDENT
REPORTS*

ACCIDENT REPORTING FOR THE BUS OPERATOR

- Definition of a reportable accident
 - a transit passenger is injured
 - while on board, boarding or alighting the bus
 - If the operator directly or indirectly causes injury or the motion of the bus causes direct or indirect injury to a passenger or pedestrian, it is a reportable accident
 - If the transit bus makes contact with any object or property, it is a reportable accident
 - The operator needs to identify each situation immediately and report it to dispatch from the very moment and position that it occurred. The operator must strictly adhere to the following procedures
- Operator Procedures
 - You **must** set the parking brake immediately to secure the scene! **Do not** move the bus
 - Determine if anyone is injured and if an ambulance is necessary. Comfort all your passengers and assure them that help is on the way
 - Call dispatch and give the following information
 - location / direction of travel
 - injury assessment
 - request ambulance, if necessary
 - request supervisor & police
 - Secure the scene. Passengers are to stay in their original seats. Other drivers involved are to be told not to move their vehicle(s).
 - Hand out witness forms and pencils. Start completing the accident report form and seating chart
 - If another vehicle is involved, obtain name, make of vehicle, insurance carrier
 - **Do not** discuss the accident with anyone other than your supervisor and the police

- **Do not admit fault!!!!**
 - Examples
 - “it’s all my fault”
 - “i should have been able to do something to prevent it.”
 - why didn’t i.....”
- After information is collected from the scene, a supervisor or police officer will instruct you to move your vehicle
- Moving your bus prior to investigation hinders the variables of the accident cause and will lead to disciplinary action
- **Minor Accident**
 - No injuries
 - Vehicle is not disabled
 - Quickly fill out accident form
 - Witness forms
 - Supervisor or police will determine if vehicle can return to service
 - Passengers with appointments or work
 - Request a transfer bus to get them there on time
- **All completed accident forms returned to the office ASAP**
 - Supervisor will review for completeness
 - Must be filed before the end of the day
- **Report all accidents that occur on your bus**
 - No matter how small or insignificant you might think it is
 - Supervisor will determine the severity
 - Most minor incidents handled in the office and the bus is released back to service
 - Accidents conclusive with one or more disabled vehicles, (defined as vehicle will or cannot run or move on its own), or injury(s) incurred from the accident require medical transportation, will lead to immediate post-accident drug and alcohol assessment / testing
 - If the transit employee is injured and transported, the medical facility is to be notified that blood / alcohol and drug testing will need to be performed as soon as possible. Generally, a blood draw will be taken

- In all cases of reportable accidents, the hard drive will be removed and a video file will be created of the accident. The tape will be archived until the insurance company has closed any /all claims. If the accident involves severe injury(s), maiming or a fatality(s), the original hard drive will be archived as evidence
- **DO NOT** discuss the accident at a later time with anyone other than
 - Supervisor
 - TMI attorney or city attorney
 - Police
- Have a supervisor present **whenever** you discuss the accident with anyone

NOTE: THIS INCLUDES SPOUSE, FAMILY AND FRIENDS.

PROCEDURE WHEN FAILED TO COMPLY WITH ACCIDENT REPORTING:

1st- SUSPENSION WITHOUT PAY (8 HOURS) - PENDING INVESTIGATION

2nd- TERMINATION OF EMPLOYMENT – PENDING INVESTIGATION

CITATION ISSUED FOR FAILURE OF POLICY, BY LOCAL LAW ENFORCEMENT, MAY BE CONSIDERED A 2nd OFFENSE: TERMINATION PENDING INVESTIGATION.

OPERATOR'S SIGNATURE: _____ DATE: _____

SUPERVISORS SIGNATURE: _____ DATE: _____

Driving while Distracted

Cell Phones & Text Messaging Policy

In response to (4) national transportation disasters between 2008-2009, the FTA has created a Distracted Driving Task Force made up of members from the National Safety Council, APTA Standards, APTA Safety committees, Federal Railroad Commission, FTA Safety Advisory and others directly involved in transportation safety and public transportation. The purpose was to create a template that can be modified and adopted by State Legislation and local governing entities to regulate, educate and or prohibit the use of personal electronic devices, cell phones and text message ability while in operation of any transportation mode public or private. Governor Dole, State of Wisconsin, signed the Bill prohibiting texting while operating a motor vehicle on May 6, 2010; cell phone use is still allowed. Wisconsin is the 25th State to pass such a law.

Here are some statistical facts of the task force findings:

Facts:

- *Cell phone usage is as equally impairing as drunk driving.**
- *Hands-free communication devices are no less distracting than hand held.**
- *28% of all accidents involve cell phone / text use.**
- *6,000+ deaths annually (17-20 people die each day) directly related to distracted driving.**
- *A victim of an accident has the right to subpoena your personal cell phone records leading to and conviction of your personal liability. (*\$ Millions of dollars are awarded to victims - Families / livelihoods are destroyed each and every day!*)**

Law Enforcement : Texting/ distracted driving -

\$20-400.00 1st offense (may be regarded as inattentive driving).

\$800.00 2nd offense

Maximum fine and possible license revocation 3rd offense

The Merrill Transit Commission absolutely prohibits the use of any and all personal cell phones and other personal communication device(s) by bus operators while on the bus. In addition, personal use of Merrill Transit electronic devices is prohibited. Merrill Bus Operators are restricted from possessing/carrying such devices on their person, while on the bus. All personal communication devices are to be turned off and stowed in the secure driver locker behind the driver seat. There are no exceptions to this policy so that there is no confusion or misunderstanding as to the importance and purpose of this policy. This policy has been created to eliminate any/all distraction caused by electronic communication devices and to protect the City of Merrill, Transit Mutual Insurance and our employee's personal liability as a Professional Bus Operator for the City of Merrill.

Violation of this policy will result in immediate termination of employment and up to the maximum forfeiture as determined by law enforcement.

Policy moved Sue Kunkel

Policy seconded Gordy Genger

Policy Adopted by on April 16, 2018

Signed Richard Lake Date 04/16/2018

Transit Commission Chairperson

Signed B. J. B. Date 4/16/18

Transit Administrator

Employee declaration; I _____ have read and fully understand the importance and purpose of this policy regarding personal communication devices and agree to fully comply with the terms of the policy

Signed: _____ Date _____

*BLOODBORNE
PATHOGENS*

*INFECTIOUS
DISEASE
AWARENESS
AND
PREVENTION*

SECTION 8

Disciplinary Code

Introduction:

In this section we will define bloodborne pathogens and infectious diseases. Learn how to protect ourselves and others in the event of a situation involving such a matter. Discuss proper procedures and policies pertaining to bloodborne pathogens and infectious diseases.

BLOODBORNE PATHOGENS TRAINING PROGRAM

BLOODBORNE PATHOGEN DEFINITIONS

- **Definition**
 - Microorganisms present in human blood
 - Cause disease in humans
 - Hepatitis B
- **Engineering controls**
 - Items that control, isolate or remove the bloodborne pathogens from the workplace
- **Exposure incident**
 - Specific eye, mouth, other mucous membrane non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties
- **Occupational exposure**
 - Reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.
- **Personal protective equipment**
 - Specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes (e.g., uniforms, pants, shirts or blouses) not intended to function as protection against a hazard are not considered to be personal protective equipment.
- **Universal precautions**
 - An approach to infection control. According to the concept of universal precautions, all human blood and certain human body fluids are treated as if known to be infectious for hiv, hbv, and other bloodborne pathogens.
- **Work practice controls**
 - Controls that reduce the likelihood of exposure by altering the manner in which a task is performed (e.g., prohibiting recapping of needles by a two-handed technique).

HIV/ AIDS

- **AIDS** - Acquired Immunodeficiency Syndrome
 - Aids results from destruction of the immune system which allows diseases to threaten life or health.
- **HIV**- Human Immunodeficiency Virus
 - AIDS is caused by HIV
 - The virus destroys body's ability to fight off opportunistic infections.
- Cause
 - Direct contact
 - Modes of transmission
 - Parenteral
 - Needle/ sharps puncture
 - Open dermatitis/ cuts on hands
 - Mucous membrane
 - Splash in eyes/ nose/ mouth;
 - touch contamination (from hands to mucus membranes)
- Symptoms
 - Extreme weight loss
 - White coating on tongue
 - Night sweats / fever
 - Shortness of breath / dry cough
 - Swollen lymph lands
 - Chronic diarrhea
 - Sensitivity to bruising
 - Bleeding from skin lesions
 - Mental disorientation
 - Some have no symptoms
- Control
 - No vaccine
 - No cure
 - Once test positive always positive
 - Even if no symptoms
 - ♦ Always contagious
- ♦ In emergency settings, if you cannot determine whether a body fluid contains blood - or even what type of fluid it is - treat all body fluid as potentially infectious.

WHAT IS HEPATITIS B?

- **HBV** - an infection of the liver
 - One of several types of viruses that cause Hepatitis
 - There is a vaccine to prevent the infection
 - Two Phases
 - **Acute phase**
 - Just after infection
 - Lasts from a few weeks to several months
 - Some recover after the acute phase others remain infected for the rest of their life
 - Symptoms
 - Loss of appetite
 - Extreme tiredness
 - Nausea
 - Vomiting and stomach pain
 - Dark urine and Jaundice (yellowing of the eyes and skin)
 - Joint pain
 - Skin rashes
 - Over half who become infected may never get sick, however may have long term liver disease from HBV infection
 - **Chronic Phase –life long**
 - Become chronic carrier
 - Virus remains in the liver and blood
 - Able to spread the disease throughout their life
 - May develop long term liver disease such as Cirrhosis (which destroys the liver) or liver cancer

- How to get HBV
 - Passed through contact with blood or other certain body secretions
 - Cuts and scrapes
 - Sharing personal items
 - Toothbrushes
 - Razors
 - Needles used for drugs
 - Sexual activity
 - Babys may be born with it from their mother
- How to prevent HBV
 - Do not share drug paraphernalia (needles or syringes)
 - Avoid sexual contact with and infected person
 - Avoid sharing personal items or items that may contain saliva
- Statistics
 - About 300,000 persons in the U.S. become infected each year
 - More than 10,000 need hospitalization
 - About 250 die
 - Most from liver failure
 - Approximately 25% develop acute hepatitis
 - Approximately 6% to 10% become chronic carriers
 - 80% of all Hepatocellular Carcinoma worldwide are caused by HBV 2nd only to tobacco
- Post Incident Exposure
 - What is an incident
 - occurs when there is a specific exchange of blood or other bodily fluids through broken skin or mucous membranes, blood splashing into employees mouth or eyes, to name a few.
 - Is specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties

- Reporting
 - Employees should immediately report exposure incidents.
 - This allows for timely medical evaluation and follow-up by a health care professional as well as for timely testing of the source individual's blood for human immunodeficiency virus and Hepatitis B virus.
 - The incident must be reported to the employee's immediate supervisor who in turn will investigate and complete the "blood and body fluid exposure report form."

INFECTIOUS DISEASE AWARENESS & PREVENTION PROGRAM

INFECTIOUS DISEASE AWARENESS AND PREVENTION

Always.....

- Assume all blood and other potential infectious materials are contaminated
- Do not come in contact with blood or OPIM
- Avoid touching sharps, such as knives, needles, broken glass, tools, etc.
- As an option, you can hand an injured person a towel, cloth, or bandage so they can apply direct pressure to their own wound
- Wear latex gloves or other personal protective equipment when handling any persons, clothing or equipment with bodily fluids on them
- Wash immediately with soap and water or waterless hand cleaner after removing gloves or other PPE
- Decontaminate the area before returning to work

Someone gets sick or injured on the bus:

- Remain calm
- Comfort the passenger
- Put on disposable gloves
- Isolate the area from other passengers
- Get first-aid or medical help if needed
- Use Biohazard spill kit for clean-up

Spill Kit Contents

1-Absorbent Powder Pack
1-Scoop & Scraper
1-Disinfectant Surface Wipe
1-Red Biohazard Waste Bag
1-Pair Latex Free Exam Gloves
1-Antimicrobial Hand Wipe
1-Exposure incident form

“Your health and safety are your top priority.”

Universal precautions will help prevent exposure when dealing with sick or injured people.

Regulated Waste

- Any liquid or semi-liquid blood or OPIM
- Contaminated items that would release blood or OPIM if compressed
- Items that are caked with dried blood or OPIM

“Blood and OPIM must be treated as regulated waste.”

Regulated Waste Containers

- Disposal bags should be red in color and marked “Regulated Waste” or “Biohazard”

Clean-up

- **Use scoop, broom and dust pan as needed to pick up OPIM**
- Never bend, break or shear needles
- Needles and other sharp objects ***must*** be disposed of in “*Sharps*” container
- Rags and disposable cleaning materials should be placed in red “Regulated Waste” bag.

Decontamination

- Spray contaminated surfaces immediately with disinfectant spray to control potential exposure
- Properly clean all surfaces with products provided
- Tools, such as broom, dust pan and PPE, such as face shields must also be decontaminated before going into storage or re-use
- Use proper mop solution provided at the bus storage facility. Change mop water solution after clean-up
- Carefully remove PPE
- Contaminated PPE, rags, disposable cleaning materials and gloves should be placed in red “Regulated Waste” bag (double-bagged in transparent plastic and sealed is recommended)

Contaminated Clothing

- Contaminated clothing should be removed as soon as practical
- Contaminated clothing should be handled carefully and bagged in a biohazard waste bag pending disposal or processing to a commercial laundry

Note: Before sending to a commercial laundry, notify the laundry of the potential bloodborne pathogen contamination.

Regulated Waste Disposal

- After clean-up, and the Regulated waste is contained, deliver the bag to the Fire Station and place in the Regulated Waste / Biohazard container
- Wash hands with soap and water
- Report to dispatch and return to duty

In the Event of an Exposure Incident

- Wash any unprotected skin surfaces that come in contact with bodily fluids thoroughly with hot running water and soap.
- If bodily fluids contact eyes, flush immediately with a sterile eye wash solution or clean water.
- If bodily fluids contact nose or mouth, flush immediately with clean water.
- If on your bus or in an isolated location, get to a place where you can wash with soap and water as soon as possible.

If You Get Injured

If you get cut or stuck with a sharp instrument that may be contaminated:

- Allow the wound to bleed (unless severe bleeding occurs) until all flow ceases
- Cleanse the wound with soap and hot running water
- Immediately report any cut, puncture or needle stick as an exposure incident

If You Get Exposed

Any exposure to someone else's blood or OPIM should be reported.

- Immediately report the exposure incident to your supervisor and follow the City's reporting procedures
- Follow the City's policy to ensure that any necessary follow-up occurs.

Post-Exposure Follow-up

If you have an exposure incident on the job, the City should provide a medical evaluation and any required follow-up.

A number of options may need to be explored:

- Testing for bloodborne disease
- Follow-up testing in the months to come, as recommended by the medical practitioner
- Vaccination for Hepatitis B
- Counseling

Keep in mind that:

- Employees must give their consent for blood tests and / or vaccinations
- Results of medical tests are considered confidential, as are other medical records

Post-Exposure Evaluation

The City should obtain and provide you with a copy of the evaluating healthcare professional's written opinion within 15 days of the completion of the evaluation and follow-up

Including:

- Documentation of route of exposure and circumstances of incident
- Results of testing for HBV, HCV and HIV serological status, if consent was obtained

*BLOODBORNE PATHOGENS AND INFECTIOUS DISEASE
AWARENESS & PREVENTION TRAINING*

THIS HEREBY CERTIFIES THAT (PRINT) _____ HAS
COMPLETED / ATTENDED THE BLOODBORNE PATHOGEN / INFECTIOUS
DISEASE AWARENESS & PREVENTION TRAINING PROGRAM PROVIDED BY
THE CITY OF MERRILL TRANSIT SYSTEM.

Brad Brummond
TRANSIT ADMINISTRATOR

SIGNED: _____ DATE _____

SIGNED: _____ DATE _____



BEE STINGS



Recognizing a bee sting reaction

- 1). Difficulty talking, swallowing, hoarseness, hacking and coughing
- 2). Rash, hives breakout on skin
- 3). Difficulty breathing, repetitive coughing and wheezing

Respond to reaction

- 1). Stop the bus, give exact location, notify dispatch - call 911 emergency and the parents.
- 2). Locate the passengers EPI-PEN (may be in child's backpack)
- 3). Follow these EPI-PEN instructions;
 - 1). Pull off gray safety cap
 - 2). Place black tip on outer thigh (always apply to thigh, may administer through clothing).
 - 3). Using a swing and jab motion, press hard into thigh until auto-injector mechanism functions. Hold in place and count to 10. The EPI-PEN should then be removed.
 - 4). Massage the injection area for 10 seconds afterwards.
 - 5). Inform the rescue squad that the EPI-PEN was used and have them take the used unit with them to the hospital.
- 4). Notify dispatch when child has been removed and you ready to go back in service.



Congratulations! You may have just saved a life!

BUS STORAGE FACILITY

***BUS CLEANING
PROCEDURES***

BUS STORAGE FACILITY

- Definition
 - Building where the buses and bus supplies are kept
- Parking
 - On the East and West sides of the building
 - Inclimate weather
 - You may park your vehicle inside the building
 - Keys should be left in the vehicle
 - To be moved by others for maintenance or emergency situations
 - Do not park in front of the building
 - Lights
 - Switches located on the East and West ends by the service doors and by the middle overhead door
 - Turn lights off when leaving the building
 - Report lighting issues to the supervisor to be corrected in a timely manner
 - Overhead Doors
 - Before backing out your bus, be sure that the overhead door is all the way up.
 - When entering or leaving the building, **always** use the service doors at the east or west ends of the building. This will prevent you from injury of sliding snow and ice from the roof.
 - check to see that the door motor has shut off and there are no lights on in any of the parked buses.
 - Storage Area
 - There is a large plywood cabinet (double doors) on the east end of the building where cleaning supplies are stored.
 - There is a small cabinet next to the plywood cabinet in which the top drawer has pens and bulbs for the buses
 - Ceiling fans
 - The overhead fans should remain "on." The supervisor will show the operator the location of the switch to turn them off in case of a malfunction of the fans.

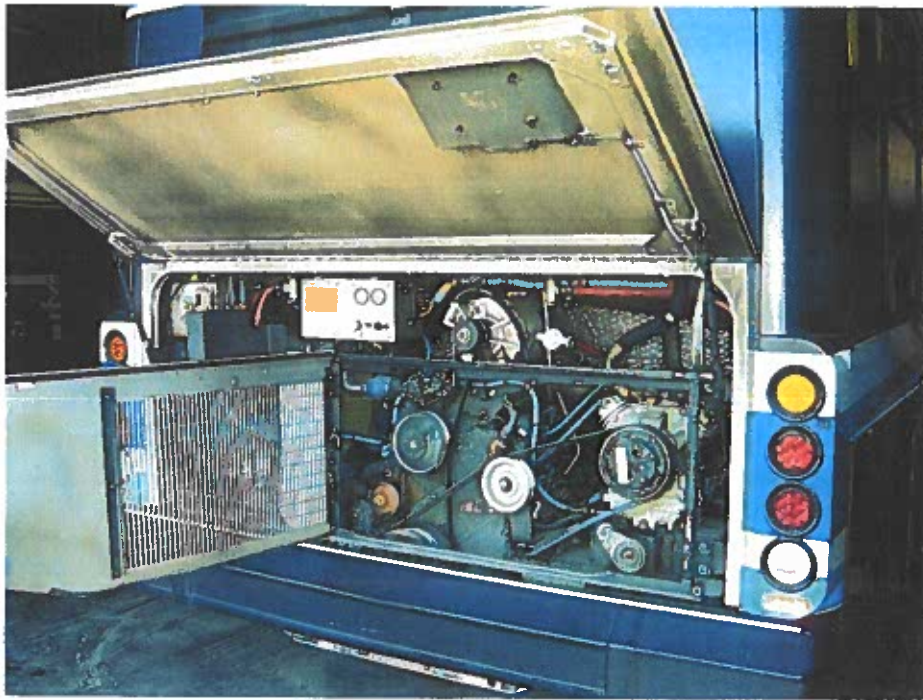
- Use of Power Washers (Bus Washing Procedure)
 - Turn on the water control valve
 - Use the under body rinse system to rinse the underside of the bus first (2 passes through)
 - If required move to another wash bay to finish
 - Turn on the power washer
 - Use soap dispensing for prewash
 - Do not hold wand too close to the bus
 - Will cause damage to paint and or the bus
 - Soap bus from bottom to top
 - Turn power washer off if not to be used for 3 minutes
 - Prevents damage to the system
 - Use manual brush to scrub the bus
 - Rinse the bus from top to bottom
 - Prevents streaking and spotting
 - Removes all soap
 - Be sure to rinse under the wheel wells

Remember if you are the last one to use the water to turn off the main valve

Engine Compartment Cleaning Procedures

Before washing the exterior body:

- 1) Open all (3) three access doors and engine safety guard. Wash entire engine compartment with the high pressure wand in the soap siphoning position.
- 2) Apply "Fireball" engine degreaser with (1) qt hand trigger dispenser. (use heavy concentration on heavy grease/dirt areas). Let stand a few minutes and clear water rinse thoroughly with pressure wand.
- 3) Apply degreaser to the inside of all access doors & bonnet. Rinse clean.



REAR BONNET & ENGINE GUARD

Inspect engine compartment for fluid leaks and other problems before cleaning. Report maintenance issues on logs. If it is in need of immediate maintenance, take the vehicle out of service and report the disablement to dispatch the next business day.



RADIATOR AND TRANSMISSION COOLER

The Left Rear door accesses the radiator and transmission cooler. Stand back 2-3 feet with pressure wand to prevent damage to the cooling fins on these components. Flush these components with continuous motion for 2-3 minutes with the pressure wand in soap siphon position. Clear water rinse until they drain clean. (The cleaner the coolers, the better they work).



AIR DRYER SYSTEM

Wash with pressure wand in soap siphon position, clear water rinse clean. (The air dryer may need degreasing using Fireball).

- INTERIOR CLEANING OF THE BUS

- The floor should be swept and mopped as needed. Leaves, snow and debris should not be allowed to accumulate on the floor. Police the floor after each 1 hour while performing your walk through inspection.
- See daily maintenance sheet for bus interior cleaning instructions. Check-off duties as completed.
- Vacuum driver's compartment, floor & upholstery
- At the end of each day the green disinfectant sprayer is to be used to disinfect the interior of the bus

- ANTI-FREEZE & FILLING PROCEDURE

- The anti-freeze is premixed and is stored on the floor next to the sink at the bus storage facility.
- the bus antifreeze reservoir is located under the engine bonnet on the left. Dual sight glasses are provided to view the fluid level.
- Use a funnel to add anti-freeze. Fill until top sight glass is full.

- ENGINE OIL FILLING PROCEDURES:

- Quarts of 15w40 Schaeffer oil is stored in cases next to the cleaning supply cabinet. Notify dispatcher when oil supply is down to the last case.
- Supervisor will illustrate adding engine oil.

FUELING OF THE BUS:

Supervisor will instruct operator on the computer filling system at the city garage.

- **FUELING PROCEDURE:**

- Push clear
- Enter last 4-digits of your social security number.
- Push enter
- Select "pump 2"
- Push enter
- Enter mileage
- Push enter
- Screen will tell you to "begin fueling".
- Document gals and 10ths on the top of your daily pre-op / time sheet.

On –Board Camera Policy

ON – BOARD CAMERA POLICY

11/21/05

The buses are equipped with (5) on –board audio/visual color cameras. These cameras are strategically placed to view what the operator may and may not see while performing their duties. They are primarily for the sense of safety and security for our passengers as well as a helpful tool in reviewing passenger behavior issues, performing route checks and accident investigation. In consideration for the operator, there are no cameras directly viewing the driving compartment. Each camera is enclosed in a tamper-proof globe and is visible to the public. Safety message decals are placed in clear view to notify the public of this equipment. The camera recording unit and hard drive are located in a locked cabinet inside the bus. Passengers and operators do not have access to this equipment.

PASSENGER INQUIRY

Most passengers don't recognize the presence of the camera equipment. There are "friendly" safety messages to inform them. These are not "*warnings*" or "*threatening*" messages and they are not meant to intimidate our passengers. When a passenger inquires or comments about the cameras, the operator shall respond in an assuring manner and explain that the equipment is for passenger safety. Additional comments or questions should be addressed to the transit office. At no time should an operator threaten a passenger that they are "on camera" or offer or suggest the recording as evidence or proof to resolve a dispute or infraction. If a passenger demands or insists that a recording be viewed, notify a supervisor immediately. The camera equipment capabilities and functions are not to be discussed with anyone. In case of an accident, an investigating officer may inquire about the recording, have them direct their questions and comments to your supervisor.

SUPERVISOR VIEWING

As an on-going safety measure, a supervisor may exchange a hard drive for the purpose of route review, operator performance review or incident review. The hard drive will always be exchanged in the case of a passenger injury or an accident.

ARCHIVING RECORDED DATA

All recordings of injury and accidents that are filed with Transit Mutual Insurance will be copied to a disc and stored until the claim is closed. In the case of an accident concluding in a serious injury, maiming, or fatality the hard drive itself will be held as an unadulterated document of the event.

COMPLIANCE WITH THIS POLICY

Due to the sensitive nature and value of this policy, stringent adherence will be enforced. Threats to the general public, submission of; engaging in; unnecessary conversation or description of this safety equipment can and may lead to unforeseeable danger to you and or your passengers, as well as the general liability of the service.

Wisconsin's public transit systems are committed to the safety and security of our employees as well as to over 100 million passengers that depend on our quality services each year. The Merrill Transit Commission is dedicated to provide the same sense of security and safety for our community.

1st Offense – Written Reprimand

2nd Offense – 8 hr Suspension without pay

3rd Offense – Termination of Employment

Tampering with camera equipment is prohibited. Employment will be terminated upon proof through investigation.

CITY CODES
OF
ORDINANCES

OPERATING WITHIN THE CITY CODES OF ORDINANCES

Operators for the Merrill Transit System must comply to all traffic laws. The laws include; posted speed limits, school zones, construction areas, parking, yielding to emergency vehicles, funeral processions and all temporary traffic situations. As an operator for the City of Merrill, you represent a team of professionals and set examples to others in traffic. It is your responsibility to perform by the regulations of our local laws.

Procedure when failed to comply with city codes and ordinances:

First offense- consultation and written reprimand.

Second offense - suspension without pay (8-hours).

Note: a citation issued by local law enforcement will automatically suspend working privileges for a period of no less than 8-hours without pay. An intermediate penalty or greater can and will lead to employment termination. An issued citation is considered a second offense.

Third offense- termination of employment.

Important note: an offense may be applied if a complaint is filed from anyone other than law enforcement under these conditions:

- 1) Vehicle number is given
- 2) Location is given
- 3) Time of incident

Examples of these:

- 1) citizen reports bus did not stop at railroad.
- 2) crossing guard reports high speed in school zone.

Hard drive will be pulled to validate the claim.

VIDEO
TRAINING
LIBRARY

IN-HOUSE INVENTORY –

TAPE #1

- | | | |
|-----|-------------------------------|----------|
| 1) | CHILDREN IN TRAFFIC | (13 MIN) |
| 2) | INTERSECTIONS | (7 MIN) |
| 3) | PREVENTABLE OR NOT? | (17 MIN) |
| 4) | WHAT HAPPENED? | (18 MIN) |
| 5) | SURVEYING THE ROAD | (6 MIN) |
| 6) | LAST RIDE OF WILD BILL JONES! | (10 MIN) |
| 7) | SALESMAN AT THE WHEEL | (16 MIN) |
| 8) | LIFE IN THE FASTLANE | (13 MIN) |
| 9) | HOW WOULD YOU HANDLE THESE? | (4 MIN) |
| 10) | BUS DEFENSIVE DRIVING | (30 MIN) |
| 11) | NEVER A DULL MOMENT | (20 MIN) |

TAPE #2

DDC-DEFENSIVE DRIVING COURSE COACHING THE TRANSIT OPERATOR

- | | | |
|----|----------------------------|----------|
| 1) | AN OPERATOR'S VIEW | (12 MIN) |
| 2) | TRIP PREPARATION | (10 MIN) |
| 3) | CUSHION OF SAFETY | (7 MIN) |
| 4) | CITY DRIVING | (13 MIN) |
| 5) | HIGHWAY & SUBURBAN DRIVING | (6 MIN) |
| 6) | SPECIAL CONSIDERATIONS | (6 MIN) |

TAPE #3

- | | |
|------------------|----------|
| DRIVER AWARENESS | (35 MIN) |
|------------------|----------|

TAPE #4

- | | |
|--------------------|----------|
| SAFETY AND THE LAW | (19 MIN) |
|--------------------|----------|

TAPE #5

- | | |
|---|----------|
| SLIP SLIDING AWAY –
DRIVING IN WINTER CONDITIONS | (7 MIN) |
|---|----------|

TAPE #6

- | | |
|----------------|----------|
| TURN-TURN-TURN | (11 MIN) |
|----------------|----------|

TAPE #7

SYSTEM SECURITY AWARENESS (18 MIN)

TAPE #8

CDL TRAINING

- | | | |
|----|-------------|----------|
| 1) | SKILLS TEST | (13 MIN) |
| 2) | ROAD TEST | (24 MIN) |

Available training videos through TMI
next pages.

*DISCIPLINARY
CODE*

Disciplinary Code

Introduction:

Operating a city mass transportation system is complex and requires skilled and dedicated bus operators. In order for the system to function in an orderly and systematic way, it is necessary to have rules and regulations as to how the Bus Operators duties are to be performed. Special instructions are issued from time to time by the transit administrator and transit commission.

In addition to these special instructions, there are a number of special rules and regulations which long experience has shown to be necessary for a successful operation. These rules are set forth in this disciplinary code.

The requirements for proper operation and conduct are shown.

The penalty for infraction of the rules is indicated at the end of this section. The severity of the discipline imposed will depend on the frequency of occurrence within the time period shown, the circumstances of the particular incident, the Bus Operator's length of service and performance record. By familiarizing yourself with the information contained in this code, each operator will be able to provide the safe, dependable, and courteous service our customers deserve.

Brad Brummond
TRANSIT ADMINISTRATOR

- Operators Responsibilities
 - Know and understand all policies and procedures
 - Obtain clarification from supervisor if unsure of a policy or procedure
 - Keeping the bus clean and orderly
 - Drivers compartment
 - Use of sanitizing products provided - the most common germs are spread by surface contact
 - General bus cleaning duties are listed on the daily time sheets
 - Must be checked off when completed
 - Replace cleaning supplies needed
 - Supplies are available in the office or at the bus storage facility
 - Keep supplies orderly in box provided on bus
- Fare collections
 - Operators will understand and collect proper fares for riders
 - Described in section 2
 - Make change for passengers from money provided by Merrill Transit in money bag
 - Fares must not be allowed to accumulate in the vault. They are to be counted and cleared after each transaction
 - Operators will not allow passengers to charge rides this is done only by a supervisor or dispatch
 - Generally will be informed before the pick up or on the tablet
 - If there is a fare dispute radio dispatch for clarification
- Enforce bus rider rules
 - No eating
 - No drinking
 - No smoking
 - If a problem occurs radio dispatch for resolution
- No-Shows
 - Verify your tablet that all passengers are accounted for
 - Passengers not accounted for must be reported to dispatch and wait for instructions before continuing in route
 - When possible the operator should check on a no show before contacting dispatch.

- Driver exiting the bus
 - Must notify dispatch of location
 - Secure the bus
 - Parking brake set
 - Padlock and collar in place
 - Release the door air pressure
 - Close the bus doors after exiting
 - Notify dispatch upon return to the bus
 - Personal business is allowed if approved by dispatch or supervisor in advance

- Fueling the bus
 - Insert bus fuel key
 - Enter personal ID number
 - Enter mileage
 - Select correct pump (2)
 - Fuel the bus
 - Record gallons of fuel on time sheet
 - To be done daily unless authorized by supervisor

- Maintain order on the bus
 - Passengers should be seated before and during bus movement
 - Foul language and horse-play will not be tolerated
 - Radio dispatch if problems persist and assistance is needed
 - Keep conversation with your passengers to a minimum, unless responding to an information inquiry
 - Transporting relatives on the bus, for the purpose of visiting or watching over such persons, is prohibited
 - Operators may not display any advertising, cards, posters, or signs without permission of transit supervisors

- Walk through Inspections
 - At the end of each 1 hour run
 - Check his/her bus for or personal belongings left on the bus
 - Notify dispatch with a description of the items
 - Items left on the bus will go to the lost and found box in the transit office at the end of day vault drop

- Maintaining schedule
 - Maintain quadrant times
 - Obtain permission from dispatch or supervisor to move ahead of schedule
 - When encountering a continual difficulty in making your scheduled run on time, you have the following recourse
 - Notify the administrator of the coordinator that you are having a problem
 - The coordinator will review and or ride the route to determine the most effective solution.
 - At this point, while working together, a constructive solution shall be obtained
- Bus Storage Facility
 - Family members, friends, and all other persons, are prohibited from entering the bus storage facility
 - if you see someone near the building, politely explain that they must leave the premises
 - An employee may use the bus storage facility for vehicle shelter. Employees may not use the bus storage facility for washing or maintaining their vehicles

PROCEDURE WHEN FAILED TO COMPLY WITH THE DISCIPLINARY CODE:

1st OFFENSE--VERBAL REPRIMAND

2nd OFFENSE--WRITTEN REPRIMAND

3rd OFFENSE--SUSPENSION WITHOUT PAY

4th OFFENSE—TERMINATION OF EMPLOYMENT

*GRIEVANCE
PROCEDURE
POLICY*

GRIEVANCE PROCEDURE

- **Pertaining to job description and performance**
- **Other employee**
- **Health and safety**
- **Client**
 - **Documented**
 - **Consulted with grievance manager**
 - **Filed**
- **Resolution**
 - **Decided by Transit Authority**
 - **Within the operation management guidelines of the Merrill Transit System**
- **New policy items**
 - **Consulted with**
 - **City attorney**
 - **Transit commission**
 - **Approved will be signed by the Transit commission chairperson**
 - **Effective once signed**
 - **Introduced to employees**
- **Outside grievances**
 - **Documented and filed**
 - **Submitted to transit authority**
 - **Reviewed by transit commission and city attorney**

ANNUAL
SIGNATURE
COMPLIANCE
FORM

SIGNATURE COMPLIANCE FORM

*THE TRANSIT COMMISSION HAS SET FORTH THE POLICIES AND SAFETY PROCEDURES WITHIN THE **OPERATOR'S SAFETY TRAINING MANUAL**, TO ENHANCE YOUR ABILITY AS A PROFESSIONAL TRANSIT BUS OPERATOR, AS WELL AS BUILDING THE FOUNDATION FOR A SAFE, RELIABLE TRANSPORTATION SERVICE FOR THE CITIZENS OF MERRILL.*

THE ANNUAL SIGNATURE FORM SERVES AS A TOOL TO REFRESH YOU OF THE POLICIES AND ALSO AS A METHOD OF SELF-EVALUATION AS TO YOUR PERFORMANCE THROUGHOUT EACH YEAR.

EACH SECTION WITHIN THE MANUAL CONTAINS IMPORTANT INFORMATION PERTAINING TO POLICY, REGULATIONS AND OPERATOR'S PERFORMANCE. INITIAL AND DATE EACH SECTION AS YOU REVIEW THEM.

YOUR SIGNATURE IS REQUIRED AS ASSURANCE OF COMPREHENSION AND COMMITMENT TO YOUR PERFORMANCE AS A CITY OF MERRILL TRANSIT BUS OPERATOR.

THE SIGNATURE COMPLIANCE FORM WILL BE COMPLETED ANNUALLY DURING THE EMPLOYEE EVALUATION PERIOD.

ANNUAL SIGNATURE FORM

FOR OPERATION YEAR _____

INITIAL DATE

_____ **ORIENTATION**

_____ **OPERATIONS**

_____ **DAILY BUS MAINTENANCE / TIME SHEET**

_____ **SECURING THE TRANSIT VEHICLE**

_____ **RAILROAD CROSSINGS**

_____ **TRANSPORTING PASSENGERS**

_____ **ACCIDENT AND INCIDENT REPORTING**

_____ **INFECTIOUS DISEASE /
BLOODBORNE PATHOGENS AWARENESS**

_____ **BUS STORAGE FACILITY**

_____ **ON-BOARD CAMERA POLICY**

_____ **OPERATION WITHIN THE CITY CODES OF
ORDINANCE**

_____ **DISCIPLINARY CODES**

INITIAL DATE

_____ **GRIEVANCE PROCEDURE**

_____ **ZERO TOLERANCE DRUG & ALCOHOL POLICY**

I HAVE READ, UNDERSTAND AS A CONDITION OF EMPLOYMENT
AND AGREE TO COMPLY WITH THE POLICIES AND
REGULATIONS PUBLISHED IN THE OPERATOR'S SAFETY
TRAINING MANUAL.

OPERATOR'S SIGNATURE: _____ DATE: _____

SUPERVISOR'S SIGNATURE: _____ DATE: _____

Merrill Transit System



FTA Drug & Alcohol Policy

**Choices.
Consequences.
Staying Safe.**

**Alcohol
&
Other Drugs**



January 2018

Zero Tolerance Policy

Drug and Alcohol Testing Policy

For: **Merrill Transit System**

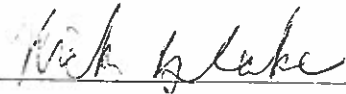
Adopted on: 1/1/2018
Revised on: 12/7/2017

The policy is hereby adopted and signed by:

Transit Provider:

Rick Blake – Transit Chairman

Executive Name/Title:



Executive Signature:

Title: **Drug and Alcohol Program Manager (DAPM)**
Contact Name: Brad Brummond
Address: 1004 East First Street
Ph: 715-536-7112
Email: Brad.brummond@ci.merrill.wi.us

The *Drug and Alcohol Program Manager* is the person designated by **Merrill Transit System** to answer employee questions about the employer's anti-drug use and alcohol misuse programs.

Zero Tolerance Policy

POLICY UPDATES

Transit Provider anticipates that given the complexity of the regulation, diversity of the transit industry, regulatory emphasis on testing technology, etc. FTA regulation modifications will be required. **Transit Provider** will stay up to date with the requirements, FTA letters of interpretation, and FTA/WisDOT guidance. Policy changes will be made as appropriate.

Anytime substantive changes are made to this policy, it will officially be approved by the approving authority of **Transit Provider** and communicated to all employees and the subrecipient, as applicable.

The date the policy was last revised and approved will be clearly indicated on this policy.

Transit Provider will review its policy at least once a year to determine if modifications are necessary.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks
11/__/17	Update Prohibited Substances and Testing Procedures sections, move Definitions to Attachments section, Update Information in Attachment A – System Contacts, update Table of Contents and corresponding sections		

Zero Tolerance Policy

Table of Contents

- A. Purpose
- B. Applicability
- C. Education and Training
- D. **Prohibited Substances**
- E. Prohibited Conduct
- F. Drug Statute Conviction
- G. Testing Requirements
 - ✓ Pre-Employment Testing
 - ✓ Reasonable Suspicion Testing
 - ✓ Post-Accident Testing
 - ✓ Random Testing
- H. Testing Procedures
 - ✓ Drug Testing Procedures
 - Split Sample Test
 - Direct Observation Conditions
 - Direct Observation Procedures
 - Split Specimen Testing
 - Negative Dilute
 - ✓ Alcohol Testing Procedures
- I. **Result of Drug/Alcohol Test Violation**
 - ✓ Drug Test Refusals
 - ✓ Alcohol Test Refusals
- J. Voluntary Self-Referral
- K. Grievance and Appeal
- L. Proper Application of Policy
- M. Records Management
 - ✓ Record Retention Schedule
 - ✓ Type of Records
 - ✓ Location of Records
 - ✓ Information Disclosure

Attachments

- A. **System Contacts**
- B. Safety Sensitive Positions
- C. **Definitions**
- D. Alcohol Fact Sheet
- E. Resources
- F. Employee Certified Receipt
- G. Employee Training Record Template
- H. Employee Training Sign-In Sheet

Zero Tolerance Policy

A. PURPOSE

The **Transit Provider** provides public transit and paratransit services for the residents of **MUNICIPALITY**.

Part of our mission is to ensure that this service is delivered safely, efficiently, and effectively by establishing a drug and alcohol-free work environment, and to ensure that the workplace remains free from the effects of drugs and alcohol in order to promote the health and safety of employees and the general public.

In keeping with this mission, **Transit Provider** declares that the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances or misuse of alcohol is prohibited for all employees.

Additionally, the purpose of this policy is to establish guidelines to maintain a drug and alcohol-free workplace in compliance with the Drug-Free Workplace Act of 1988, and the Omnibus Transportation Employee Testing Act of 1991.

This policy is intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry. Specifically, the Federal Transit Administration (FTA) of the U.S. Department of Transportation has published 49 CFR Part 655, as amended, that mandate urine drug testing and breath alcohol testing for safety-sensitive positions, and prohibit performance of safety-sensitive functions when there is a positive test result. The U. S. Department of Transportation (USDOT) has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens.

Copies of Parts 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website <http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

Portions of this policy are not FTA-mandated, but reflect **Transit Provider** policy. These additional provisions are identified by underlined text. Tests conducted under the sole authority of **Transit Provider** will be performed on non-USDOT forms and will be separate from USDOT testing in all respects.

B. APPLICABILITY

This Drug and Alcohol Testing Policy applies to all safety-sensitive employees (full- or part-time) when performing any safety sensitive duties.

Transit Provider employees that do not perform safety-sensitive functions are also covered under this policy under the sole authority of Transit Provider.

A safety-sensitive function is any duty related to the safe operation of public transportation service including the:

- ✓ Operation of a transit revenue service vehicle (whether or not the vehicle is in revenue service),
- ✓ Maintenance of a revenue service vehicle or equipment used in revenue service

Zero Tolerance Policy

- Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment.
- ✓ Security personnel who carry firearms,
- ✓ Dispatchers or person controlling the movement of revenue service vehicles, and
- ✓ Any other transit employee who operates a non-revenue service vehicle that requires a Commercial Drivers License (CDL),
- ✓ Volunteers are considered safety sensitive and subject to testing if they are required to hold a Commercial Drivers License (CDL) or are remunerated for service in excess of their actual expense.

A list of safety-sensitive positions that perform one or more of the above mentioned duties are provided in **Attachment B**.

C. EDUCATION AND TRAINING

Every covered employee will:

- ✓ Receive a copy of this policy and will have ready access to the corresponding federal regulations including 49 CFR Part 655, as amended and Part 40, as amended.
- ✓ Undergo a minimum of 60 minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. The training also includes manifestations and behavioral cues that may indicate prohibited drug use.

All supervisory personnel or company officials who are in a position to determine employee fitness for duty will receive:

- ✓ 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and
- ✓ 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

Information on the signs, symptoms, health effects, and consequences of alcohol misuse is presented in **Attachment D** of this policy.

Transit Provider will display and distribute to every covered employee informational material and if available, display and distribute a community service hot-line telephone number for employee assistance.

D. PROHIBITED SUBSTANCES

Prohibited substances addressed by this policy include the following.

- (1) Illegally Used Controlled Substance or Drugs under the Drug-Free Workplace Act of 1988. Use of any drug or any substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), and as further defined by 21 CFR 1300.11 through 1300.15 is prohibited at all times in the workplace unless a legal prescription has been written for the substance.

Zero Tolerance Policy

This includes, but is not limited to: marijuana, amphetamines, **opioids**, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed or over-the-counter drugs, and use of illegally obtained prescription drugs.

Also, the medical use of marijuana, or the use of hemp related products, which cause drug or drug metabolites to be present in the body above the minimum thresholds is a violation of this policy.

Federal Transit Administration drug testing regulations (49 CFR Part 655, as amended) require that all covered employees be tested for:

- ✓ **Marijuana**
- ✓ **Cocaine**
- ✓ **Opioids** (including codeine, **hydrocodone**, **oxycodone**, morphine, **hydromorphone**, **oxymorphone** and heroin)
- ✓ **Amphetamines** (including methamphetamine, **methylenedioxyamphetamine (MDA)** and ecstasy) and
- ✓ **Phencyclidine (PCP)**

Illegal use of **these drugs** are prohibited at all times and thus, covered employees may be tested for these drugs anytime that they are on duty.

- (2) Legal Drugs: The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to a Transit Provider supervisor and the employee is required to provide a written release from his/her doctor or pharmacist indicating that the employee can perform his/her safety-sensitive functions.
- (3) Alcohol: The use of beverages containing alcohol (including any mouthwash, medication, food, candy) or any other substances such that alcohol is present in the body while performing safety-sensitive job functions is prohibited. A reasonable suspicion or random alcohol test can only be performed on a covered employee under 49 CFR Part 655, as amended, just before, during, or just after the performance of safety-sensitive job functions.

E. PROHIBITED CONDUCT

- (1) All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in 49 CFR Part 40, as amended.
- (2) Each covered employee is prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. The covered employee will subsequently be relieved of his/her on-call responsibilities and subject to discipline for not fulfilling his/her on-call responsibilities.

Zero Tolerance Policy

- (3) **Transit Provider** shall not permit any covered employee to perform or continue to perform safety-sensitive functions if it has actual knowledge that the employee is using alcohol.
- (4) Each covered employee is prohibited from reporting to work or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater regardless of when the alcohol was consumed.
- (5) No covered employee shall consume alcohol for eight (8) hours following involvement in an accident or until he/she submits to the post-accident drug/alcohol test, whichever occurs first.
- (6) No covered employee shall consume alcohol within four (4) hours prior to the performance of safety-sensitive job functions.
- (7) **Transit Provider** under its own authority also prohibits the consumption of alcohol during lunch periods, rest breaks, split shift breaks, or anytime the employee is on duty.
- (8) Consistent with the Drug-free Workplace Act of 1988, all **Transit Provider** employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances in the work place including **Transit Provider** premises, transit vehicles, while in uniform or while on **Transit Provider** business.

F. DRUG STATUTE CONVICTION

Consistent with the Drug Free Workplace Act of 1988, all employees are required to notify the **Transit Provider** management of any criminal drug statute conviction for a violation occurring in the workplace within five days after such conviction. Failure to comply with this provision shall result in disciplinary action as defined in **Section I** of this policy.

G. TESTING REQUIREMENTS

Analytical urine drug testing and breath testing for alcohol will be conducted as required by 49 CFR Part 40, as amended.

All covered employees shall be subject to testing prior to performing a safety-sensitive duty, for reasonable suspicion, random and following an accident.

A drug test can be performed any time a covered employee is on duty. A reasonable suspicion or random alcohol test can only be performed just before, during, or just after the performance of a safety-sensitive job function. Under **Transit Provider** authority, a non-DOT alcohol test can be performed any time a covered employee is on duty.

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

Zero Tolerance Policy

Pre-Employment Testing

All applicants for covered transit positions shall undergo USDOT urine drug testing prior to the performance of a safety-sensitive functions. All applicants for a non-safety-sensitive position shall undergo a non-USDOT pre-employment drug test prior to hire. All offers of employment (including a transfer into a safety-sensitive position) shall be extended conditional upon the applicant passing a pre-employment drug test.

- (1) A safety sensitive applicant shall not be allowed to perform a safety-sensitive duty unless the applicant takes a USDOT pre-employment drug test with verified negative results.
- (2) A non-safety-sensitive employee shall not be placed, transferred or promoted into a covered position until the employee takes a USDOT drug test with verified negative results.
- (3) If a safety sensitive applicant fails a pre-employment drug or alcohol test, the conditional offer of employment shall be rescinded. Failure of a pre-employment drug test will disqualify an applicant for employment for a period of at least one year. Before being considered for future employment, the applicant must provide the employer proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G. The cost for the assessment and any subsequent treatment will be the sole responsibility of the applicant.
- (4) When an employee being placed, transferred, or promoted from a non-covered position to a covered position submits a drug test with a verified positive result, the employee shall be subject to disciplinary action in accordance with **Section I.**
- (5) If a pre-employment/pre-transfer test is canceled, **Transit Provider** will require the safety sensitive applicant to take and pass another pre-employment drug test.
- (6) In instances where a safety-sensitive employee has not performed a safety sensitive function for 90 consecutive days or more, regardless of reason, and is not in the random testing pool during that time, the employee will be required to take a pre-employment drug test under 49 CFR Part 655, as amended and have negative test results prior to resuming safety-sensitive job functions. This requirement also applies to an applicant with a pre-employment test result that is 90 days or more old.
- (7) A safety sensitive applicant with a dilute negative test result will be required to retest. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed by the MRO.
- (8) Safety sensitive applicants are required (even if ultimately not hired) to provide their consent to **Transit Provider** to request FTA drug and alcohol records from all previous, DOT-covered, employers that the safety sensitive applicant has worked for within the last two years. Failure to do so will result in the employment offer being rescinded.

Zero Tolerance Policy

- (9) **Transit Provider** is required to ask all safety sensitive applicants (even if ultimately not hired) if they have tested positive or refused to test a pre-employment test for a DOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a DOT covered employer, the safety sensitive applicant must provide **Transit Provider** proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G.

Transit Provider reserves the right to re-evaluate the employees job status based on the information received from the background checks.

Reasonable Suspicion Testing

All **Transit Provider** safety-sensitive employees will be subject to a USDOT reasonable suspicion drug and/or alcohol test when the **Transit Provider** has reasonable suspicion to believe that drug or alcohol use is impacting job performance and safety.

Reasonable suspicion shall mean that there is objective evidence, based upon specific, contemporaneous, articulable observations of the employee's appearance, behavior, speech or body odor that are consistent with possible drug use and/or alcohol misuse.

Reasonable suspicion referrals must be made by one or more supervisors who are trained to detect the signs and symptoms of drug and alcohol use, and who reasonably concludes that an employee may be adversely affected or impaired in his/her work performance due to possible prohibited substance abuse or alcohol misuse.

A reasonable suspicion alcohol test can only be conducted just before, during, or just after the performance of a safety-sensitive job function. However, under **Transit Provider's** authority, a non-DOT reasonable suspicion alcohol test may be performed any time the covered employee is on duty.

A reasonable suspicion drug test can be performed any time the covered employee is on duty.

Transit Provider shall be responsible for transporting the employee to the testing site. Supervisors should avoid placing themselves and/or others into a situation which might endanger the physical safety of those present. The employee shall be placed on administrative leave pending disciplinary action described in **Section I** of this policy.

A safety sensitive employee who refuses an instruction to submit to a drug/alcohol test shall not be permitted to finish his or her shift and shall immediately be placed on administrative leave pending disciplinary action as specified in **Section I** of this policy.

A written record of the observations, which led to a drug/alcohol test, based on reasonable suspicion shall be prepared and signed by the supervisor making the observation. This written record shall be submitted to the **Transit Provider** management and shall be attached to the forms reporting the test results.

All non-safety-sensitive employees covered under the sole authority of Transit Provider will also be subject to non-USDOT reasonable suspicion testing procedures modeled off the provisions in 49 CFR Part 655 and Part 40.

Zero Tolerance Policy

When there are no specific, contemporaneous, articulable objective facts that indicate current drug or alcohol use, but the employee (who is not already a participant in a treatment program) admits the abuse of alcohol or other substances to a supervisor in his/her chain of command, the employee shall be referred to the Employee Assistance Program (EAP) for an assessment.

Transit Provider shall place the employee on administrative leave in accordance with the provisions set forth under **Section I** of this policy. Testing in this circumstance would be performed under the direct authority of the Transit Provider.

Since the employee self-referred to management, testing under this circumstance would not be considered a violation of this policy or a positive test result under Federal authority. However, self-referral does not exempt the covered employee from testing under Federal authority as specified in **Section J** of this policy or the associated consequences as specified in **Section I**.

Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

Fatal Accidents

All covered employees will be required to undergo urine and breath testing if they are involved in an accident with a transit revenue service vehicle that results in a fatality regardless of whether or not the vehicle is in revenue service. This includes all surviving covered employees that are operating the vehicle at the time of the accident and any other employee whose performance may have been a contributing factor to the accident, as determined by the employer using the best information available at the time of the decision.

Non Fatal Accidents

A post-accident test of the employee operating the public transportation vehicle will be conducted if the accident occurs and at least one of the following conditions is met:

- a. The accident results in injuries requiring immediate medical treatment away from the scene, and the covered employee may have contributed to the accident.
- b. One or more vehicles incurs disabling damage as a result of the occurrence and must be transported away from the scene, and the covered employee may have contributed to the accident.

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

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

Zero Tolerance Policy

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

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

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

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

Random Testing

All covered employees will be subjected to random, unannounced testing. The selection of employees shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of safety-sensitive employees. Non-safety-sensitive employees covered under **Transit Provider** authority will be selected from a pool of non-USDOT covered employees.

- (1) The dates for administering unannounced testing of randomly selected employees shall be spread reasonably throughout the calendar year, day of the week and hours of the day.
- (2) The number of employees randomly selected for drug/alcohol testing during the calendar year shall be not less than the percentage rates established by Federal regulations for those safety-sensitive employees subject to random testing by Federal regulations. The random testing rate for drugs is published each year by ODAPC (<http://www.dot.gov/ost/dapc/random-testing-rates.html>) and/or in the Federal Register.
- (3) Each covered employee shall be in a pool from which the random selection is made. Each covered employee in the pool shall have an equal chance of selection each time the selections are made. Employees will remain in the pool and subject to selection, whether or not the employee has been previously tested. There is no discretion on the part of management in the selection.
- (4) Random testing may occur anytime an employee is on duty.
- (5) Alcohol random tests can only be performed just before, during, or just after the performance of a safety-sensitive duty. However, under **Transit Provider's** authority, a non-USDOT random alcohol test may be performed any time the covered employee is on duty. Testing can occur during the beginning, middle or an end of an employee's shift.

Zero Tolerance Policy

- (6) Employees are required to proceed immediately to the collection site upon notification of their random selection.

H. TESTING PROCEDURES

Drug Testing Procedures

Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities, which have been approved, by the U.S. Department of Health and Human Service (DHHS). All testing will be conducted consistent with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be made to protect the employee, the integrity of the drug testing procedure, and the validity of the test result.

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

The drugs that will be tested for include:

- ✓ **Marijuana**
- ✓ **Cocaine**
- ✓ **Opioids** (including codeine, hydrocodone, oxycodone, morphine, hydromorphone, oxymorphone and heroin)
- ✓ **Amphetamines** (including methamphetamine, methylenedioxyamphetamine (MDA) and ecstasy) and
- ✓ **Phencyclidine (PCP)**

Cutoff levels regarding initial test cutoff levels and confirmatory test cutoff levels adhere to 49 CFR Part 40, as amended.

After the identity of the donor is checked using picture identification, a urine specimen will be collected using the split specimen collection method described in 49 CFR Part 40, as amended.

Each specimen will be accompanied by a DOT Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual.

The specimen analysis will be conducted at a **DHHS certified laboratory**. An initial drug screen and validity test will be conducted on the primary urine specimen. For those specimens that are not negative, a confirmatory Gas Chromatography/Mass Spectrometry (GC/MS) test will be performed.

The test will be considered positive if the amounts of the drug(s) and/or its metabolites identified by the GC/MS test are above the minimum thresholds established in 49 CFR Part 40, as amended. A non-negative test result (adulterated, substituted, and/or invalid) without a legitimate medical explanation (determined by a MRO) is also considered positive.

Zero Tolerance Policy

The test results from the DHHS certified laboratory will be reported to a **Medical Review Officer**. A Medical Review Officer (MRO) is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO will:

- ✓ Review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive, substituted, or adulterated test result.
- ✓ Attempt to contact the employee to notify the employee of the non-negative laboratory result, and provide the employee with an opportunity to explain the confirmed laboratory test result.
- ✓ Subsequently review the employee's medical history/ medical records as appropriate to determine whether there is a legitimate medical explanation for a non-negative laboratory result.
 - If no legitimate medical explanation is found, the test will be verified positive or refusal to test and reported to the **Transit Provider** Drug and Alcohol Program Manager (DAPM).
 - If a legitimate explanation is found for a positive lab result, the MRO has the responsibility to raise fitness-for-duty considerations with the **Transit Provider** during the verification process. Once verified, the MRO will report the test result as negative to the DAPM.
 - If the test is invalid without a medical explanation, a retest will be conducted under direct observation. Employees do not have access to a test of their split specimen following an invalid result.

Split Sample Test

Any covered employee who questions the results of a required drug test as stated in this policy may request that the split sample be tested.

The split sample test must be conducted at a different DHHS-certified laboratory from the laboratory that analyzed the primary specimen.

The test must be conducted on the split sample that was provided by the employee at the same time as the primary sample.

The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40, as amended. The employee's request for a split sample test must be made to the Medical Review Officer within 72 hours of notice of the original sample verified test result. Requests after 72 hours will only be accepted at the discretion of the MRO if the delay was due to documentable facts that were beyond the control of the employee. **Transit Provider** will ensure that the cost for the split specimen is covered in order for a timely analysis of the sample, however **Transit Provider** will seek reimbursement for the split sample test from the employee if the result of the split specimen analysis confirms the original result.

If the analysis of the split specimen fails to confirm the presence of the drug(s) detected in the primary specimen, if the split specimen is not able to be analyzed, or if the results of the split specimen are not scientifically adequate, the MRO will declare the original test to be canceled. If

Zero Tolerance Policy

the split specimen is not available to analyze, the MRO will direct **Transit Provider** to retest the employee under direct observation.

The split specimen will be stored at the initial laboratory until the analysis of the primary specimen is completed. If the primary specimen is negative, the split will be discarded. If the primary is positive, it will be retained in frozen storage for one year and the split specimen will also be retained for one year for testing if so requested by the employee through the Medical Review Officer, the **Transit Provider** or by the relevant DOT agency.

Direct Observation Conditions

Transit Provider must direct an immediate collection under direct observation, by a person of the same gender, with no advance notice to the employee, if:

- (1) The laboratory reports to the MRO that a specimen is invalid, and the MRO reports there was not an adequate medical explanation for the result;
- (2) The MRO reports the original positive, adulterated, or substituted result had to be cancelled because the test of the split specimen could not be performed;
- (3) The laboratory reports to the MRO that the specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reports the specimen as negative-dilute and that a second collection must take place under direct observation (see §40.197(b)(1));
- (4) The collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- (5) The temperature of the original specimen was out of range;
- (6) Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with; or
- (7) The test is a return-to-duty test or follow-up test.

Direct Observation Procedures

The employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around that they do not have a prosthetic device. The direct observation must be conducted by a person of the same gender as the employee being tested.

Split Specimen Testing

Employees do not have access to a test of their split specimen following an invalid result.

Negative Dilute

Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed by the MRO.

Zero Tolerance Policy

Alcohol Testing Procedures

Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing device (EBT) operated by a trained Breath Alcohol Technician (BAT).

Alcohol screening tests may be performed using a non-evidential testing device, which is also approved by NHTSA. The test will be performed in a private, confidential manner as required by 49 CFR Part 40, as amended. The procedure will be followed as prescribed to protect the privacy of the employee and to maintain the integrity of the alcohol testing procedures and validity of the test result.

- ✓ If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test.
- ✓ The confirmatory test must occur using a NHTSA-approved on an EBT operated by a training BAT.
 - ✓ The confirmatory test will be conducted at least fifteen minutes after the completion of the initial test.
 - ✓ The EBT will identify each test by a unique sequential identification number.
 - ✓ This number time and unit identifier will be provided on each EBT printout.
 - ✓ The EBT printout, along with an approved alcohol testing form, will be used to document the test, the subsequent results, and to attribute the test to the correct employee.
- ✓ An employee who has a confirmed alcohol concentration of 0.04 or greater will be considered to have a positive alcohol test and in violation of this policy. The consequences of a positive alcohol test are described in **Section I** of this policy.
- ✓ Even though an employee who has a confirmed alcohol concentration of 0.02 to 0.039 is not considered positive, the employee shall still be removed from duty for at least eight hours or for the duration of the work day whichever is longer and will be subject to the consequences described in **Section I** of this policy.
- ✓ An alcohol concentration of less than 0.02 will be considered a negative test.

Transit Provider affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. If at any time the integrity of the testing procedures or the validity of the test results is compromised, the test will be canceled. Minor inconsistencies or procedural flaws that do not impact the test result will not result in a cancelled test.

The alcohol testing form (ATF) required by 49 CFR Part 40 as amended, shall be used for all FTA required testing. Failure of an employee to sign Step 2 of the ATF will be considered a refusal to submit to testing.

I. RESULT OF DRUG/ALCOHOL TEST VIOLATION

Any covered employee that has a verified positive drug or alcohol test or refuses to test will be immediately removed from his/her safety-sensitive position, informed of educational and rehabilitation programs available, and referred to a Substance Abuse Professional (SAP) for

Zero Tolerance Policy

assessment. No employee will be allowed to return to duty requiring the performance of safety-sensitive job functions without the approval of the SAP.

A positive drug and/or alcohol test will also result in disciplinary action as specified herein.

- 1) As soon as practicable after receiving notice of a verified positive drug test result, a confirmed positive alcohol test result, or a test refusal, the **Transit Provider** Drug and Alcohol Manager will contact the employee's supervisor to have the employee immediately cease performing any safety-sensitive function.
- 2) The employee shall be referred to a Substance Abuse Professional for an assessment. The SAP will evaluate each employee to determine what assistance the employee needs in resolving problems associated with prohibited drug use or alcohol misuse.
- 3) Refusal to submit to a drug/alcohol test shall be considered equivalent to a positive test result and a direct act of insubordination and shall result in termination.

A verified positive drug and/or alcohol (≥ 0.04) test, or test refusal, shall result in termination.

An alcohol test result of ≥ 0.02 to ≤ 0.039 BAC shall result in the removal of the employee from duty for at least eight hours or the remainder or the workday whichever is longer. The employee will not be allowed to return to safety-sensitive duty for his/her next shift until he/she submits to an alcohol test with a result of less than 0.02 BAC. If the employee has an alcohol test result of ≥ 0.02 to ≤ 0.039 two or more times within a six month period, the employee will be removed from duty and referred to a Substance Abuse Counselor/Employee Assistance Program (EAP) for assessment and treatment.

The cost of any treatment or rehabilitation services will be paid directly by the employee or their insurance provider.

A voluntary referral does not shield an employee from disciplinary action or guarantee employment with **Transit Provider**.

Failure of an employee to report within five days a criminal drug statute conviction for a violation occurring in the workplace shall result in termination.

Refusals to test are listed in 49 CFR Part 40, as amended, or 49 CFR 40.191, as amended, for drug tests and 49 CFR 40.261, as amended, for breath tests. A copy of 49 CFR Part 40 is available upon request.

Drug Test Refusals

An employee is considered to have refused to take a drug test if the employee:

- (a) Fails to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer. This includes the failure of an employee to appear for a test when called by a Third Party Administrator (TPA)

Zero Tolerance Policy

- (b) Fails to remain at the testing site until the testing process is complete; Provided, that an employee who leaves the testing site before the testing process commences for a pre-employment test is not deemed to have refused to test;
- (c) Fails to provide a urine specimen for any drug test required by this part or DOT agency regulations. Provided, that an employee who does not provide a urine specimen because he or she has left the testing site before the testing process commences for a pre-employment test is not deemed to have refused to test;
- (d) In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of your provision of a specimen;
- (e) Fails to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure;
- (f) Fails or declines to take an additional drug test the **Transit Provider** or collector has directed you to take;
- (g) Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the Designated Employee Representative (DER). In the case of a pre-employment drug test, the employee is deemed to have refused to test on this basis only if the pre-employment test is conducted following a contingent offer of employment. If there was no contingent offer of employment, the MRO will cancel the test;
- (h) Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector);
- (i) For an observed collection, fails to follow the observer's instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process;
- (j) Possesses or wears a prosthetic or other device that could be used to interfere with the collection process;
- (k) Admits to the collector or MRO that the specimen was adulterated or substituted;
- (l) The MRO verifies a test result as adulterated or substituted.
- (m) Fails to remain readily available for testing following an accident.

Alcohol Test Refusals

An employee is considered to have refused to take an alcohol test if the employee:

- (a) Fails to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations,

Zero Tolerance Policy

after being directed to do so by the employer. This includes the failure of an employee to appear for a test when called by a Third Party Administrator (TPA);

- (b) Fails to remain at the testing site until the testing process is complete. Provided, that an employee who leaves the testing site before the testing process commences (see §40.243(a)) for a pre-employment test is not deemed to have refused to test;
- (c) Fails to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations. Provided, that an employee who does not provide an adequate amount of breath or saliva because he or she has left the testing site before the testing process for a pre-employment test is not deemed to have refused to test;
- (d) Fails to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure;
- (e) Fails to undergo a medical examination or evaluation, as directed by the **Transit Provider** as part of the insufficient breath procedures;
- (f) Fails to sign the certification at Step 2 of the ATF (Alcohol Testing Form); or
- (g) Fails to cooperate with any part of the testing process.
- (h) Fails to remain readily available for testing following an accident.

J. Voluntary Self-Referral

Any employee who has a drug and/or alcohol abuse problem and has not been selected for reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to the **Transit Provider**, Transit Manager, who will refer the individual to a substance abuse counselor for evaluation and treatment.

The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance. Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.

A voluntary referral does not shield an employee from disciplinary action or guarantee employment with **Transit Provider**.

K. GRIEVANCE AND APPEAL

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

Zero Tolerance Policy

L. PROPER APPLICATION OF THE POLICY

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

M. RECORDS MANAGEMENT

According to 49 CFR Part 655, as amended, the following minimum record retention schedule shall be maintained by **Transit Provider**. Sometimes, additional records will be kept to complete a paper trail and thoroughly document the decision-making process.

Record Retention Schedule

Record	Retention Period
✓ Alcohol Tests Results <0.02	1 Year
✓ Records of Negative Test Results	
✓ Education and Training Records	2 Years
✓ Information obtained through previous employer record checks	3 Years
✓ Records of covered employee verified positive drug test results	5 Years
✓ Alcohol test results with readings of 0.02 or greater	
✓ Documentation of refusal to take required drug or alcohol test	
✓ Documentation of employee disputes	
✓ Evidential breath device calibration documentation	
✓ Employee evaluation and referrals	
✓ Annual MIS reports	

Type of Records

The following specific records will be maintained:

1. Records related to general policies and procedures
 - a. Current policy statement listing effective date and the approval by the highest ranking official of **Transit Provider**.
 - b. Employee and new hire policy receipt acknowledgements
 - c. Previous policy statements listing effective dates and the corresponding approvals by the highest ranking official; employee and new hire policy receipt acknowledgements.
2. Records related to employee training
 - a. Training materials on drug use awareness and alcohol misuse, including a copy of **Transit Provider's** policy on prohibited drug use and alcohol misuse.
 - b. Names of covered employees attending training on prohibited drug use and alcohol misuse and the dates and times of such training.

Zero Tolerance Policy

- c. Documentation of training provided to supervisors for the purpose of qualifying the supervisors to make a determination concerning the need for drug and alcohol testing based on reasonable suspicion.
 - d. Certification that any training conducted complies with the requirements for such training.
3. Records related to the collection process
 - a. Collection logbooks, if used.
 - b. Documents relating to the random selection process.
 - c. Documents generated in connection with decisions:
 - i. To administer reasonable suspicion drug or alcohol tests
 - ii. On post-accident drug and alcohol testing.
 - d. MRO documents verifying existence of medical explanation of the inability of a covered employee to provide an adequate urine or breath sample.
4. Records related to test results
 - a. **Transit Provider's** copy of the custody and control form.
 - b. Documents related to the refusal of any covered employee to submit to a required test.
 - c. Documents presented by a covered employee to dispute the result of a test.
5. Records related to referral and return to duty and follow-up testing
 - a. Records concerning a covered employee's entry into and completion of the treatment program recommended by the substance abuse professional.
6. Record(s) related to the employers MIS annual testing data.
7. Records related to credentials documenting that each service agent (i.e. MRO, SAP, Certified Labs, etc.) meets the minimum basic knowledge, qualifications training, certification/examination, error-correction training, and refresher training.
 - a. If the service agents maintain these records, the employer should perform and keep documents of periodic spot checks to ensure that the minimum requirements are met.

Location of Records

Drug/alcohol testing records shall be maintained by the **Transit Provider** Drug and Alcohol Program Manager in a locked and secure manner so that disclosure of information to unauthorized persons does not occur.

Information Disclosure

Records will be released to the entities/individuals listed below in the following circumstances:

1. The **Transit Provider** Drug and Alcohol Program Manager and other transit system management personnel for records of a verified a positive drug/alcohol test.
2. A third party only as directed by specific, written instruction of the employee.

The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration records, and records of

Zero Tolerance Policy

laboratory certifications. Employees may not have access to SAP follow-up testing plans.

3. A subsequent employer only upon receipt of a written request from the employee.
4. The National Transportation Safety Board during an accident investigation
5. An agency with regulatory authority (such as over the **Transit Provider** or any of its employees
6. The adjudicator in a grievance, lawsuit, or other proceeding initiated by or on behalf of the tested individual arising from the results of the drug/alcohol test. The records will be released to the decision maker in the proceeding.
7. A Federal, state or local safety agency with regulatory authority over **Transit Provider** or the employee.
8. In cases of a contractor or subrecipient of a state department of transportation, records will be released when requested by such agencies that must certify compliance with the regulation to the FTA.
9. To the decision maker in a criminal or civil action proceeding resulting from an employee's performance of safety-sensitive duties, in which a court of competent jurisdiction determines that the drug or alcohol test information is relevant to the case and issues an order to the **Transit Provider** to release the information. The **Transit Provider** will release the information with a binding stipulation that it will only be released to parties of the proceeding.

If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of Part 40 as amended, necessary legal steps to contest the issuance of the order will be taken.

Zero Tolerance Policy

Attachment A – System Contacts

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

Transit Provider

Name:	
Title:	Drug and Alcohol Program Manager
Address:	
Phone:	
Email:	

Third Party Administrator (TPA)

Name:	Bill Kerekes, Energetix Corp
Address:	87 Saint Pauls Rd. N, Hempstead, NY, 11550
Phone:	516-505-0362
Email:	nrgtx@yahoo.com

Collection Site – #1

Name:	
Address:	
Phone:	
Hours:	

Collection Site – #2 (if applicable)

Name:	
Address:	
Phone:	
Hours:	

Collection Site – #3 (if applicable)

Name:	
Address:	
Phone:	
Hours:	

Zero Tolerance Policy

Medical Review Officer

Name:	David Nahin, MD, i3screen
Address:	PO Box 17409, Denver, CO 80217
Phone:	1-877-585-7366
Email:	info@i3screen.com

Name:	Randy Barnette, DO, University Services
Address:	2981 Grant Ave, Suite 200, Philadelphia, PA 19114
Phone:	1-800-624-3784
Email:	http://usmrodrugtesting.com/

DHHS Certified Laboratory – Primary Lab

Name:	Medtox
Web:	www.medtox.com
Phone:	1-800-832-3244

DHHS Certified Laboratory – Backup Lab

Name:	Quest Diagnostics
Web:	www.questdiagnostics.com
Phone:	1-800-877-7484

Substance Abuse Professional, if applicable

Select one from www.saplist.com - Wisconsin

Name:	
Address:	
Phone:	

Zero Tolerance Policy

Attachment B – Safety Sensitive Positions

The table below outlines all the safety sensitive positions covered by this policy.

Check All that Apply	Title	Testing Authority
	Supervisor	FTA
	Revenue Vehicle Control/Dispatch	FTA
	Revenue Vehicle Driver	FTA
	Revenue Vehicle & Equipment Maintenance	FTA
	CDL/Non-Revenue Vehicle	FTA
	Armed Security Personnel	FTA
	Maintenance, Repair and/or Overhaul/Rebuilding Vehicles	FTA
	Other – specify	FTA
	Other – specify	FTA
	Other – specify	FTA

The table below outlines all additional positions covered by this policy.

Check All that Apply	Title	Testing Authority
	Other – specify	Transit Provider
	Other – specify	Transit Provider
	Other – specify	Transit Provider

Note:

Contractors that provide maintenance services to **Transit Provider** are subject to FTA's drug and alcohol testing regulations, *unless the work is done on an ad-hoc (non-routine) basis*. Such positions should be specified in the table above.

Volunteer drivers are not subject to testing unless the volunteer is required to hold a commercial driver's license (CDL) or receives remuneration in excess of expenses incurred while engaged in safety sensitive functions.

Zero Tolerance Policy

Attachment C - Definitions

Accident. An occurrence associated with the operation of a revenue service vehicle (even when not in revenue service) or a vehicle which requires a Commercial Drivers License to operate, if as a result--

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

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

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

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

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

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

Covered Employee. An employee who performs a safety-sensitive function including an applicant or transferee whom will be hired to perform a safety-sensitive function (See **Attachment B** for a list of covered employees), and other employees, applicants, or transferee that will not perform a safety-sensitive function.

Designated Employer Representative (DER). This is an employee authorized by the employer to take immediate action(s) to remove employees from safety-sensitive duties, or cause employees to be removed from these covered duties, and to make required decisions in the testing and evaluation processes. The DER also receives test results and other communications for the employer.

Department of Transportation (DOT). For the purposes of Drug and Alcohol regulatory oversight, DOT is the department of the federal government which includes the Federal Transit Administration, Federal Railroad Administration, Federal Aviation Administration, Federal Motor Carriers' Safety Administration, Pipeline and Hazardous Materials Safety Administration, United

Zero Tolerance Policy

States Coast Guard, and the Office of the Secretary of Transportation.

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

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

Drug and Alcohol Program Manager (DAPM): An employee authorized by the employer to manage and monitor the drug and alcohol testing program. This person may make required decisions in the testing and evaluation process, maintain required records, update policy and procedures, and monitor contractors and vendors. The DAPM may also receive test results and other communications for the employer and may act as the DER.

Evidentiary Breath Testing Device (EBT). A device approved by the NHTSA for the evidential testing of breath at the 0.02 and the 0.04 alcohol concentrations. Approved devices are listed on the National Highway Traffic Safety Administration (NHTSA) conforming products list.

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

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

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

Laboratory. Any U.S. laboratory certified by HHS under the National Laboratory Certification program as meeting standards of Subpart C of the HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs; or, in the case of foreign laboratories, a laboratory approved for participation by DOT under this part.

Limit of Detection (LOD). The lowest concentration at which a measurement can be identified, but (for quantitative assays) the concentration cannot be accurately calculated.

Limit of Quantitation. For quantitative assays, the lowest concentration at which the identity and concentration of the measurement can be accurately established.

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

Zero Tolerance Policy

Negative Dilute. A drug test result which is negative for the five drug/drug metabolites but has a specific gravity value lower than expected for human urine.

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

Non-negative test result. A urine specimen that is reported as adulterated, substituted, invalid, or positive for drug/drug metabolites.

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

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

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

Prohibited drug. Identified as marijuana, cocaine, **opioids**, amphetamines, or phencyclidine at levels above the minimum thresholds specified in 49 CFR Part 40, as amended.

Reconfirmed. The result reported for a split specimen when the second laboratory is able to corroborate the original result reported for the primary specimen.

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

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

Safety-sensitive functions. A safety-sensitive function is any duty related to the safe operation of public transportation service including the:

- ✓ Operation of a transit revenue service vehicle (whether or not the vehicle is in revenue service),
- ✓ Maintenance of a revenue service vehicle or equipment used in revenue service
 - Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment.
- ✓ Security personnel who carry firearms,
- ✓ Dispatchers or person controlling the movement of revenue service vehicles, and
- ✓ Any other transit employee who operates a non-revenue service vehicle that requires a Commercial Drivers License.
- ✓ Volunteers are considered safety sensitive and subject to testing if they are required to hold a CDL, or are remunerated for service in excess of their actual expense.

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

Zero Tolerance Policy

Substance Abuse Professional (SAP). A licensed physician (medical doctor or doctor of osteopathy) or licensed or certified psychologist, social worker, employee assistance professional, state-licensed or certified marriage and family therapist or drug and alcohol counselor (certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission, the International Certification Reciprocity Consortium/Alcohol and other Drug Abuse (ICRC), or by the National Certified Counselors, Inc. and Affiliates/Master Addictions Counselor (NBCC) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

Substituted specimen. A urine specimen with creatinine and specific gravity values that are so diminished or so divergent that they are not consistent with normal human urine.

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

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

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

Attachment D - Alcohol Fact Sheet

Alcohol is a socially acceptable drug that has been consumed throughout the world for centuries. It is considered a recreational beverage when consumed in moderation for enjoyment and relaxation during social gatherings. However, when consumed primarily for its physical and mood-altering effects, it is a substance of abuse. As a depressant, it slows down physical responses and progressively impairs mental functions.

Signs and Symptoms of Use

- ✓ Dulled mental processes
- ✓ Lack of coordination
- ✓ Odor of alcohol on breath
- ✓ Possible constricted pupils
- ✓ Sleepy or stuporous condition
- ✓ Slowed reaction rate
- ✓ Slurred speech

Note: Except for the odor, these are general signs and symptoms of any depressant substance

Health Effects

The chronic consumption of alcohol (average of three servings per day of beer [12 ounces], whiskey [1 ounce], or wine [6 ounce glass]) over time may result in the following health hazards:

- ✓ Decreased sexual functioning
- ✓ Dependency (up to 10 percent of all people who drink alcohol become physically and/or mentally dependent on alcohol and can be termed "alcoholic")
- ✓ Fatal liver diseases
- ✓ Increased cancers of the mouth, tongue, pharynx, esophagus, rectum, breast, and malignant melanoma
- ✓ Kidney disease
- ✓ Pancreatitis
- ✓ Spontaneous abortion and neonatal mortality
- ✓ Ulcers
- ✓ Birth defects (up to 54 percent of all birth defects are alcohol related).

Social Issues

- ✓ Two-thirds of all homicides are committed by people who drink prior to the crime.
- ✓ Two to three percent of the driving population is legally drunk at any one time. This rate is doubled at night and on weekends.
- ✓ Two-thirds of all Americans will be involved in an alcohol-related vehicle accident during their lifetimes.
- ✓ The rate of separation and divorce in families with alcohol dependency problems is seven times the average.
- ✓ Forty percent of family court cases are alcohol problem related.
- ✓ Alcoholics are 15 times more likely to commit suicide than are other segments of the population.

Zero Tolerance Policy

- ✓ More than 60 percent of burns, 40 percent of falls, 69 percent of boating accidents, and 76 percent of private aircraft accidents are alcohol related.

The Annual Toll

- ✓ 24,000 people will die on the highway due to the legally impaired driver.
- ✓ 12,000 more will die on the highway due to the alcohol-affected driver.
- ✓ 15,800 will die in non-highway accidents.
- ✓ 30,000 will die due to alcohol-caused liver disease.
- ✓ 10,000 will die due to alcohol-induced brain disease or suicide.
- ✓ Up to another 125,000 will die due to alcohol-related conditions or accidents.

Workplace Issues

- ✓ It takes one hour for the average person (150 pounds) to process one serving of an alcoholic beverage from the body.
- ✓ Impairment in coordination and judgment can be objectively measured with as little as two drinks in the body.
- ✓ A person who is legally intoxicated is six times more likely to have an accident than a sober person.

Zero Tolerance Policy

Attachment E - Resources

Note: Always consult FTA's website for the most current version.

USDOT Office of Drug and Alcohol Policy and Compliance

USDOT Office of Drug and Alcohol Policy and Compliance (ODAC)

<http://www.dot.gov/ost/dapc/>

What **Employers** Need to Know About DOT Drug and Alcohol Testing – Guidance and Best Practices - https://www.transportation.gov/odapc/employer_handbook

What **Employees** Need to Know About DOT Drug and Alcohol Testing – <https://www.transportation.gov/odapc/employee-handbook-english>

ODAC-Email Notification Updates

https://www.transportation.gov/odapc/ListServe_Notices

FTA

Federal Transit Administration

<http://www.fta.dot.gov/>

FTA – Legislation and Regulations

<http://transit-safety.fta.dot.gov/DrugAndAlcohol/Regulations/Default.aspx>

FTA – Regulation Updates

<http://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/Topics.aspx>

MIS – Drug and Alcohol Reporting

<https://www.transportation.gov/odapc/MISreporting>

Best Practices Manual: FTA Drug and Alcohol Testing Program

<https://www.transportation.gov/odapc/best-practices-dot-random-drug-and-alcohol-testing>

Prescription and Over-the-Counter Medications Toolkit

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Publications/DocumentInfo.aspx?DocID=223>

Training Information

FTA Training

<http://transit-safety.fta.dot.gov/DrugAndAlcohol/Training/Default.aspx>

RTAP Scholarship Program

<http://www.dot.wisconsin.gov/localgov/transit/rtap.htm>

Zero Tolerance Policy

Attachment F – Employee Certified Receipt

Employee Name:	
Employee Signature:	
Date:	
Authorized Employer Representative:	
Date:	

This is to certify that I have been provided educational materials that explain the requirements of 49 CFR Part 655, as amended and 49 CFR, Part 40, as amended and my employer's policies and procedures with respect to meeting the requirements. The materials include detailed discussion of the following checked (x) items:

1. The designated person to answer questions about the materials.
2. Sufficient information about the safety-sensitive functions and periods of the workday that compliance is required.
3. Specific information concerning prohibited conduct.
4. Circumstances under which a safety-sensitive person will be tested.
5. Test procedures, integrity of the testing process, and safeguarding the validity of the test.
6. An explanation of what will be considered a refusal to submit to a test and the consequences.
7. Information on the affect of alcohol and controlled substances use on:
 - ✓ An individual's health
 - ✓ Signs and symptoms of a problem
 - ✓ Work
 - ✓ Personal Life
 - ✓ Available methods of intervening when a problem is suspected
8. A copy of the **Transit Provider** Drug and Alcohol policy
9. Training Materials
10. Optional Information: _____

Zero Tolerance Policy

Attachment G – Employee Training Record

Employee Name:	
Employee Number:	
Date of Hire:	

Date	Training Description	Certification? Yes/No	Expiration Date (if applicable)	Location	Hours	Source/ Instructor	Employee Signature	Manager Signature

Zero Tolerance Policy

Attachment H – Employee Training Sign-In Sheet

Name of Training:	
Date of Training:	
Instructor:	
Length (Hours):	

Employee Name		Employee Signature	Manager Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

25

25

25

25

25

25