



CITY OF MERRILL

TRANSIT COMMISSION

AGENDA • MONDAY, FEBRUARY 16, 2026

Regular Meeting

City Hall Council Chambers

4:00 PM

To attend remotely call: 786-618-2575 PIN: 745 648 220 #

I. Call to Order

II. Public Comment

1. *

III. Approval of previous meeting minutes

1. Minutes

IV. Administrator's Report

1. Report

V. General Agenda Items for Consideration

1. Updates to MGR manual

VI. Agenda Items for Next Meeting

1. *
2. *
3. *

VII. Date and Time of Next Meeting

March 16, 2026 Merrill City Hall Council Chambers at 4:00pm

VIII. Adjournment

The Merrill City Hall is accessible to the physically disadvantaged. If special accommodations are needed, please contact the Merrill City Hall at (715) 536-5594.

**CITY OF MERRILL
TRANSIT COMMISSION
MONDAY, JANUARY 19, 2026 MINUTES
REGULAR MEETING CITY HALL COUNCIL CHAMBERS 4:00 PM**

I. Call to Order Roll Call:

Present: Kunkel, Ziech, Weber, Zastrow, Loos

Present Not Voting: Transit Administrator Brad Brummond

Excused:

Absent:

II. Public Comment

1. * - None

III. Approval of previous meeting minutes (Loos/ Weber) motion/second to approve. The motion Passed.

1. **Minutes -**

IV. Administrator's Report

1. **Report -**

V. General Agenda Items for Consideration

1. **Veterans Coffee and Conversation -** (Kunkel/ Weber) motion/second to approve. The motion Passed.
Discussion on how the program is working out. No riders yet. Discussion to the cost of rides. requesting \$1.00 per ride.
2. **Lincoln County Transportation -** Review of last meeting minutes.
3. **Revised Title VI -** (Kunkel/ Loos) motion/second to approve. The motion Passed. Updated Title VI
4. **Revised Procurement Policy -** (Weber/ Loos) motion/second to approve. The motion Passed.updated Procurement policy

VI. Agenda Items for Next Meeting

1. * -
2. * -
3. * -

VII. Date and Time of Next Meeting

VIII. Adjournment (Kunkel/ Ziech) motion/second adjourn. The motion Passed.

Transit Administrator Report

February 2026

Ridership: 4910 rides for January

Employee Status: - Staff level good

0 rides for Vets coffee and conversation

***MERRILL TRANSIT
SYSTEM POLICY and
PROCEDURES
TRAINING MANUAL***

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SECTION 7 – BUS STORAGE FACILITY

SECTION 8 – VIDEO TRAINING

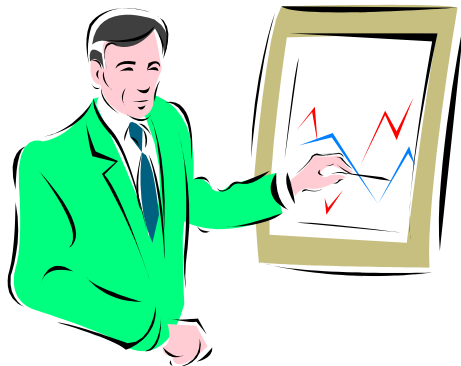
SECTION 9 - GRIEVANCE PROCEDURE

SECTION 10 – DRUG AND ALCOHOL POLICY

SECTION 11 – ANNUAL SIGNATURE COMPLIANCE



ORIENTATION



ORIENTATION

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

Policies and Procedure Manual

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 Policies and Procedure 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 not have an air brake restriction
 - Must have **driver license** on **your** 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
 - **All training provided will meet Department of Transportation requirements at the time of training, including Entry Level Driver Training.**
 - 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 _____

- Personal Electronic Devices
 - Cell Phones
 - Tablets
 - Smart watches
 - Any watch connected to a cell phone or
 - Any watch that acts as a communication device
 - Receives calls, text or other media
 - Other connected devices that can be worn
 - Examples
 - Fit bit
 - Ear buds
- Refer to Electronic Device Policy on following page:
- Safety Star Program
 - Sponsored by our insurance program
 - End of year prizes
 - 5 Points of Safety?
 - No Preventable Accidents or Injuries
 - No Customer Service Complaints (Validated by property)
 - Report a Safety Hazard
 - Transit Mutual's Weekly Safety Tips
 - Posted in the office and must be signed each week by operator to qualify for prizes
 - Provide a Safety Message or Tip

Merrill Transit System Electronic Device Policy

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 by Sue Kunkel

Policy seconded by Gordy Geiger

Policy Adopted by Merrill Transit Commission

Signed Richard Blake
Transit Commission Chairperson

Date 4/16/2018

Signed Brad Brummond
Transit Administrator

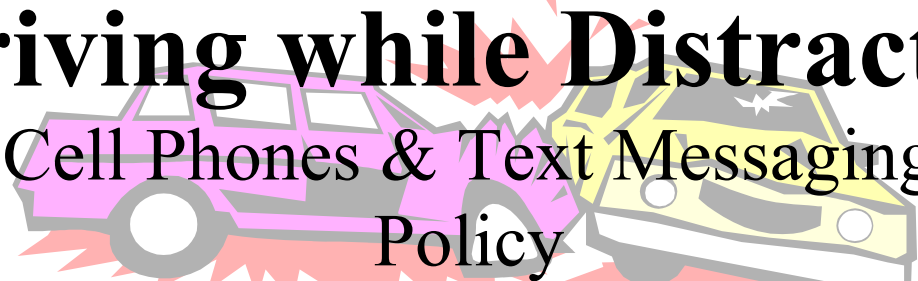
Date 4/16/2018

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 _____

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

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.

- Time Off
 - Vacation, Sick, and Personal Holiday leave accrual times are provided in the City Manual
 - NO vacation granted the first week of school

- Generally only one driver will be permitted to be on vacation per day. (this will be looked at on an as needed basis)
- Vacation request are taken on a first come first served basis
- Time off requests should be at least 2 weeks prior to requested time off to ensure that coverage is available
- Not all requests will be approved
- Sick time may be used for Dr. appointments that cannot be scheduled outside of normal scheduled hours.
 - Should only be taken for the time needed to attend the appointment and travel time.
- Overtime
 - Full Time Operators required to work
 - Tour of Lights
 - Barley Fest
 - As needed to fulfill empty routes
 - Part Time Operators
 - Shall work extra hours as needed to make sure that routes are covered
- 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 **report to supervisor and** complete report at the City Clerk's Office
 - Must be done **by the end of their** 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.
 - 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
 - Medical
 - Contact Dispatch
 - Pull bus to a safe location and secure the bus.
 - Report your exact location and the situation.
- 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 **not being worn while on duty**
 - 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
 - Tool for opening panels on both inside and outside the bus
- 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.

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, route, and bus assignment for the day
 - Daily pre-trip check items
 - Maintenance to be performed
- The operator finds their name printed on a time sheet. First does the required pre-trip to make sure the bus is operational. If there is a problem with the bus they must radio dispatch for a different bus. 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 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 that 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.
- Bus operators rotate routes each week
- 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.

Service Animals

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 **examples are:**
 - Guiding – Visually impaired
 - Alerting – Hearing impaired **or medical condition**
 - Fetching – dropped items
 - Pulling – a mobility device
- When service animal scheduled to ride
 - The office will try to make sure there is a note on the ride that a service animal will be riding
 - 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
- **Unscheduled Service Animal**
 - You can only ask the owner two questions
 - Is that a service animal?
 - What service does it provide?
 - Emotional support animals are **NOT** service animals
 - Must follow animals on the bus policy above
 - If you are in doubt radio the office for clarification
- **Packages**
 - Operators assist passengers in loading, securing, and unloading packages on and off the bus
 - Large packages or objects that would restrict free movement of passengers through the bus are prohibited on board the bus.
 - **No packages or items shall be in the isle of the bus**
 - Operators shall not be required to assist with packages weighing more than 40 pounds
- **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.

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.

- 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 **while you are driving** 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
 - You will be asked by dispatch to enter these in
- 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, snacks 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.

SECURING THE TRANSIT VEHICLE

SECURING YOUR VEHICLE

- Definition taking precautions so the vehicle does not move or no one other than 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

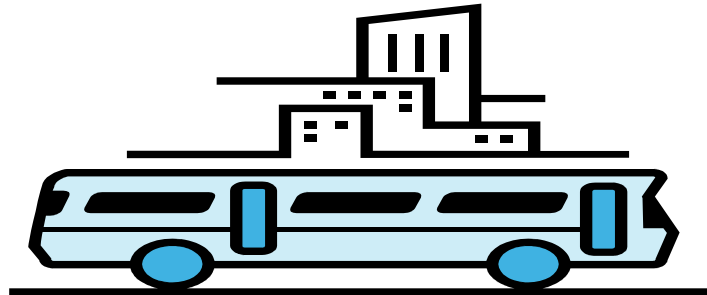
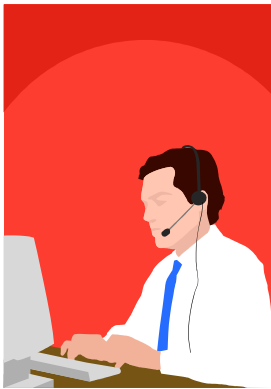
RAILROAD CROSSING VIOLATIONS CAN BE REPORTED BY INDIVIDUALS OTHER THAN LAW ENFORCEMENT. AS LONG AS LOCATION, VEHICLE NUMBER, AND TIME ARE GIVEN. A REPORT USING ONLY AN OPERATOR'S NAME WILL NOT BE ACCEPTED. ROLLING STOPS OR ATTEMPTED STOPS ARE IN VIOLATION.

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: _____

COMMUNICATION CODE

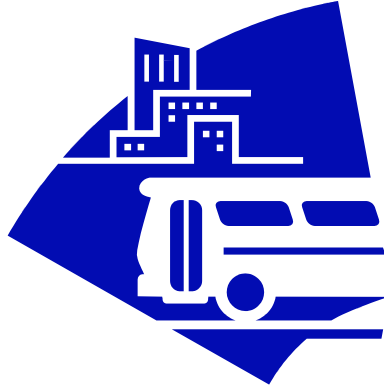


COMMUNICATION CODE

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
- **Personal use**

- 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
- Ecolane MDT (Mobile Data Tablet)
 - Instructions on the following pages



TRANSPORTING PASSENGERS



TRANSPORTING PASSENGERS

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
- 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
 - **Curb** – 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

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.

ASSISTING SPECIAL NEEDS PASSENGERS

- Defining a special needs person

- Visually impaired
- Uses a mobility device
 - Wheelchair or Scooter
 - 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
 - Ramp (30 inches wide, 600 pound capacity)

- 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 (must be fully kneeled for ramp to operate)
- Open the door after fully kneeled
- 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

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**

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 form 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.***

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: _____

*BLOODBORNE
PATHOGENS*

*INFECTIOUS
DISEASE
AWARENESS
AND
PREVENTION*

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 blood borne pathogens and infectious diseases.

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 _____

SEIZURES

SYMPTOMS OF A SEIZURE

- Loss of consciousness or fainting, usually lasting between 30 seconds and 5 minutes.
- General muscle contraction and rigidity, usually lasting 1-2 minutes.
- Violent, rhythmic muscle contraction and relaxation, usually lasting 1-2 minutes.
- Biting the cheek or tongue, clenching teeth or jaw.
- Possible loss of bowel and / or bladder control.
- Stopped breathing or difficulty breathing during the seizure.
- Bluish skin color.

RESPONDING TO A SEIZURE

- Stop bus, give exact location, notify dispatch - call 911 emergency.
- Isolate passenger, clear area to protect the passenger from injuring themselves and others. Help lower them to the floor if possible.
- Try to position the passenger on their side, in case of vomiting.
- Do not attempt to restrain or hold the passenger.
- Keep the person on their side as they will become sleepy and confused after the seizure.
- The passenger will probably experience sleepiness, weakness, headache and loss of memory. Remain calm and stay with them until emergency service arrive.



BEE STINGS

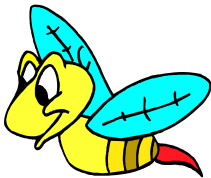


Recognizing a bee sting reaction

- 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.

Bus Washing

- Buses are to be washed at the end of each day
- 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

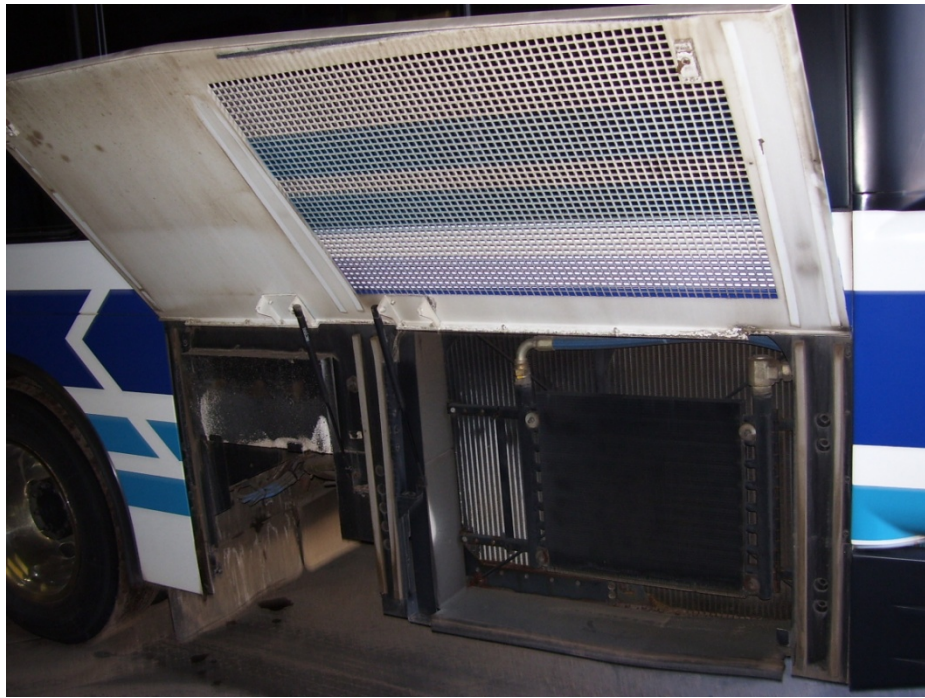
Before washing the exterior body:

- 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).



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:

- To be done daily unless authorized by supervisor

- 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.

VIDEO TRAINING LIBRARY

Training videos through TMI will be used for training

TMI Video Training

Drug and Alcohol Awareness (FTA) (1:06:00)

Human Trafficking (FTA) (20:00)

Bicycle Built for Two (10:13)

Active Shooter (16:00)

ADA Awareness (24:30)

De-escalation (10:30)

Distracted Driving (18:30)

Left Turn (11:45)

Seasons in the Sun (10:15)

Other videos may be shown as well

Show me the Way (4:35)

Staying Alive (30:15)

Turn, Turn, Turn (10:50)

Winter Driving (7:10)

Access Matters (24:00)

Bloodborne pathogens (24:38)

*DISCIPLINARY
CODE*

Disciplinary Code

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

- 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 or 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
 - Exceptions are persons authorized by the office for the purpose of doing business
 - 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. Keys must be left in vehicle so that it can be moved if necessary. 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

Brad Brummond – Transit Administrator
GRIEVANCE MANAGER

Merrill Transit System

Drug and Alcohol Zero Tolerance Policy for FTA Safety Sensitive Employees

Revised on: October 21, 2024

Original Plan

Adopted on: December 19, 2011

This policy is hereby adopted and signed by¹:

Executive Name/Title: _____

Executive Signature: _____

For questions about **Merrill Transit System's** anti-drug and alcohol misuse program, contact:

Title: HR/Drug and Alcohol Program Manager (DAPM)

Contact Name: Brad Brummond

Phone: 715-536-7112

Email: Brad.brummond@ci.merrill.wi.us

¹ This policy is known as a Return-to- Duty and/or a 2nd Chance Policy.

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3.	Covered Employees
4.	Prohibited Behavior
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6.	Consequences of Violations
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8.	Testing Procedures • Notification to Applicant/Covered Employee • Notification to Collection Site • Drug Testing at Collection Site ○ Dilute Urine Specimen ○ Split Specimen Test ○ Direct Observation • Alcohol Testing at Collection Site
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10.	Voluntary Self-Referral
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12.	Records Management
13.	Contact Information

Log of Policy Updates

Merrill Transit System will stay up to date with USDOT and Federal Transit Administration (FTA) drug and alcohol requirements and make policy changes as appropriate. Anytime substantive changes are made to this policy, it will officially be approved by **Merrill Transit System** and communicated to all employees. The date the policy was last revised and approved is listed below.

Date	Activity (Review/Update/Adoption/Distribution)	Person Responsible
10/21/2024	Updated to include current DAPM information and Merrill Transit System criteria	Brad Brummond
1/1/2018	Update Drug and Alcohol Policy – update prohibited substances list	Brad Brummond
3/21/2016	Update Drug and Alcohol Policy	Richard Grenfell
12/19/2011	Develop Drug and Alcohol Policy	Richard Grenfell

Purpose of Policy

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended.

Copies of Part 655 and 40 are available in the drug and alcohol program manager's office and can be found on the internet at the US Department of Transportation (DOT) Office of Drug and Alcohol Compliance website <https://www.transportation.gov/odapc>.

All covered employees (full or part time) are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

All provisions set forth in regular print are consistent with requirements set forth in 49 CFR Part 655 or Part 40, as amended. Portions of this policy are not USDOT-FTA mandated, but **Merrill Transit System** policy. These additional provisions are underlined. All tests conducted under the sole authority of **Merrill Transit System** will be performed on non-USDOT forms and will be separate from USDOT testing in all respects.

In addition, USDOT has published [49 CFR Part 32](#), implementing the [Drug-Free Workplace Act of 1988](#), which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the Federal Transit Administration (FTA).

All **Merrill Transit System** employees are subject to the provisions of the Drug-Free Workplace Act of 1988.

The unlawful manufacture, distribution, dispensing, possession, or use of controlled substances or misuse of alcohol is prohibited in the covered workplace. An employee who is convicted of any criminal drug statute for a violation occurring in the workplace shall notify the Human Resource Manager and/or Drug and Alcohol Program Manager (DAPM) or designee no later than (5) five days after such conviction.

Covered Employees

This policy applies to every person including an applicant or transferee, who performs or will perform a “safety sensitive function” as defined by 49 CFR Part 655.4.

Under FTA (Part 655), covered employees perform the following safety-sensitive functions:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver’s license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul, and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

Covered Positions at **Merrill Transit System** include:

Covered Positions
The following is a list of job titles covered by this policy because they perform safety-sensitive functions.
Bus Driver
Coordinator (e.g., Dispatcher)

Volunteers are considered safety sensitive and subject to testing if they are required to hold a commercial driver’s license (CDL) to operate the vehicle; or the volunteer performs any safety-sensitive function listed above and receives remuneration in excess of their actual expense.

Prohibited Behavior

Drugs

Use of illegal drugs is prohibited at all times.

Prohibited drugs include:

- Marijuana
- Cocaine
- Phencyclidine (PCP)
- Opioids
- Amphetamines

FTA drug testing regulations (49 CFR Part 655) require that all employees covered under FTA authority be tested for marijuana, cocaine, amphetamines, opioids, and phencyclidine as described in this policy.

Alcohol

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions.

All covered employees are prohibited from consuming alcohol within (4) four hours prior to the performance of 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. If the on-call employee claims the ability to perform their safety-sensitive function, they must take an alcohol test with a result of less than 0.02 prior to performance.

Merrill Transit System, 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, or anytime the employee is in uniform.

All covered employees required to take a post-accident test are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until they've submitted to the post-accident drug and alcohol test, whichever occurs first.

Prescription Drug Use

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 the Human Resource Manager/Drug and Alcohol Program Manager (DAPM) or designee. Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties. The employee is required to provide a written release from their doctor or pharmacist indicating that the employee can perform their safety sensitive functions.

Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and provided with contact information to at least two qualified **Substance Abuse Professional (SAP)**². All documents related to the **SAP** referral will be kept in the employee's drug and alcohol file.

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties until the start of their next regularly scheduled duty period (but for not less than eight hours) unless a retest results in the employee's alcohol concentration being less than 0.02.

Treatment/Discipline

Per **Merrill Transit System** policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test, will be immediately removed from their safety sensitive position, referred to at least two qualified **Substance Abuse Professionals (SAP)**, and will be terminated.

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:

² A **Substance Abuse Professional (SAP)** is a licensed physician (medical doctor or doctor of osteopathy) or licensed or certified psychologist, social worker, employee assistance professional, state-licensed or certified marriage and family therapist or drug and alcohol counselor (certified by an organization listed at <https://www.transportation.gov/odapc/sap> with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

- ✓ Disciplinary action or guarantee employment with **Merrill Transit System** and
- ✓ The requirement to comply with drug and alcohol testing.

Assessment by a **SAP** or participation in a rehabilitation program does not guarantee employment and/or reinstatement with **Merrill Transit System**.

Circumstances for Testing

Pre-Employment Testing

A negative pre-employment drug test result is required before an applicant/employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.

There are (3) three situations for conducting DOT-FTA **Pre-Employment Testing**³:

- Applicant/New Employee
- Current non-safety-sensitive employee transfers to a safety sensitive position
- Current employee has long-term absence from the performance of safety-sensitive function. This means the employee did not do safety sensitive duties for 90 or more consecutive calendar days **AND** was removed from the random testing pool during that time.

An applicant or covered employee who has previously failed or refused a DOT drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

Pre-Employment vs. Return to Duty

It is important not to confuse **pre-employment tests** with **return to duty tests**. A **return to duty test** is only applicable to an individual that had a positive test or test refusal.

The DAPM will ensure the Human Resources Manager or designee includes specific DOT-FTA pre-employment drug testing requirements in the job application process. The applicant must complete the following information prior to testing:

- ✓ **Job Application**, including DOT-FTA drug and alcohol testing specific questions (**Employer Drug and Alcohol Questions**)
- ✓ **Applicant Acknowledgement of Pre-Employment Drug Test Form**
- ✓ **Release of Prior Employer Information Form**

Once the application materials are complete, the Human Resources Manager or designee will require applicants selected for hire in DOT-FTA regulated positions to submit to a DOT-FTA Drug and Alcohol pre-employment test.

³ **Merrill Transit System** can conduct a non-DOT test where it sees fit. If non-DOT test is conducted, the non-DOT process **must** be followed.

Merrill Transit System will ensure the employee **start date** is documented appropriately.

- The employee start date must be after the date the negative drug test is verified by a **Medical Review Officer (MRO)**⁴. If the employee starts before verification of a negative drug test, the employee can only perform non-safety sensitive duties. Upon receipt of the negative results, the employee can begin safety-sensitive duties.

Reasonable Suspicion Testing

All **Merrill Transit System** safety-sensitive employees shall be subject to a drug and/or alcohol test when **Merrill Transit System** has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse.

A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

The **Merrill Transit System** supervisor or trained company official will document the reasonable suspicion determination.

The **Merrill Transit System** supervisor will work with the Human Resources Manager or designee to send the employee for drug and/or alcohol testing.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

Under **Merrill Transit System's** authority, a non-DOT reasonable suspicion alcohol test may be performed any time the covered employee is on duty.

A safety-sensitive employee who refuses an instruction to submit to a drug/alcohol test shall not be permitted to finish their shift and shall immediately be placed on administrative leave pending disciplinary action.

⁴ A **Medical Review Officer (MRO)** is a person who is a licensed physician and who is responsible for receiving and reviewing laboratory results generated by an employer's drug testing program and evaluating medical explanations for certain drug test results.

Post-Accident Testing

The **Merrill Transit System** supervisor will document the decision for post-accident testing. The **Merrill Transit System** supervisor will work with the Human Resource Manager or designee to send the employee for drug and/or alcohol testing, as applicable.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered 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.

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

Fatal Accidents

As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance could have contributed to the accident, as determined by **Merrill Transit System** using the best information available at the time of the decision, will also be tested.

Non-fatal Accidents

As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:

- (1) The accident results in injuries requiring immediate medical treatment away from the scene unless the covered employee can be completely discounted as a contributing factor to the accident.
- (2) One or more vehicles incurs disabling damage and must be towed away from the scene unless the covered employee can be completely discounted as a contributing factor to the accident.

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

Random Testing⁵

All covered employees will be subjected to random, unannounced, unpredictable testing. Non-safety-sensitive employees covered under **Merrill Transit System's** authority will be selected from a pool of non-USDOT covered employees.

- (1) Covered employees are required to proceed immediately to the **Collection Site** upon notification to report for a random drug and/or alcohol test.
- (2) The dates for administering unannounced testing of randomly selected employees shall be spread reasonably throughout the calendar year. Random testing will be conducted at all days and times of the day when safety sensitive functions are performed.
- (3) The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.
- (4) A covered employee may only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. However, under **Merrill Transit System's** authority, a non-USDOT random alcohol test may be performed any time the covered employee is on duty.
- (5) A covered employee may be randomly tested for prohibited drug use anytime while on duty.
- (6) Random testing may occur anytime an employee is on duty so long as the employee is notified prior to the end of the shift. On a case-by-case basis, employees who provide advance, verifiable notice of scheduled medical or child/family care commitments will be random drug tested no later than three hours before the end of their shift and random alcohol tested no later than 30 minutes before the end of their shift.

Return-to-Duty Testing

Any employee who is allowed to return to safety-sensitive duty after failing or refusing to submit to a DOT drug and/or alcohol test must first be evaluated by a **SAP**, complete a **SAP**-required program of education and/or treatment, and provide a negative return-to-duty drug and/or alcohol test result.

Any return-to-duty drug testing will be directly observed.

⁵ Testing rates will meet or exceed the minimum annual percentage rate set each year within each DOT agency. The current year testing rates can be viewed online at <http://www.transportation.gov/odapc/random-testing-rates>. If a given employee is subject to random testing under the rules of more than one DOT agency, the employee will be subject to random drug and alcohol testing at the annual percentage rate established by the DOT agency regulating more than 50% of the employee's function.

All testing will be conducted in accordance with 49 CFR Part 40, Subpart O.

Follow-Up Testing

Employees returning to safety-sensitive duty following a return-to-duty test will be required to undergo unannounced follow-up alcohol and/or drug testing for a period of one (1) to five (5) years, as directed by the **SAP**. The duration of testing will be extended to account for any subsequent leaves of absence, as necessary. The type (drug and/or alcohol), number, and frequency of such follow-up testing shall be directed by the **SAP**.

A covered employee may only be subject to follow-up alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be subject to follow-up drug testing anytime while on duty.

All follow-up drug tests will be directly observed.

All testing will be conducted in accordance with 49 CFR Part 40, Subpart O.

Testing Procedures

All USDOT drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

Notification to Applicant/Covered Employee

The Human Resources Manager or designee will do the following:

- Give the applicant/covered employee a testing **Order Form**.
 - ✓ Require the applicant/covered employee to sign the testing **Order Form** to acknowledge receipt of written notice.
 - ✓ Instruct the applicant/covered employee to immediately proceed to the **Collection Site** upon notification of a drug and/or alcohol test.

Notification to Collection Site

The Human Resources Manager or designee will do the following:

- Notify the **Collection Site** via telephone, email, or fax to inform of:
 - ✓ Employee identifying information
 - ✓ Requirement for DOT-FTA drug and/or alcohol test
 - ✓ Provide a copy of the testing **Order Form** to the **Collection Site** via email/fax
 - ✓ Provide **Collection Site** with instructions to return testing **Order Form** and Employer Copy of the CCF to the Human Resources Manager or designee.

Drug Testing Procedures at Collection Site

All FTA drug testing will be conducted in accordance with 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 procedures, and the validity of the test result.

After the identity of the donor is checked using picture identification, a 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 USDOT Custody and Control Form (CCF) and identified using a unique identification number that attributes the specimen to the correct individual. The specimen analysis will be conducted at a U.S. Department of Health and Human Service (DHHS) certified laboratory.

Dilute Urine Specimen

If there is a negative dilute test result, **Merrill Transit System** will accept the test result and there will be no retest, unless the creatinine concentration of a negative dilute specimen was greater than or equal to 2 mg/dL, but less than or equal to 5 mg/dL.

Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. There is no split specimen testing for an invalid result.

Merrill Transit System guarantees that the split specimen test will be conducted in a timely fashion. The **Merrill Transit System** will seek reimbursement for the split specimen test from the employee if the result of the split specimen analysis confirms the original result.

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.

Direct Observation

As the employer, the **Merrill Transit System** must direct an immediate collection under direct observation with no advance notice to the employee, in the following circumstances consistent with 49 CFR Part 40 (as amended)⁶:

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. Anytime the collector observes materials brought to the **Collection Site** or the covered employee's conduct clearly indicates an attempt to tamper with a specimen.
4. The laboratory reports to the **MRO** that the urine specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the **MRO** reports the urine specimen as negative-dilute and requires a second collection under direct observation.
 - See 49 CFR 40.197(b)(1)
5. The original specimen appeared to have been tampered with.
 - See 49 CFR 40.65(c)(1)
6. The temperature on the original specimen was out of range.
 - See 49 CFR 40.65(b)(5)
7. The test is a return-to-duty test or follow-up test.

For urine collections that are required to be directly observed, the employee who is being observed will be required to raise their 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 of urine specimen collections must be conducted by a person of the same gender as the employee being tested as required by 49 CFR Part 40.67.

Alcohol Procedures at the Collection Site

All FTA alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

If the employee is also going to take a DOT alcohol test, Collectors must ensure, to the greatest extent practicable, that the alcohol test is completed before the drug testing collection process begins.

⁶ 49 CFR Part 40.67, Procedures for Transportation Workplace Drug and Alcohol Testing Programs, as amended, outlines when and how a directly observed collection is conducted.

The DOT 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 at the **Collection Site** will be considered a refusal to submit to testing.

Per 49 CFR Part 40 as amended, ODAPC's⁷ webpage for "Approved Screening Devices to Measure Alcohol in Bodily Fluids" and EBTs listed on ODAPC's webpage for "Approved Evidential Breath Measurement Devices" list the approved devices that are allowed for use to conduct DOT alcohol screening tests.

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 EBT operated by a trained BAT.
 - The confirmatory test will be conducted no sooner than 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.
- An alcohol concentration of less than 0.02 will be considered a negative test.

The **Collection Site** should protect individual dignity, privacy, and confidentiality of the employee 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.

⁷ USDOT (ODAPC) – Office of Drug and Alcohol Policy & Compliance - <https://www.transportation.gov/odapc>

Test Refusals

Covered employees that refuse to take a drug and/or alcohol **test incur the same consequences as testing positive and will be immediately removed from performing safety-sensitive functions and referred to a SAP.**

Refusals to test are listed in 49 CFR Part 40 (as amended): 49 CFR 40.191 (as amended) for drug tests, and 49 CFR 40.261 (as amended) for breath tests.

A covered employee, has refused a test if the covered employee does the following:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by **Merrill Transit System**.
- (2) Fail to remain at the testing site until the testing process is complete. An applicant and/or employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- (3) Fail to provide a specimen for a drug or alcohol test. An employee who does not provide a specimen because they've left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly-observed or monitored urine collection in a drug test, fail to permit monitoring or observation of the provision of a specimen.
- (5) Fail to provide a sufficient specimen for a drug or alcohol test without a valid medical explanation.
- (6) Fail or decline to take an additional test as directed by the collector or **Merrill Transit System**.
- (7) Fail to undergo a medical evaluation as required by the **MRO** or **Merrill Transit System's** Human Resource Manager or designee.
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed urine collection.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or **MRO**.
- (12) Refuse to sign the certification at **Step 2** of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the **MRO** reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

Voluntary Self-Referral

Any employee who has a drug and/or alcohol use problem and has not been notified of the requirement to submit to a reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer themselves to the **Human Resource Manager/Drug and Alcohol Program Manager (DAPM) or designee**, 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 their safety-sensitive function and will **not** be allowed to perform such function until successful completion of a prescribed rehabilitation program.

Training

Merrill Transit System will ensure covered employees and supervisors receive drug and alcohol training as listed below. Training records of all covered employees will be documented.

Covered Employees

- ✓ 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.
 - Online FTA training is available at:
<https://transitsafety.fta.dot.gov/DrugAndAlcohol/Tools/DrugAwarenessVideo/Default.aspx>

Supervisors

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.

- Online FTA training for supervisors is available at:
<https://transitsafety.fta.dot.gov/DrugAndAlcohol/Tools/ReasonableSuspicion.aspx>
or <https://nationalrtap.org/Training/Training-Overview>

Records Management

According to 49 CFR Parts 655 and 40, each as amended, the following minimum record retention schedule shall be maintained by **Merrill Transit System**. Additional records will be kept to thoroughly document the decision-making process.

Record Retention Schedule

Record	Retention Period (Years)
• Verified positive drug tests results • Alcohol test results 0.02 BAC or greater • Refusals to tests • Adulterations • Substitutions • Referrals to SAP • SAP reports • Follow-up tests and schedules • Documentation of employee disputes • Employee evaluation and referrals • Annual MIS reports	5
• Previous DOT employer record request documentation, such as: ○ Records of previous positive drug and alcohol tests (0.02 BAC or above), test refusals, other violations ○ Employee return-to-duty documentation ○ Records showing good-faith-effort to obtain	3

Record	Retention Period (Years)
records from previous employers, including consent forms	
• Education and training records • Records related to the collection process • Random selection lists; post-accident testing; decision forms; reasonable suspicion determination forms; MRO documents • Records of the inspection, maintenance, and calibration of EBTs	2
• Verified negative drug test results • Employer copy of the CCF • Test results from MRO • Cancelled drug and alcohol test results • Negative alcohol tests records (below 0.02 BAC)	1

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 governing authority of **Merrill Transit System**.
 - b. Employee and new hire policy receipt acknowledgements.
 - c. Previous policy statements listing effective dates and the corresponding approvals by the highest ranking official.
2. Records related to employee training:
 - a. Training materials on drug use awareness and alcohol misuse, including a copy of **Merrill Transit System'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.
 - 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 sample.
- 4. Records related to test results:
 - a. **Merrill Transit System's** copy of the CCF.
 - 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 **SAP**.
- 6. Records related to the employers Management Information Systems (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 and alcohol testing records shall be maintained by the **Merrill Transit System** DAPM in a secure location with controlled access 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 employee, upon written request, is entitled to obtain copies of any record(s) pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records.
 - a. Covered employees have the right to gain access to any pertinent records such as equipment calibration records, and records of laboratory certifications.
 - b. Employees may not have access to **SAP** follow-up testing plans.
2. **Merrill Transit System** DAPM and other transit system management personnel for records of a verified a positive drug/alcohol test.
3. A third party only as directed by specific, written instruction of the employee.
4. A subsequent employer
 - a. Only upon receipt of a written request from the employee.
5. The National Transportation Safety Board (NTSB) during an accident investigation.
6. An agency with regulatory authority over **Merrill Transit System** or any of its employees, such as the USDOT or WisDOT.
7. 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.
 - a. The records will be released to the decision-maker in the proceeding.
8. A federal, state, or local safety agency with regulatory authority over **Merrill Transit System** or the employee.

9. 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.
10. 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 **Merrill Transit System** to release the information.
 - a. **Merrill Transit System** 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 49 CFR Part 40 (as amended), necessary legal steps to contest the issuance of the order will be taken.

Contact Information

Merrill Transit System Drug and Alcohol Testing Program Contact

For questions concerning drug and alcohol testing contact:

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

The **Merrill Transit System** Human Resource Manager or designee maintains the following drug and alcohol contact information and credentials, and is available upon request:

- ✓ Collection Site(s)
- ✓ Third Party Administrator (TPA), if applicable
- ✓ Medical Review Officers (MRO)
- ✓ DHHS Certified Drug Testing Laboratories
- ✓ Substance Abuse Professionals (SAP)

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

INITIAL DATE

SECTION 1 - ORIENTATION

SECTION 2 – POLICIES

- OPERATION WITHIN THE CITY CODES OF ORDINANCE
- DRUG AND ALCOHOL POLICY

SECTION 3 – VEHICLE OPERATION

- RAILROAD CROSSINGS

- SECURING THE TRANSIT VEHICLE

SECTION 4 - TRANSPORTING PASSENGERS

- PASSENGER AND PUBLIC SAFETY

- SPECIAL NEEDS PASSENGERS

- LIFT PASSENGERS

- VISUALLY IMPAIRED PASSENGERS

- TRANSPORTING CHILDREN

- CHILD DISCIPLINE PROCEDURE

SECTION 5 – ACCIDENT AND INCIDENT REPORTING

**SECTION 6 – INFECTIOUS DISEASE / BLOODBORNE
PATHOGENS AWARENESS**

SECTION 7 – BUS STORAGE FACILITY

SECTION 8 – VIDEO TRAINING

SECTION 9 - GRIEVANCE PROCEDURE

SECTION 10 – ANNUAL SIGNATURE COMPLIANCE

SECTION 11 –

Merrill Transit System Policy and Procedure

Acknowledgement

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: _____