



**SAMPSON COUNTY
BOARD OF COMMISSIONERS
MEETING AGENDA
August 3, 2015**

**6:15 pm Closed Session – GS 143-318.11(a)(4) Economic Development
(Conference Room Adjacent to County Auditorium)**

7:00 pm Convene Regular Meeting (County Auditorium)
Invocation and Pledge of Allegiance
Approve Agenda as Published

Roads

Tab 1 Reports and Presentations

- a. Recognition of Kate Peacock, 2015 Miss North Carolina 1
- b. Recognition of Garland Senior Center as Center of Excellence 2

Tab 2 Action Items

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- b. Approval of Tax Exempt Financing for Taylor’s Bridge Fire Department’s Fire Station Addition 7 - 16
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- e. Appointments: CCAP (Action Pathways) Board 34

Tab 3 Consent Agenda

- a. Approve the minutes of the July 6, 2015 meeting 36 - 40
- b. Approve revisions to Sampson Area Transportation’s System Safety Program Plan 41 - 208
- c. Approve Sheriff’s Office request to apply electronically for Governor’s Crime Commission grant funds for the purchase of an Automated Fingerprint Identification System (AFIS) and to utilize Federal Seized Asset funds for remainder of cost 209 - 210
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- e. Approve budget amendments as submitted 219 - 222

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	Adjournment	

OUR PUBLIC CHARGE

The Board of Commissioners pledges to the citizens of Sampson County its respect. The Board asks its citizens to likewise conduct themselves in a respectful, courteous manner, both with Board members and fellow citizens. At any time should any member of the Board or any citizen fail to observe this public charge, the Chair (or presiding officer) will ask the offending person to leave the meeting until that individual regains personal control. Should decorum fail to be restored, the Chair (or presiding officer) will recess the meeting until such time that a genuine commitment to this public charge is observed. All electronic devices such as cell phones, pagers, and computers should please be turned off or set to silent/vibrate.

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 1 (a)

Meeting Date: August 3, 2015 Information Only Public Comment
 Report/Presentation Closed Session
 Action Item Planning/Zoning
 Consent Agenda Water District Issue

SUBJECT: Recognition of Kate Peacock, Newly Crowned Miss North Carolina 2015

DEPARTMENT: Governing Body

PUBLIC HEARING: No

CONTACT PERSON: Chairman Billy Lockamy
 Kate Peacock, Miss North Carolina

PURPOSE: To recognize and congratulate Sampson County native Kate Peacock, recently crowned Miss North Carolina 2015

ATTACHMENTS: None

BACKGROUND: Sampson County native Kate Peacock was recently crowned Miss North Carolina 2015. Ms. Peacock, who competed as Miss Dunn, is a Midway High School graduate now attending Meredith College. Her parents are Gary and Penny Peacock of the Spivey's Corner community. Ms. Peacock will compete in the Miss America pageant in September.

RECOMMENDED ACTION OR MOTION: Recognize and congratulate Ms. Peacock on her achievements

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 1 (b)

Meeting Date: August 3, 2015	<input type="checkbox"/> Information Only <input checked="" type="checkbox"/> Report/Presentation <input type="checkbox"/> Action Item <input type="checkbox"/> Consent Agenda	<input type="checkbox"/> Public Comment <input type="checkbox"/> Closed Session <input type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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SUBJECT: Recognition of Garland Senior Center as Center of Excellence

DEPARTMENT: Department of Aging

PUBLIC HEARING: No

CONTACT PERSON: Lorie Sutton, Department of Aging Director
 Marie Faircloth, Garland Senior Center Director
 Linda Armwood, Nutrition Program Manager

PURPOSE: To recognize the Garland Senior Center for re-certification as a Center of Excellence

ATTACHMENTS: None

BACKGROUND: The Garland Senior Center recently completed a Senior Center Operations and Program Evaluation and was re-certified as a Center of Excellence. Such status makes them eligible for additional state funding. This is a very time-consuming process in which the Center staff must document five years' work on an instrument called the SCOPE tool which measures six areas: information and referral; activities and opportunities for volunteers; planning, evaluation, and input from older adults; staff and training; other operational issues; and the extra mile. As part of the recertification process, the Center is subject to a site visit by a team made up of NCDAAS staff, Mid-Carolina Staff, a Senior Tarheel Delegate and other Senior Center Managers, which is preceded by desk reviews by Mid-Carolina and NCDAAS staff.

Aging Director Lorie Sutton reports that staff members Linda Armwood and Marie Faircloth worked extremely hard for the past several months, sometimes into the late hours, in order to be prepared for the re-certification effort. They are to be commended for their efforts.

RECOMMENDED ACTION OR MOTION: Congratulate staff on their accomplishments and present the Center of Excellence certificate

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 2 (a)

Meeting Date: April 6, 2015	<input type="checkbox"/> Information Only <input type="checkbox"/> Report/Presentation <input checked="" type="checkbox"/> Action Item <input type="checkbox"/> Consent Agenda	<input checked="" type="checkbox"/> Public Comment <input type="checkbox"/> Closed Session <input type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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SUBJECT: Public Hearing - Consideration of Proposed Appropriations and Expenditures for Economic Development Activities (Brooks Brothers)

DEPARTMENT: Economic Development

PUBLIC HEARING: Yes

CONTACT PERSON: John Swope, Economic Developer
Joel Starling, County Attorney

PURPOSE: To receive public comment regarding the intent of the County to enter into agreements to provide performance based incentives for an economic development project

ATTACHMENTS: Resolution Approving Agreement with Brooks Brothers

BACKGROUND: The County has duly advertised a public hearing for the purpose of receiving public comment with regard to the County's intention to enter into an incentive agreement with an economic development prospect. Chairman Lockamy should open the hearing and call upon Mr. Swope and Mr. Starling to review information pertinent to the project and the incentive agreement.

Brooks Brothers is considering an expansion of their Distribution Center located at 606 Warsaw Road in Clinton. Any proposed appropriations and expenditures will be made pursuant to a proposed Incentives Agreement, and as performance-based incentive payments over a ten-year period as noted in the agreement. The company agrees to make certain capital investments in the County and to maintain certain levels of employment as noted in the hearing notice.

RECOMMENDED ACTION(s) OR MOTION(s): Consider adoption of the enclosed resolution approving incentives agreement

LEGAL NOTICE

The Board of Commissioners of Sampson County, North Carolina will hold a public hearing on Monday, August 3, 2015, at 7:00 p.m., or as soon as possible thereafter as the matter may be heard, in the Sampson County Auditorium, 435 Rowan Road, Clinton, North Carolina. The purpose of the public hearing is to receive public comment concerning proposed appropriations and expenditures for economic development activities. The proposed site for the economic development activities is the existing Clinton Distribution Center located at 606 Warsaw Road in Clinton. The appropriations and expenditures will be made pursuant to a written agreement. Under this agreement, the County will provide performance-based business incentive payments to Brooks Brothers over a ten-year period, in the amount of \$57,963. The company will commit to make certain capital investments in the County, and to maintain certain levels of employment. The potential public benefits anticipated to be derived from this agreement include a taxable investment of \$2,555,000 (equipment) and \$112,500 (building improvements), tax revenues of \$99,452 over a ten-year period, and the employment of 21 full time jobs at an average annual salary of \$31,714. Brooks Brothers is considering an expansion of their Clinton Distribution Center. Additional information on the company and the project will be available at the time of the hearing, including a map identifying the proposed site. The terms of any agreement between the County and the company, however, will be subject to further completion and amendment based on comments received at the hearing and continued negotiations between the County and the company. The Board of Commissioners may take action concerning the proposed agreement and the related transactions immediately following the hearing. Additional information on the subject of the hearing is available from Mr. John Swope, Executive Director, Sampson County Economic Development Commission (telephone 910/592-8921) during regular business hours. Persons wishing to make written comments concerning the subject of the public hearing should direct them to the Clerk to the Board of Commissioners, Sampson County, 406 County Complex Road, Clinton, North Carolina 28328, or by fax to 910/592-1945.

*The Sampson Independent
July 22, 2015.c.*



Resolution Approving Agreement with Brooks Brothers

WHEREAS -

For the past several months, representatives of Sampson County and others have been working with representatives of **Brooks Brothers**, concerning the company's desire to expand their Clinton Distribution Center.

The County and **Brooks Brothers** have agreed in principle that if Sampson County were selected as the location for said expansion for the County to make certain incentive payments to **Brooks Brothers** over a ten-year period. In return, the company will commit to make certain capital investments in the County, and to maintain certain levels of employment. The mutual obligations of the County and **Brooks Brothers** will be set forth in an Incentive Agreement, a draft of which has been presented at this meeting.

The County has held a public hearing earlier today concerning appropriations and expenditures for economic development activities pursuant to the Incentive Agreement. The Incentive Agreement is now presented to the Board of Commissioners for consideration.

BE IT RESOLVED by the Board of Commissioners of Sampson County, North Carolina, as follows:

1. The Board determines that the County will enter into the proposed Incentive Agreement. The Board approves the form of the Incentive Agreement presented to this meeting. The final version of the Incentive Agreement must be in substantially the form presented, but may have such additional minor changes as may be acceptable to the Chairman, who is authorized and directed to execute the final form agreement. The final form of the agreement may not, however, in any material fashion increase the County's obligations or decrease the company's obligations from the obligations described in the draft agreement. The Chairman's execution and delivery of the final form agreement will be conclusive evidence of his approval.

2. By this resolution, the County agrees to provide performance based incentives as prescribed in the agreement requiring certification of jobs created, investment levels verified and documentation submitted by the Company.

3. By this resolution, the County confirms and accepts its agreement that the incentive payments payable to the Company will be paid in the following amounts, as specified by the incentive agreement:

Year 1	\$ 00
Year 2	\$ 12,826
Year 3	\$ 11,342
Year 4	\$ 10,006
Year 5	\$ 8,670
Year 6	\$ 4,619
Year 7	\$ 5,949
Year 8	\$ 4,552
Year 9	\$ 00
Year 10	\$ 00
Total	<u>\$ 57,963</u>

4. All County officers and employees are authorized and directed to deliver all certificates, agreements and instruments and to take all such further actions as they may consider necessary or desirable in furtherance of the transactions contemplated by this resolution. All such prior actions of County officers and employees are ratified, approved and confirmed.

5. All other Board proceedings, or parts thereof, in conflict with this resolution are repealed, to the extent of the conflict. This resolution takes effect immediately.

Adopted this 3rd day of August, 2015.

Chairman

ATTEST:

Clerk to the Board

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 2 (b)

Meeting Date: August 3, 2015	<input type="checkbox"/> Information Only <input type="checkbox"/> Report/Presentation <input checked="" type="checkbox"/> Action Item <input type="checkbox"/> Consent Agenda	<input type="checkbox"/> Public Comment <input type="checkbox"/> Closed Session <input type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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SUBJECT: Approval of Tax Exempt Financing for Taylors Bridge Fire Department's Fire Station Addition (tabled at the July 6, 2015 meeting)

DEPARTMENT: Volunteer Fire Department

PUBLIC HEARING: No

CONTACT PERSON: Keith Powell, Taylors Bridge FD Chief

PURPOSE: To approve documents indicating Board approval of tax-exempt financing by First Citizens Bank of Taylors Bridge Fire Department's station addition

ATTACHMENTS: Certificate of Clerk of Approval; Fire Department Hearing Minutes, Advertising, and Corporate Resolution

BACKGROUND: Taylors Bridge Fire Department is seeking approval of the tax-exempt financing they are obtaining from First Citizens Bank for the construction of an addition to their fire station. A loan to a volunteer fire department that provides for tax-exempt financing must be approved by the County or City that has jurisdiction over the area served by that fire department. The fire department must hold a public hearing regarding their intention to pursue such financing, and Taylors Bridge FD has provided evidence of their advertising and holding such hearing.

RECOMMENDED ACTION OR MOTION: Adopt the resolution approving the tax-exempt financing (which is included in body of Clerk's Certificate document) in the principal amount of \$225,000

COUNTY APPROVAL

STATE OF NORTH CAROLINA
COUNTY OF Sampson

CERTIFICATE OF CLERK RE APPROVAL OF TAX-EXEMPT LOAN TO VOLUNTEER FIRE DEPARTMENT BY BOARD OF COMMISSIONERS

The undersigned, being the duly qualified Clerk of Sampson County, North Carolina, does hereby certify that the following is a true and accurate copy of a Resolution passed by the Board of Commissioners of Sampson County, North Carolina, at its regular/special meeting on the ___ day of _____, 20___, which Resolution was duly introduced, seconded, and approved, and that said Resolution remains in full force and effect:

"NOW, THEREFORE, BE IT HEREBY RESOLVED, that the Board of Commissioners of Sampson County, North Carolina does hereby approve (within the scope of the qualifying language set forth below) a tax-exempt loan to the Taylor's Bridge Fire Department [name of Volunteer Fire Department] (the "VFD") from First-Citizens Bank & Trust Company in the principal amount of \$ 225,000, which loan is for the following purpose (check applicable purpose):

1. for the construction of a fire station for the VFD, (cross out the following if not applicable) including the purchase of the underlying real property.
2. the purchase by the VFD of a fire truck or fire trucks, and

which fire truck(s) and/or fire station will be owned and operated by the VFD at the following address:

6825 Taylor's Bridge Highway
(Street Address)
Clinton, NC 28328
(City and State)

RESOLVED, FURTHER, that the approval of the loan to the VFD set forth above is given solely for purposes of the public approval requirements for tax-exempt financing applicable to the VFD because of Section 150(e)(3) and Section 147(f) of the Internal Revenue Code of 1986, as amended, and such approval does not obligate the County or its Board of Commissioners in any way regarding repayment of the debt."

Duly certified by the execution hereof and the placing hereon of the seal of the said County, this the ___ day of _____, 20___.

(Clerk's Seal)

CLERK
_____ County, North Carolina

**Taylor's Bridge Fire Department
Board Meeting
June 1, 2015**

The Board of the Taylor's Bridge Fire Department met at the Fire Station on Monday, June 1, 2015. Attending the meeting were Chief Keith Powell, President Ronald Peterson, Peggy Carter, Tommy Heath, Ronald Williams and Helen Balance. Also attending was Martin Jackson of First Citizens Bank.

The meeting was called to order by President Ronald Peterson at 7:30 pm. After a prayer by Ronnie ~~Peterson~~ ^{Williams}, Tommy Heath led the board in the Pledge of Allegiance. The minutes of the last meeting on April 27, 2015 was read by Peggy Carter and approved by the board. A Treasurer Dated April 19, 2015

Fund Raiser Account	2,619.90
Checking Account	108,098.73
Fireman Relief Fund	13,483.87
Total Funds	124,202.50

Old Business:

Martin Jackson from First Citizens Bank attended the meeting to explain the loan in the amount of \$225,000.00 for construction of the new addition to the Fire Department. Martin explained the collateral of the loan, the term and rate. This will be a fixed loan for 10 years with a rate of 2.49% interest secured by equipment/fire truck/s. Annual payments quoted were quoted to be \$22,758.00. Peggy Carter was asked to get the proper signatures on the Construction Contract. A motion to accept the proposal by FCB was made by Peggy Carter, seconded by Tommy Heath and approved by the board.

Chief Powell reported that the 2015-2016 budget has be submitted to the county for approval. Chief Powell reported that the approval for nonpaying tax district has not been approved. Still waiting to hear back from the tax office.
20/14 Rescue Grant should have check soon.

New Business:

20/15 Fire Grant in the amount of \$10,000 will award 3 sets of turn out gear, 40' 4" LDH hose, 800' 2 1/2" hose, telescope lights for 1632 fire truck.
Four County Grant has been assigned to Hagen Thornton and Adam Bushin. They are in charge of applying for the grant.

Chief Powell reported that Raymond "Ray" Cuvilje, 60, of 2273 Herring Road, Rose Hill, NC, died Saturday, May 30, 2015 at this residence. Mr. Cuvilje was a veteran in the U. S. Marines, retired from the NC Department of Corrections, and worked with the Sampson County Animal Control Unit. He was a member of Taylors Bridge Fire Department and a member of the Fire Honor Guard. His widow will benefit from the life insurance of the Fire Department.

There being no further business, a motion to dismiss made by Keith Powell and seconded by Ronnie Williams and dismissed by President Ronald Peterson at 9:30 pm.

Respectfully submitted by:

Peggy O. Carter, Secretary

**CERTIFIED COPY OF CORPORATE RESOLUTIONS TO AUTHORIZE
TAX-EXEMPT LOAN TO VOLUNTEER FIRE DEPARTMENT
TO CONSTRUCT A FIRE STATION**

Taylor's Bridge Fire Department
(Name of Volunteer Fire Department)

I, the undersigned, do certify to First-Citizens Bank & Trust Company (the "Bank"):

- (i) that I am the Secretary/Assistant Secretary of the above-named Volunteer Fire Department (the "VFD"),
- (ii) that the VFD is a nonprofit corporation duly organized and existing under the laws of the State of North Carolina that has been approved by the Internal Revenue Service as a tax-exempt organization under Section 501(c)(3) of the Internal Revenue Code of 1986, as amended (the "Code"),
- (iii) that Ronald Peterson is the President/Vice President of the VFD,
- (iv) that the following is a true copy of the resolutions duly adopted by the Board of Directors of the VFD effective on the 1 day of June, 2015,
- (v) that the following resolutions were adopted (check and initial one of the following)
 RP R.P. at a duly authorized and held meeting of the Board of Directors at which a quorum was present and proper notice was given, OR
 _____ by unanimous written consent, and
- (vi) that such resolutions have not been rescinded or modified and such resolutions are still in full force and effect.

WHEREAS, the Board of Directors of the VFD has determined that it is in the best interests of the VFD to borrow money from Bank to construct a fire station, including (if applicable) the purchase of land upon which the fire station will be built; and,

WHEREAS, in order to induce Bank to make said loan, the VFD is willing to grant to Bank a security interest in the fire station or such other property as may be satisfactory to Bank; and,

WHEREAS, Bank is willing to make said loan to the VFD; and,

WHEREAS, both Bank and the VFD intend that the interest to be received by Bank be considered tax-exempt interest pursuant to Section 103 of the Code.

NOW, THEREFORE, BE IT HEREBY RESOLVED, that the VFD is hereby authorized to borrow \$ 225,000 to be used for the construction of its fire station (including the purchase of land for the fire station, if applicable) and to secure repayment of said loan by giving a deed of trust in the resulting fire station and associated real property for the benefit of Bank or by giving a security interest in such other property as may be satisfactory to Bank; and,

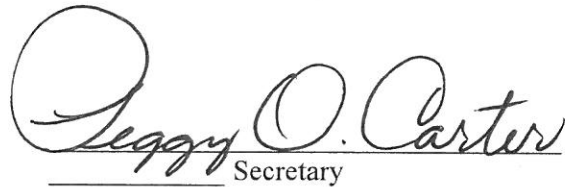
RESOLVED FURTHER, that the President/Vice President of the VFD, in conjunction with the Secretary/Assistant Secretary, as appropriate, is hereby authorized to execute such documentation as required by Bank on behalf of the VFD in connection with said loan, including without limitation, a Registered Promissory Note, a Deed of Trust, the Internal Revenue Service Form 8038-G or 8038-GC, a Tax-Exempt Agreement, a Non-Arbitrage Certificate and a Certificate of Public Hearing; and,

RESOLVED FURTHER, that the Secretary/Assistant Secretary of the VFD be, and hereby is, authorized to certify to Bank the foregoing resolutions and that the provisions thereof are in conformity with the Articles of Incorporation and bylaws of the VFD and that there is no provision in the Articles of Incorporation or bylaws of the VFD limiting the power of the Board of Directors on behalf of the VFD to borrow the aforementioned sum from Bank and to give the aforementioned security therefor; and,

RESOLVED FURTHER, that the Secretary/Assistant Secretary of the VFD be, and hereby is, authorized to certify to Bank that Ronald Peterson is the President/Vice President of the VFD; and,

RESOLVED FURTHER, that the appropriate officers of the VFD be, and hereby are, authorized to take all other steps necessary and desirable in connection with affecting the transactions contemplated by these resolutions; and,

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed the seal of said VFD this the 1 day of June, 2015.


Secretary

(Corporate Seal)

AFFIDAVIT OF PUBLICATION
STATE OF NORTH CAROLINA
COUNTY OF SAMPSON

SHERRY MATTHEWS, PUBLISHER/EDITOR, of The Sampson Independent, a newspaper published in Sampson County, N.C. being duly sworn, says that at the time the attached notice was published in THE SAMPSON INDEPENDENT, said newspaper met all of the requirements and qualifications prescribed by North Carolina General Statue 1-597; that said newspaper had a general circulation to actual paid subscribers; and was admitted to the United States mail as second class matter in Sampson County, N.C.; and further, that the attached notice was published in THE SAMPSON INDEPENDENT on June 11 and 18 2015.

Sherry Matthews
PUBLISHER/EDITOR

Sworn to and subscribed before me this the 18th day of July, 2015.

Bernard De Ceiler
NOTARY PUBLIC

My commission expires: June 20, 2015

NC VFD13
NOTICE OF PROPOSED
TAX-EXEMPT LOAN TO
VOLUNTEER FIRE
DEPARTMENT

TO ALL MEMBERS OF THE GENERAL PUBLIC WHO RESIDE WITHIN THE FIRE DISTRICT OF THE TAYLORS BRIDGE FIRE DEPARTMENT. A public hearing will be held on June 25, 2015 at 7:00 o'clock p.m. at Taylors Bridge Fire Department training room, 6825 Taylors Bridge Highway, Clinton, NC 28328, for the purpose of approving a proposed tax-exempt loan by First-Citizens Bank & Trust Company to the VFD. At this meeting, you may submit written comments or participate orally. All members of the public are invited to attend. In connection with this public meeting, please note the following:

1. PURPOSE OF LOAN
For the construction of a fire station for the VFD.

1. AMOUNT OF LOAN: The maximum principal amount of the loan is \$225,000.00. The VFD will own and operate the station or fire truck(s) to be financed at the VFD's address which is:
6825 Taylors Bridge Highway
Clinton, NC 28328

The Sampson Independent
June 11 and June 18, 2015.c.

CERTIFICATE OF PUBLIC HEARING

I, the President/Vice President of the Taylor's Bridge Fire Department
[name of the Volunteer Fire Department] (the "VFD"), hereby certify to First-Citizens Bank & Trust Company that I, acting on behalf of the VFD, caused public notice to be published in at least one newspaper of general circulation available to residents within the jurisdiction of the VFD (attached hereto is the original **Affidavit of Publication** from the newspaper evidencing such notice); that the aforementioned public notice was published once a week for two successive calendar weeks (on the same weekday of each of the two weeks), with the first publication date at least fourteen days, but not more than thirty days, before the date of the public hearing; that the aforementioned public notice invited interested members of the general public to express their views, orally and in writing, regarding a proposed tax-exempt loan from First-Citizens Bank & Trust Company to the VFD; that I conducted said public meeting on the day, place and time as provided in the published notice; and that I provided a summary of any comments received from the general public at the public hearing regarding the proposed loan to the person(s) actually approving the loan prior to such approval.

Ronald Peterson

Signature of President/Vice President

Ronald Peterson

Print or Type Name

Public Hearing of the General Public

June 25, 2015

7:00 pm at

Taylor's Bridge Fire Department

6825 Taylor's Bridge Highway

Clinton, NC 28328

<u>ATTENDING</u>	<u>PHONE</u>	<u>ADDRESS</u>
Peggy O. Carter	910-592-8200	6625 Taylor's Bridge Hwy, Clinton
Helen Ballance	910 592-6372	5233 Taylor's Bridge Hwy Clinton, NC.
Ronnie H. Williams	910 596-8717	12641 Taylor's Bridge Hwy, Magnolia, N.C. 2845.
Jerry N. Juel	910 990 3345	PO Box 140 Hamlet NC 28444
Ronald Peterson	910 - 385-8792/1475 west Mt. Gilend Ch. Bl.	Clinton N.C. 28328
Kevin Lee	910. 218. 5749,	3460 Edmond Mathie, Clinton
Bobby Gene Matthias	910. 990-4592	1399 Chancey Rd Clinton
Matthew Lewis	910-337-0727	145 Carson Ln Clinton
Lewis Allen McLaughlin SR.	910-337-3161	4799 Garland Hwy Clinton, NC 28328
Hagan Dean Thornton	910-627-2080	5031 Garland Hwy Clinton, NC 28328

Public Hearing of the General Public

June 25, 2015

7:00 pm at

Taylor's Bridge Fire Department

6825 Taylor's Bridge Highway

Clinton, NC 28328

ATTENDING

PHONE

ADDRESS

No one from public attended meeting.

Deggy O. Carter, Sec.

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 2 (c)

Meeting Date: August 3, 2015	<input type="checkbox"/> Information Only <input type="checkbox"/> Report/Presentation <input checked="" type="checkbox"/> Action Item <input type="checkbox"/> Consent Agenda	<input type="checkbox"/> Public Comment <input type="checkbox"/> Closed Session <input type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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SUBJECT: Sheriff's Department - Request for Establishment of Dangerous Dog Permit Fee

DEPARTMENT: Sheriff's Department (Animal Control)

PUBLIC HEARING: No

CONTACT PERSON: Sgt. Jessica Kittrell, Animal Control

PURPOSE: To consider establishment of the fee for permits for registering a declared dangerous dog

ATTACHMENTS: Memo, Excerpts of Animal Control Ordinance

BACKGROUND: Article III of the Animal Control Ordinance previously adopted by the Board contains the provisions regarding the declaration of a dog as dangerous or potentially dangerous, the appeals process for such action, and the requirements for owners of those dogs declared dangerous or potentially dangerous. The ordinance requires the registration of such animal, including a permit from the Sampson County Sheriff's Office. The ordinance did not, however, establish a fee for this permit. The Sheriff's Office is recommending a fee of \$100.

Animal Control Officer Jessica Kittrell will present the recommendation to the Board.

PRIOR BOARD ACTION: N/A

RECOMMENDED ACTION OR MOTION: Establish a fee of \$100 for the dangerous dog registration permit, as recommended

JIMMY THORNTON
SHERIFF
SAMPSON COUNTY



112 FONTANA ST
CLINTON, NC 28328
www.sampsonsheriff.com

July 24, 2015

MEMORANDUM

To: Susan Holder, Assistant County Manager
From: Sergeant Jessica Kittrell- Animal Control Division
Re: Dangerous Dog Permit Fee

The Sampson County Animal Control Ordinance was passed May 5th 2014. The permit fee for owning a dangerous dog was not addressed. I would request to be placed on the upcoming agenda to propose to the commissioners approve a \$100.00 fee for the yearly permit to own a dangerous dog in Sampson County. I have referenced with two other surrounding counties, Cumberland and Johnston, and their current permit fee for dangerous dogs is \$100.00.

Health Director Wanda Robinson and Shelter Director Alan Canady concur with my recommendation.

Please contact me if I am placed on the agenda. Thank You.

1. Authorize any Law Enforcement Officer that has, in the discretion of the Sheriff or his designee, received appropriate training and certification in firearms to use deadly force; or
 2. Request assistance from appropriate municipal police authorities in order that the application of deadly force shall be effected by a sworn Law Enforcement Officer that has a marksman rating and/or qualification; or
 3. Seek the services of any private business, corporation, organization or other governmental organization or agency as may be approved by the County Manager for the application of deadly force.
- c. If such deadly force is proposed to be effected, the Sheriff or his designee shall take every precaution to assure the safety of persons and property in the area within which the dogs or animals are running wild.

Section 1-20 Regulation of the Number of Dogs and Cats Which May be Kept on Certain Premises:

- a. In any area in which the applicable zoning regulations are more restrictive as to the keeping of pets/animals/cats than the requirements of this section, the applicable zoning regulations may restrict the number of cats and dogs in any area covered by such regulations.
- b. This section shall not be construed to limit the right of any landlord to have the right to impose restrictive limits on the number of pets which may be possessed on any leased premises.

Section 1-21 thru 1-29 Reserved:

Article III Dangerous Dogs:

Section 1-30 Definition:

For the purposes of this Article, the following words and phrases shall have the following meanings:

“Attack by a dog” means any behavior or action by a dog which could reasonably be expected to cause physical injury to a person or domestic animal, to include biting, felling or toppling, tearing of clothing, or provoking flight to escape attack.

“Bite by a dog” means any seizing, gripping or grasping, no matter how slight or momentary by a dog between its jaws of the body parts of a person or domestic animal, so as to cause physical injury to such person or domestic animal.

“Dangerous dog” means any of the following dogs:

1. A dog that without provocation has killed or inflicted severe injury on a person; or
2. A dog that has been determined as provided herein to be potentially dangerous; or
3. A dog that is owned or harbored primarily, or in part, for the purpose of dog fighting or a dog trained for dog fighting.

“Dog” means a domesticated animal (*canis familiaris*) of the Canidae family; provided that no wild specie of the Canidae family, such as a wolf, fox or coyote, shall be considered a domesticated animal, even though raised by humans in domestic surroundings.

“Guard dog” means a dog trained by a skilled trainer to recognized security industry or other reasonable standards and presently used under the control of trained handlers to protect persons and property.

“Law enforcement dog” means a dog, trained for police work to recognized law enforcement standards and presently used by and under the control of a Law Enforcement Officer to carry out the law enforcement officer's official duties.

“Lawful hunt” means a hunt for lawful game conducted on private or public property with the consent of the owner or custodian of the property by a person with a valid license (if required) during the lawful season for the game concerned using dogs customarily employed and suitable for such game.

“Owner of a dog” or “owning a dog” means any person or legal entity that has a possessory property right in a dog, including the harbinger or keeper of a dog with the consent of the owner or of a dog that has been abandoned by or escaped the custody of its owner.

“Owner or keeper's real property” means any real property owned or leased by the owner or keeper of the dog, not including any public right-of-way or a common area of a condominium, apartment complex, or townhouse development.

“Potentially dangerous dog” means a dog that had been determined, as provided herein, to have:

1. Inflicted a bite on a person that resulted in broken bones or

disfigure lacerations or required cosmetic surgery or hospitalization; or

2. Killed or inflicted injury upon a domestic animal when not on the real property of the owner of the dog; or
3. Attacked a person or approached a person in an area of the keeper's property open and accessible to invitees, or when not on the owner's property, in a vicious or terrorizing manner in an apparent attitude of attack.

“Severe injury” means any physical injury that results in broken bones or disfiguring lacerations or requires cosmetic surgery or hospitalization.

“Territorial jurisdiction of Sampson County” means all territory within the boundaries of the County of Sampson, North Carolina, except the incorporated area of a municipality, unless such municipality has consented to the application and enforcement of this Chapter in its jurisdiction.

Section 1-31 Application of Ordinance; Exceptions:

The provisions of this Article do not apply to:

1. A law enforcement dog or guard dog being used by a law enforcement officer or a bona fide professional security guard while in the performance of official duties or professional responsibilities;
2. A dog being used in a lawful hunt;
3. A dog where the injury or damage inflicted by the dog was sustained by a domestic animal while the dog was working as a hunting dog, herding dog, or predator control dog on the property of, or under control of its owner, and the damage or injury was to a species or a type domestic animal appropriate to the work of the dog; or
4. A dog where the injury inflicted by the dog was sustained by a person who at the time of the injury, was tormenting, abusing, or cruelly treating the dog, or had tormented, abused, or cruelly treated the dog, or was committing or attempting to commit a crime.

Section 1-32 Reporting requirements:

- a. Reporting required. An owner of a dog that has attacked or bitten a person or domestic animal, a victim of an attack or biting by a dog, the owner of any domestic animal that has been attacked or

bitten by a dog, any person witnessing such an attack or biting, a veterinarian treating a domestic animal for such an attack or biting, or a health care professional treating a person for such an attack or biting, shall report the following events to the Sheriff's Office and the Health Department within three (3) business days after the event has occurred:

1. Any attack or biting by a dog upon any person or domestic animal; or
2. The transfer, gift, sale or other conveyance of ownership or possession of a dangerous or potentially dangerous dog, its confinement in a veterinary facility, its removal from the territorial jurisdiction of the County, or its death.
3. Report data required. The data required in the report and the format thereof shall be as set forth in administrative procedures established by the Sheriff or his designee.

Section 1-33 Determination That a Dog is Potentially Dangerous; Appeals:

- a. Generally. Upon receipt of a report submitted in accordance with subsection 1- 32, or upon the receipt of any other complaint, or when he has reasonable suspicion that a dog is potentially dangerous, the Law Enforcement Officer shall make a determination whether or not such dog is a potentially dangerous dog. Any determination that a dog is potentially dangerous shall be made in a writing stating the facts relied upon by the Law Enforcement Officer to make this determination. The written declaration shall be personally delivered to the owner of the subject dog or shall be mailed by certified mail, return receipt requested, to the owner. If the determination is made that the subject dog is potentially dangerous, the written determination shall order compliance with the appropriate provisions of this Article and the Law Enforcement Officer may impose reasonable conditions to maintain the public health and safety. The Law Enforcement Officer may pursue such other civil or criminal penalties and remedies as authorized by this Chapter or State Law.
- b. If, at any time after the receipt of any report or complaint made pursuant to section 1-32, the Law Enforcement Officer determines that the conditions under which the subject dog is being kept or confined do not adequately protect the public health or safety, the officer shall require that the subject dog be impounded at the Animal Shelter until completion of the investigation and any appeal of the decision of law enforcement.
- c. Appeals from determinations.
 1. The owner of any dog determined by the Law

Enforcement Officer to be potentially dangerous may appeal the decision of the Law Enforcement Officer to the Health Director within three (3) business days of receiving notice of the determination. Appeal to the Sampson County Board of Health may be taken by filing written objections to the Law Enforcement Officer's determination with the Clerk (Health Director) for the Appeal Board.

2. The Appeal Board shall schedule and hear such appeal within ten (10) business days of the filing of the written objections.
 3. The vote of the Appeal Board shall be taken, and the announcement of its decision shall be made, in an open public meeting. A written statement of the decision of the Appeal Board shall be delivered to the Law Enforcement Officer, the appellant, and the complainant. The notice shall be sent by certified mail, return receipt requested, and filed concurrently with the County Manager, and the Sampson County Attorney.
- d. An appeal hearing before the Appeal Board shall be conducted as follows:
1. The hearing shall be subject to the Open Meetings Law, and the required notice shall be posted and given as applicable;
 2. The Chairperson of the Sampson County Board of Health shall preside at the hearing;
 3. The Law Enforcement Officer and the appellant may make any statements, present any evidence, or offer any witnesses on their behalf, on any relevant issue;
 4. The Chairperson of the Sampson County Board of Health shall rule on the admissibility of any evidence and on any procedural issues that might arise;
 5. The hearing shall be quasi-judicial in nature and all testimony shall be under oath;
- e. The appellant shall be entitled to obtain the minutes of the proceedings.
- f. The Appeal Board shall announce its decision at an open meeting and render it in writing as expeditiously as possible at or following the hearing. Its decision shall contain findings of fact and conclusions in support of its decision.

- g. The purpose of the hearing before the Appeal Board shall be to determine whether or not the determination of the Law Enforcement Officer is in the best interests of the public's health, safety and welfare.
- h. The function of the Appeal Board shall be to affirm, reverse, or modify the determination of the Law Enforcement Officer which has been appealed. Any conditions imposed by the Appeal Board shall be reasonable, relevant to the issues in the matter, and have the effect of promoting the public's health, safety and welfare.
- i.. The hearing shall be administrative in nature and the decision of the Appeals Board shall be final.

Section 1-34 Registration Required:

- a. Registration. Any person owning a dangerous dog as defined by this Chapter or Chapter 67 of the General Statutes, shall register such dog with the Sheriff's Office within five (5) days of such event which established the dog to be dangerous or may, in lieu of any hearing, register such dog voluntarily, which shall constitute an admission and final determination that the dog is dangerous.
- b. Permanent identification mark required. Each dog registered pursuant to this section shall be assigned a registration number by the Sheriff's Department, which shall be affixed to the dog by permanent chip implant, at the expense of its owner.
- c. No person shall remove such identification once it is assigned and affixed.

Section 1-35 Permits Required:

- a. Generally -. After registration of a dangerous dog or after a final determination that such dog is potentially dangerous in accordance with this Chapter or Chapter 67 of the General Statutes, no person shall own such dog thereafter within the territorial jurisdiction of this Chapter without applying for and obtaining a permit from the Sheriff's Department.
- b. Issuance of permit. The Sheriff's Office shall issue a permit for a dangerous dog only upon submission of a complete, verified application, payment of the permit fee and a finding by the Law Enforcement Officer or his designee that:
 - 1. The required conditions for keeping and housing the dog and other public health and safety protective measures are in effect, and

2. The dog for which a permit is issued does not pose an unreasonable threat to the public's health, safety and general welfare if the owner shall comply with the provisions of this Article and the conditions of the permit.
- c. Issuance of a permit shall be conditioned on continued compliance with the provisions of this Article and other provisions of State Law, on continued compliance with and maintenance of the conditions for housing the dog and public safety set forth in the permit, and any special conditions the Law Enforcement Officer may deem reasonably necessary to protect the public's health, safety and welfare in view of the particular circumstances and history of the dog for which the permit is issued.
- d. Term of permits and renewal thereof. No permit shall be issued under this section for a term of more than one (1) year. Permits must be renewed, subject to the same terms and conditions required for initial permits.
- e. Revocation of permits. The Law Enforcement Officer may, upon notice and hearing and for good cause shown, revoke any permit or modify any terms, conditions or provisions thereof. If the Law Enforcement Officer deems it necessary to protect the public's health or safety from any imminent threat or danger thereto, he may, without hearing, suspend any permit or any portion thereof for not more than thirty (30) days. Good cause for revocation or modification of a permit shall include, without limitation, violation of or failure to comply with any provision of this Article or with any term, condition or provision of a permit.
- f. Inspections. Law Enforcement Officers shall cause periodic inspections to be made of the premises of the owner of a permitted dangerous or potentially dangerous dog to assure compliance with the provisions of this Article and the applicable permit.
- g. Insurance. Every person owning a dangerous dog, as determined in accordance with this Article or Chapter 67 of the General Statutes, shall purchase and maintain a policy of liability insurance covering any injury or property damage caused by the dog. Minimum policy limits shall be One Hundred Thousand Dollars (\$100,000.00) for personal injury or property damage, per occurrence. Such owner shall cause a certificate or declaration of insurance to be furnished to the Sheriff's department annually. Every day that the required insurance is not in full force and effect shall constitute a violation of this Article.

Section 1-36 Regulation of Dangerous Dogs; Security and Restraint Requirements:

No person shall own a dangerous dog except in compliance with

all provisions of this Ordinance, including the following regulations:

1. While on the real property of its owner, such dog shall be kept, secured and restrained as follows:
 - a. In a building with doors, windows and other exits securely fastened shut and under the supervision and control of a responsible, capable adult person; or
 - b. Securely kept in a locked enclosure which has secure sides, top and bottom and is constructed out of materials and in a manner which will preclude escape by the dog and prevent entry by small children; or
 - c. While outside a building or enclosure described above, securely leashed with a leash no longer than four (4) feet in length in the hands of and under the control of a responsible competent person capable of such control and muzzled by a muzzling device sufficient to prevent such dog from biting persons or other animals.
2. Such dog shall only be removed from the real property of its owner as follows:
 - a. For transportation to and from a veterinarian or the Animal Shelter; or
 - b. For its permanent removal from the territorial jurisdiction of this Chapter; or
 - c. To provide bona fide exercise necessary for its continued good health.
3. While off its owner's real property such dog shall be securely leashed with a leash no longer than four (4) feet in length in the hand of and under the control of a responsible competent person capable of such control and muzzled by a muzzling device sufficient to prevent such dog from biting persons or other animals.
4. Notwithstanding the foregoing, no person shall own a dangerous dog that has killed a person, except in the care and custody of a veterinarian for the purposes of treatment or quarantine; or in the custody of the Department's shelter pending disposition in accordance with the provisions of this Chapter, the Department's policies, or the order of any court.

5. Signage. The owner of a dangerous dog shall erect a sign with dimensions of at least 2'x2' on the enclosure housing such dog which shall read:

BEWARE OF DOG THIS DOG IS DANGEROUS STAY AWAY!

Section 1-37 Impoundment of Dangerous Dogs:

- a. Apprehension and surrender. Upon an initial determination of a dog as potentially dangerous or upon registration of a dog to be dangerous, or if the Law Enforcement Officers has reasonable suspicion to believe that a dangerous, or potentially dangerous dog is being kept or harbored within the territorial jurisdiction of this Chapter in violation of it or of a permit issued hereunder, Law enforcement officers of Sampson County and of any municipality subject to this Chapter shall impound such dog. It shall be a violation of this Article to fail or refuse to surrender such dog to such officers upon their lawful demand. The officer impounding such a dog shall deliver the same to the Animal Shelter.
- b. Surrender. Hiding, removing or failing to surrender a dangerous or potentially dangerous dog, or impeding any investigation concerning the same shall be a violation of this Ordinance.
- c. Confinement. A dog impounded by or surrendered to a law enforcement officer as provided herein shall be confined in the Animal Shelter or, upon request of the owner hereunder, and at such person's expense, at a private veterinary facility or kennel approved by Law Enforcement, subject to the following conditions:
 1. Costs of impoundment. Impoundment shall be at the expense of the owner of the dog. Costs of impoundment at the Animal Shelter shall be paid by the person liable therefore at the daily rate. The costs of impoundment at a veterinary facility or kennel shall be paid by the person liable therefore pursuant to the terms of the agreement between such person and the proprietor of such facility or kennel. In no event shall Sampson County or any municipality subject to this Chapter be liable for or pay for impoundment at such private facility or kennel.
 2. Release from impoundment. No such dog shall be released from impoundment as provided herein except upon registration of such dog and issuance of a permit. No such dog shall be

released from the Animal Shelter until costs of confinement of such dog, any registration for such dog, and any civil penalties assessed in connection with such dog have been paid in full.

3. Disposition of unclaimed or abandoned dogs. The following dogs impounded at the Animal Shelter pursuant to this Ordinance shall be deemed abandoned and shall be disposed of in accordance with the provisions of this Chapter and the rules and regulations of the Animal Shelter:
 - c. Any dog which remains unclaimed by its owner for a period more than ten (10) days or a period of lawful quarantine, whichever is longer; and
 - d. Any dog claimed by its owner which is confined for a period in excess of ten (10) days, or a period of lawful quarantine, whichever is longer, during which no application has been made for a permit or temporary permit; provided, however, the Animal Shelter shall extend such time upon a showing of justifiable delay in such action by the owner.

Section 1-38 Violations, Penalties and Other Remedies:

- a. Violations. Each act or conduct prohibited by this ordinance-and each failure to comply with a mandatory provision hereby and each day's continuing failure to comply shall constitute a separate and distinct offense.
- b. State law violations.
 1. Nothing in this Chapter shall be constructed to prevent a Law Enforcement Officer or any other person from pursuing remedies under Chapter 67, Article IA, of the North Carolina General Statutes.
 2. The Sheriff or his designee is designated as the person responsible for making the determination required under Section 67-4.1(c) of the North Carolina General Statutes. In making such determinations, the Sheriff or his designee shall follow the procedure set forth in this Ordinance.
 3. The Sampson County Board of Health is designated as the appellate board to hear appeals of determinations made pursuant to N.C.G.S., Section 67-4.1 (c).

Section 1-39 Administrative Provisions:

- a. Responsibility. The Sheriff or his designee shall administer and enforce this ordinance and shall promulgate rules and regulations for such administration and enforcement as may be necessary or desirable to such end.
- b. Authority to enter upon premises. Law Enforcement Officers shall have authority to enter into and inspect any premises, dwellings, rooming units, barns and other outbuildings, any part of the curtilage thereof, or any yard or other enclosure to:
 - 1. Conduct any investigation of a dog alleged or suspected of being potentially dangerous or dangerous, or
 - 2. Apprehend a dog determined to be potentially dangerous or dangerous or as to which there is reasonable suspicion to believe is potentially dangerous or dangerous, or
 - 3. Investigate any violation of this ordinance or
 - 4. Serve a citation upon a person for violation of this ordinance.
- c. Notwithstanding the foregoing, Law Enforcement Officers shall only make such entry upon consent, pursuant to an administrative search warrant under G.S. 15-27.2, or otherwise as authorized by law.
- d. Authority to immobilize or kill a dangerous or potentially dangerous dog.
 - 1. If in the course of investigating, apprehending or otherwise taking custody of a potentially dangerous or dangerous dog, or a dog as to which there is reasonable suspicion to believe is potentially dangerous or dangerous, such dog is not securely restrained and a law enforcement officer has reasonable cause to believe the dog poses an imminent risk of serious physical injury or death to any person or domestic animal, said officer shall have authority to render such dog immobile or euthanize by any lawful means, then the officer may dispose of said dog.
 - 2. If a potentially dangerous or dangerous dog impounded in the Animal Shelter cannot be cared for or handled without risk of serious physical injury or death to persons caring for or handling such dog or to other animals, the Shelter Manager shall render such

dog immobile or euthanize by any lawful means, then the Animal Shelter may dispose of said dog.

3. A Law Enforcement Officer or certified Animal Shelter employee may dispose of any dog being investigated under the provisions of this Ordinance at the request of or with the consent of its owner.

Article IV Rabies Control and Bite:

Section 1-40 Rabies Control:

Enforcement authority. The Sheriff or his designee and the Sampson County Health Director are authorized to enforce the Rabies control provisions in Part 6 of Chapter 130A of the North Carolina General Statutes and are further authorized to implement any reasonable administrative procedures necessary to enforce this State Law locally.

- a. Impoundment term. The impoundment period for animals held pursuant to this section shall be seventy-two (72) hours, excluding Saturdays, Sundays and legal holidays.
- b. Compliance with Rabies law. It shall be unlawful for any animal owner or other person to fail to comply with the State Laws relating to the control of Rabies.
- c. Provisions supplementary to State Law. It is the purpose of this section to supplement the State Laws by providing a procedure for the enforcement of State Laws relating to Rabies control, in addition to the criminal penalties provided by the State Law.
- d. Vaccination required. It shall be unlawful for an owner or keeper to fail to provide current vaccination against Rabies (hydrophobia) for any dog, cat or ferret four (4) months of age or older. Should the County Health Director deem it necessary that other pets be vaccinated in order to prevent a threatened Rabies epidemic or control an existing Rabies epidemic, it shall be unlawful for an owner or keeper to fail to provide vaccination for that pet.
- e. Vaccination schedule. A Rabies vaccination shall be deemed current for a dog, cat or ferret if the first two (2) doses of vaccine are administered twelve (12) months apart and each subsequent booster dose of vaccine is administered according to the manufacturer's recommended schedule.
- f. Persons to administer; issuance of a certificate. All Rabies vaccines shall be administered by a licensed veterinarian, a registered veterinary technician under the direct supervision of a licensed veterinarian, or a certified Rabies vaccinator. A person who administers a Rabies vaccine shall complete a Rabies vaccination

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 2 (d)

Meeting Date: August 3, 2015	<input type="checkbox"/> Information Only <input type="checkbox"/> Report/Presentation <input checked="" type="checkbox"/> Action Item <input type="checkbox"/> Consent Agenda	<input checked="" type="checkbox"/> Public Comment <input type="checkbox"/> Closed Session <input type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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SUBJECT: Public Hearing - Naming of Private Roads

DEPARTMENT: Emergency Management (Addressing)/ Administration

PUBLIC HEARING: Yes

CONTACT PERSON: Susan J. Holder, Assistant County Manager

PURPOSE: To receive public input on the naming of certain private roads

ATTACHMENTS: Memo, Public Hearing Ad

BACKGROUND: We have duly advertised this public hearing to receive comments on the recommendations of the Road Naming Committee with regard to the names of certain private roads:

PVT 1947 846 High Bush Lane

PRIOR BOARD ACTION: N/A

RECOMMENDED ACTION OR MOTION: Name private roads as recommended




**Sampson County
Emergency Management
Services**

Ronald Bass, Director
(910) 592-8996

POST OFFICE BOX 8, CLINTON, NORTH CAROLINA 28329-0008

MEMORANDUM:

TO: Ms. Susan Holder, Assistant County Manager
FROM:  Ronald Bass, Emergency Management
DATE: July 9, 2015
SUBJECT: Private Road Name/Public Hearing Request

The Road Naming Committee members have reviewed road name suggestions for the following pending private road. The Committee's recommendation has been listed below:

PVT 1947 846

High Bush Ln

This is being forwarded for your review and if you concur please place this on the Board's agenda for consideration at a public hearing.

Please review and advise.

NOTICE OF PUBLIC HEARING NAMING OF PRIVATE ROADS

The Sampson County Board of Commissioners will hold a public hearing at 7:00 p.m. on Monday, August 3, 2015 in the County Auditorium, Sampson County Complex, Building A to consider public input on the naming of the following private roads:

PVT ROAD CODE

PROPOSED NAME

PVT 1947 846

High Bush Lane

Only those roads listed will be considered at this time. Questions or comments may be directed to the Office of the Clerk to the Board, 406³³ County Complex Road, Clinton, NC 28328. (910/592-6308 ext 2222)

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 2 (e)

Meeting Date: August 3, 2015	<input type="checkbox"/>	Information Only	<input type="checkbox"/>	Public Comment
	<input type="checkbox"/>	Report/Presentation	<input type="checkbox"/>	Closed Session
	<input checked="" type="checkbox"/>	Action Item	<input type="checkbox"/>	Planning/Zoning
	<input type="checkbox"/>	Consent Agenda	<input type="checkbox"/>	Water District Issue
	<input type="checkbox"/>		<input type="checkbox"/>	

SUBJECT: Appointments

DEPARTMENT: Governing Body

PUBLIC HEARING: No

CONTACT PERSON: Vice Chairperson Sue Lee

PURPOSE: To consider appointments to various boards and commissions

CCAP (now Action Pathways)

Commissioner Albert Kirby has resigned from the commissioner seat on this Board, so there is a vacancy to be filled from the Board of Commissioner members.

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 3

Meeting Date: August 3, 2015	___	Information Only	___	Public Comment
	___	Report/Presentation	___	Closed Session
	___	Action Item	___	Planning/Zoning
	<u>x</u>	Consent Agenda	___	Water District Issue

SUBJECT: Consent Agenda

DEPARTMENT: Administration/Multiple Departments

ITEM DESCRIPTIONS/ATTACHMENTS:

- a. Approve the minutes of the July 6, 2015 meeting
- b. Approve revisions to Sampson Area Transportation’s System Safety Program Plan
- c. Approve the Sheriff’s Office request to apply electronically for Governor’s Crime Commission grant funds for the purchase of an Automated Fingerprint Identification System (AFIS) and to utilize Federal Seized Asset funds for remainder of cost
- d. Approve tax refunds as submitted
- e. Approve budget amendments as submitted

RECOMMENDED Motion to approve Consent Agenda as presented
ACTION OR MOTION:

Dinner & Closed Session (Economic Development and for Consultation with Attorney) - GS 143-318.11(a)(4) and GS 143-318.11(a)(3)

The Sampson County Board of Commissioners convened for dinner at 5:30 p.m. on Monday, July 6, 2015 in the County Administration Building Conference Room, 406 County Complex Road, in Clinton, North Carolina. Members present: Chairman Billy C. Lockamy, Vice Chairperson Sue Lee, Commissioners Albert D. Kirby Jr., and Clark Wooten. Absent: Commissioner Harry Parker.

Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Kirby, the Board voted unanimously to go into Closed Session. The Board first heard an update from County Attorney Joel Starling regarding the Van-Go vs. Sampson County matter. Immediately following, the Board was joined by Economic Developer John Swope who provided an update on the Carolina Cellulosic LLC project. (Company representative Paolo Corolla had been scheduled to attend, but was unavailable due to the birth of a child.)

No action was taken in Closed Session. Upon a motion made by Commissioner Wooten and seconded by Commissioner Kirby, the Board voted unanimously to come out of Closed Session and to recess to reconvene for their regular meeting.

Reconvene for Regular Meeting

The Sampson County Board of Commissioners convened for their regular scheduled meeting at 7:00 p.m. on Monday, July 6, 2015 in the County Auditorium, 435 Rowan Road in Clinton, North Carolina. Members present: Chairman Billy C. Lockamy, Vice Chairperson Sue Lee, Commissioners Albert D. Kirby Jr., and Clark Wooten. Absent: Commissioner Harry Parker.

The Chairman convened the meeting and called upon Commissioner Kirby for the invocation. Vice Chairperson Lee then led the Pledge Allegiance.

Approval of Agenda

County Manager Ed Causey noted that the Board had gone into Closed Session previously that evening in regards to Tab 6 - GS 143-318.11(a)(3) Attorney/Client; therefore the item could be removed as an agenda item. Mr. Causey also recommended that agenda item Tab 2 (b) - Recognition of Miss NC Outstanding Teen be the first item discussed to accommodate the honoree's need to attend another engagement that evening. Mr. Causey also noted that agenda item Tab 2 (c) - Recognition of the Garland Senior Center would be postponed until the August meeting. Upon a motion made by

Commissioner Wooten and seconded by Commissioner Kirby the Board voted unanimously to approve the agenda as published with the aforementioned amendments.

Roads

Monthly Report - Keith Eason, NCDOT Assistant District Engineer, informed the Board that he did not have anything to present to the Board. The floor was opened for comments, and none were received.

Item 2: Reports and Presentations - Tab 2 (b)

Mr. Wayne Edwards introduced Ms. Mckenzie Hansley to the Board stating that the reigning Miss Spivey's Corner Outstanding Teen was recently named the 2015 Miss North Carolina Outstanding Teen. The Board recognized and congratulated Ms. Hansley on her accomplishments. The Board also recognized and congratulated Mr. Wayne Edwards for being named Volunteer of the Year at the 2015 Miss North Carolina Pageant.

Item 1: Planning and Zoning Items

ZA-4-15-1 Chairman Lockamy opened the public hearing, and Planning Director Mary Rose presented recommended changes to Section 4.18 C (Screening and Buffering) of the Sampson County Zoning Ordinance, which was previously continued from the June 1, 2015 meeting. Ms. Rose explained that the ordinance addresses Screening and Buffering requirements for new or expanding commercial and industrial districts in the County. Chairman Lockamy asked if the ordinance would affect an agricultural area were it to transition to industrial or commercial. Ms. Rose informed the Board that those types of uses would be covered under "Uses permitted with conditions" or as "Special Use," thus requiring special review from the Planning Board. There being no further questions or comments from the floor, the hearing was closed. Upon a motion made by Commissioner Wooten and seconded by Vice Chairperson Lee, the Board voted unanimously to approve amendment ZA-4-15-1 as proposed:

4.18 Screening and Buffering

C. New or expanding uses in Commercial or Industrial zoning districts and Permitted Uses with Conditions which reference Section 4.18 and other uses that are subject to this provision must provide a vegetative buffer along the property boundary that separates the proposed or expanding nonresidential use and the existing residential use as a means to lessen the impact of nonresidential use on the residential use.

The buffer shall be compact evergreen hedge or other type of evergreen foliage screening at least 15 feet wide, which shall reach the height of at least eight (8) feet within three years, or shall be a combined fence and shrubbery screen, with the shrubbery facing the residential use. It shall be maintained at a minimum of eight (8) feet in height thereafter.

The fence shall be at least 6', but no greater than 8', must be opaque, and made of materials that are normally accepted in the fencing industry.

Earth-berms, other topographical features and existing wooded areas may be accepted in lieu of the above requirements, if they conceal the use from public view.

Item 2: Reports and Presentations (cont.)

Recognition of Retirees Retirees Jessie E. (Jay) Parsons, Jr. and Tenna Autry were presented with plaques in recognition of their years of service with the County.

Recognition of Garland Senior Center as Center of Excellence At the Director's request, the recognition was tabled until the August 3, 2015 meeting.

Item 3: Action Items

Tax Settlement and Charge to Tax Collector Tax Administrator Jim Johnson presented the Board with a settlement of the outstanding balance of all delinquent taxes for FY 2014-2015 at \$1,185,602.87, a difference of \$322,218.59 from FY 2013-2014, which was a settlement of \$1,507,821.46. Mr. Johnson noted an increase in the collection rate due to the change in DMV motor vehicle tax collection system by the State. Mr. Johnson also noted that the tax collection percentage rate for FY 2014-2015 was 96.92%; an increase from FY 2013-2014 which had a percentage rate of 96.14%. Upon a motion made by Commissioner Kirby and seconded by Vice Chairperson Lee, the Board voted unanimously to accept the tax settlement for FY 2014-2015 and to charge Tax Collector with collection of taxes for FY 2015-2016 (Copy of the Tax Collector Charge filed in Inc. Minute Book ___, Page ___).

Approval of Tax Exempt Financing for Taylor's Bridge Fire Department's Fire Station Addition Upon a motion made by Chairman Lockamy and seconded by Commissioner Kirby, the Board voted unanimously to table the item until the August 3, 2015 meeting to allow the department's fire chief to be present to make the request.

Public Hearing- Naming of Private Roads The Chairman opened the hearing and called upon Assistant County Manager Susan Holder. Ms. Holder presented the Board with recommendations of the Road Naming Committee. The floor was opened for public comments, and no comments were received. Upon a motion made by Commissioner Kirby and seconded by Commissioner Lee, the Board voted unanimously to name the roads as recommended:

PVT 1417 213 - Shipman Avenue
PVT 1740 2131 - Covington Lane

Designation of Voting Delegate - NCACC Annual Conference (August, 2015)

Upon a motion made by Commissioner Wooten and seconded by Commissioner Kirby, the Board voted unanimously to designate County Manager Ed Causey to serve as the County's voting delegate at the 2015 NCACC Annual Conference, August 20-23, 2015. (Copy of NCACC Designation Form filed in Inc. Minute Book ___, Page ___.)

Appointments- Convention and Visitors Bureau Upon a motion made by Vice Chairperson Lee and a second by Commissioner Kirby, the Board voted unanimously to appoint Commissioner Wooten to fill the newly established commissioners position on the Sampson County Convention and Visitors Bureau.

Item 4: Consent Agenda

Upon a motion made by Commissioner Kirby and seconded by Chairman Lockamy, the Board unanimously to approve the Consent Agenda items as follows:

- a. Approved the minutes of the June 1, 2015; June 10, 2015; June 15, 2015; and June 25, 2015 meetings (Copies filed in Inc. Minute Book ____, Page ____).
- b. Approved the Home and Community Care Block Grant Funding Plan for FY 2015-2016 (Copy filed in Inc. Minute Book ____, Page ____).
- c. Approved the contract with the City of Clinton for FY 2015-2016 planning and zoning services (Copy filed in Inc. Minute Book ____, Page ____).
- d. Approved the following tax refunds:

#6950	Edna Carol Watkins	\$ 106.83
#6935	James Aaron Lee	\$ 246.51
#6959	Roger Clarence Wells	\$ 111.51
#6922	ELC Group LLC	\$ 244.19
#6934	Prestage Farms Inc.	\$ 118.06
#6953	Sarah Ann Doty	\$ 106.29
#6960	Theodore Eugene Best III	\$ 110.74
#6980	Ray Monk	\$ 115.99
#6992	James Earl Carr & Felita Carroll Carr	\$ 106.57
#6977	Kaye Baggett Warrick	\$ 100.04

- f. Approved the following budget amendments:
 - Approved Sampson County Schools budget amendment #13 (Capital Outlay), as submitted. (Copy filed in Inc. Minute Book ____, Page ____).

- Approved Clinton City Schools budget amendments No. 4 (Special Revenue Fund), No. 3 (Capital Outlay), No. 4 (State Public School Fund), No. 4 (Current Expense Fund), and No. 4 (Federal Programs) as submitted. (Copies filed in Inc. Minute Book _____, Page _____.)

Item 5: Board Information

The following items were provided to the Board for information only:

- a. NCDOT Correspondence Regarding NC 24/NC 242

County Manager Reports

County Manager Ed Causey presented the Board with the projected course of action for finding savings in the budget to accommodate the newly implemented Pay Plan. Mr. Causey noted that there would be a Department Head meeting on July 8, 2015, followed by subsequent meetings to discuss ideas and suggestions. During these meetings the department heads will actively engage in finding ways to save. He welcomed the Board to provide ideas and suggestions. Mr. Causey informed the Board that he expected to have savings prepared to present to the Board in November. Mr. Causey also made the Board aware that he would be developing a management training course, which will be shared with County employees at a later date.

Public Comments

Sheriff Jimmy Thornton commended EMS Director Ronald Bass and his staff for their diligence during two recent events: search and rescue mission of which lasted six (6) days, and the suicide and bomb threat incident on Hwy 701 South on March 12, 2015. He stated that Mr. Bass and his staff were very instrumental in the two cases. Sheriff Thornton then introduced to the Board newly hired employee Mr. Ollen Raynor, who will assume retiree Jay Parson's role as primary security officer during the regularly scheduled Board of Commissioners meetings.

Adjournment

Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Kirby, the Board voted unanimously to adjourn.

Billy C. Lockamy, Chairman

Susan J. Holder, Clerk to the Board

**Sampson County Department of Aging
405 County Complex Road; Suite 140
Clinton, NC 28328
910-592-4653**

Lorie Sutton, Director

MEMORANDUM

TO: Ed Causey, County Manager
Susan Holder, Assistant County Manager
Board of Commissioners

FROM: Lorie Sutton, Aging/Transportation Director

DATE: July 20, 2015

RE: Approval needed for Revision of the SSPP for Sampson Area Transportation

On November 8, 2010 the Sampson County Board of Commissioners approved the Safety System Program Plan (SSPP) for Sampson Area Transportation. This Plan covers six core elements: General System Descriptions, Driver/Employee Training, Safety Data Acquisition, Drug and Alcohol Abuse Program, Preventative Maintenance Plan for the vehicle fleet and General Security Policy.

In October 2014, NCDOT came to our office for a two day review of our SSPP. Due to updates with FTA and State rules we were required to make some revisions and additions to our policies. Most of those revisions were with employee training. We also had to update some outdated information like job descriptions, job titles, schedules, etc. I am seeking the Board's approval for the revised SSPP.

I have printed all the revisions and/or additions in red to make it easier to identify the changes. If you have any questions in regards to the changes, please let me know.

Thank you.

/ls

Enclosure: SSPP

**SAMPSON AREA
TRANSPORTATION
SYSTEM
SAFETY
PROGRAM
PLAN
2015**

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GENERAL SYSTEM SAFETY PLAN MANAGEMENT

DESCRIPTIONS OF ELEMENTS

1. POLICY STATEMENT AND AUTHORITY FOR SYSTEM SAFETY PROGRAM PLAN

- A. North Carolina Board of Transportation 2002 Resolution established the requirement for each transit system to develop and implement a System Safety Program Plan (SSPP).
- B. Establish the SSPP as an operating document that has been prepared for and approved by the transit system top management, chief executive officer or the governing board.
- C. The authority statement in the SSPP should define, as clearly as possible, the following:
 1. The authority for establishment and implementation of the SSPP.
 2. How that authority has been delegated through the organization.
- D. The SSPP must adequately address the SIX CORE ELEMENTS.

2. DESCRIPTION OF PURPOSE FOR SYSTEM SAFETY PROGRAM PLAN

- A. Address the intent of the *SSPP* and define why it is being written.
- B. Establish the safety philosophy of the whole organization and provide a means of implementation.
- C. A *SSPP* could be implemented for the following reasons:
 - To establish a safety program on a system wide basis.
 - To provide a medium through which a system can display its commitment to safety.
 - To provide a framework for the implementation of safety policies and the achievement of related goals and objectives.
 - To satisfy federal and state requirements.
 - To meet accepted industry standards and audit provisions.
 - To satisfy self-insurance or insurance carrier provisions.
- D. The relationship of system safety to system operations should be defined.
- E. All departments involved must have a clear definition of their individual responsibilities relative to the scope of the *SSPP*.
- F. This section should also contain system safety definitions applicable to the operating systems.

3. CLEARLY STATED GOALS FOR VEHICLE SAFETY MANAGEMENT PROGRAM

- A. The overall goal of a *SSPP* is to identify, eliminate, minimize and control safety hazards and their attendant risks by establishing requirements, lines of authority, levels of responsibility and accountability, along with methods of documentation for the organization.
- B. These goals should be system-specific, tailored to the individual needs of the system, as well as being:
 1. Long term - the goal must have broad and continuing relevance.
 2. Meaningful - they must not be so broad as to be meaningless; desired results must be identified.
 3. Realizable - any goal that meets the first two criteria, but cannot be attained is meaningless.
- C. Example:

1. A goal might be to establish a high level of safety comparable to other transit systems in the U.S.
2. Identify, eliminate, minimize, and/or control all safety hazards
3. Provide appropriate action and measures to obtain necessary safety-related agreements, permits and approvals from outside agencies, where applicable.

4. IDENTIFIABLE AND ATTAINABLE OBJECTIVES

- A. Objectives are the working elements of the *SSPP*, the means by which the identified goals are achieved.
 1. Must be quantifiable and meaningful.
 2. Met through the implementation of policies.
 - B. Policies are central to the *SSPP* and must be established by top management.
 1. They set the framework for guiding the safety program, on a relatively long-term basis.
 2. Policies are measurable.
 3. Policies are methods for reaching a specified objective.
 - C. Example:

The establishment of a safety program incorporating public, patron, employee, and property safety including fire protection, loss prevention and life safety requirements.
- **Policies depend on the goals defined by the transit system and its safety philosophy.**

5. SYSTEM DESCRIPTION/ORGANIZATIONAL STRUCTURE

- A. System Description
 1. Briefly describe the system's characteristics. The information should be sufficient to allow non-technical person and those not employed in transit to understand the system and its basic operation.
 2. Components that should be included in the system description:
 - a. History
 - b. Scope of service
 - c. Physical features
 - d. Operations
 - e. Maintenance
 - f. System Modifications
- B. Organizational Structure
 1. Organizational diagrams showing the title of each position.
 2. Diagram showing the structure of the system safety unit identifying the key positions.
 3. Diagrams showing the relationships and lines of communication between the system safety unit and other departments in the organization.
 4. Describe the relationship of the transit system to local political jurisdictions.

SYSTEM SAFETY PROGRAM PLAN

Program Description:

The System Safety Program Plan (SSPP) was developed utilizing established guidance listed in the procedural manuals of the North Carolina Department of Transportation Standard Operating Procedure SSPP-001 and the State Management Plan. The SSPP consists of and addresses the required six (6) major elements:

1. Driver/Employee Selection
2. Driver/Employee Training
3. Safety Data Acquisition Analysis
4. Drug Alcohol and Abuse Program
5. Vehicle Maintenance
6. Security

Sampson Area Transportation's number one priority is adherence to policies and procedures of the core elements. All of the elements listed are equal in importance and the policies and procedures must be met. The compliance will ensure that we meet all Federal Transportation Administration (FTA) and North Carolina Department of Transportation Public Transportation Division (NCDOT/PTD) policies and regulations.

Driver/Employee Selection Element:

Fair hiring practices are used to select employees. Each potential employee will complete a written application. The Executive Director and/or appointed official and supervisor shall interview each potential employee.

Driver/Employee Training Element:

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

1. The training must be completed annually.
2. The training material must be on file for review by NCDOT/PTD.
3. Records of each individual trained must be retained on file for five (5) years.
4. Each driver must have an annual driver's performance evaluation to provide refresher training, assess skills, techniques, knowledge, etc...

Safety Data Acquisition Analysis Element:

The goal of the Safety Program is the reduction of accidents and injuries to transit customers, employees and the general public. Safety is a shared responsibility between system management and employees. It is the policy of Sampson Area Transportation to provide a place of employment that is free from recognized hazards that could result in death or serious injury to employees, customers or the general public. It is the responsibility of each employee to report all incidents or unsafe conditions to their supervisor. Supervisors must immediately take necessary corrective action to prevent unsafe conditions.

Prohibited behaviors are behaviors that are in violation of the System Safety Policy. Such behaviors include behaviors that threaten the safety of employees, customers and the general

public. Other unacceptable behaviors include those that result in damage to system, employee and public and/or private property. An employee who intentionally violates the safety policy and procedures will be subject to appropriate disciplinary action, as determined by the findings of an investigation. Such discipline may include a warning, demotion, suspension or immediate dismissal. In addition, such actions may cause the employee to be held legally liable under State or Federal Law.

Drug Alcohol and Abuse Program Element:

The goal is to provide a safe, healthy and productive drug-free work environment for all employees. A person being under the influence of a drug or alcohol while on the job poses serious safety and health risk to the user, co-workers as-well-as passengers. Sampson Area Transportation has established a policy of a drug-free work environment. A standard of zero tolerance for use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when consumed. Random drug test will be administered.

Vehicle Maintenance Element:

The goal is to ensure each vehicle and wheelchair lift is properly maintained to maximize the service life, maintain reliability, mitigate high maintenance costs and sustain proper safety and mechanical condition. To accomplish this goal we will at a minimum adhere to the vehicle manufacturer's maintenance/service manual and the wheelchair lift service manual.

Security Element:

The overall purpose of the Security Program is to optimize -- within the constraints of time, cost, and operational effectiveness -- the level of protection afforded to vehicles, equipment, facilities, passengers, employees, volunteers and contractors, and any other individuals who come into contact with the system both during normal operations and under emergency conditions.

The security of passengers and employees is paramount to promoting the objectives of FTA and NCDOT. We will take all reasonable and prudent actions to minimize the risk associated with intentional acts against passengers, employees and equipment/facilities. To further this objective, Sampson Area Transportation has developed security plans and procedures and emergency response plans and procedures. The plans have been coordinated with local law enforcement, emergency services and with other regional transit providers, which addresses the conduct of exercises in support of their emergency plans, and assessment of critical assets and measures to protect these assets.

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

This operational policy was adopted by the Sampson County Board of Commissioners.

Date _____

Month _____

Year _____

System Program Director (Signature) _____

Governing Board Chairman (Signature) _____

**RESOLUTION FOR APPROVAL OF REQUIREMENT FOR
COMMUNITY TRANSPORTATION SYSTEMS TO IMPLEMENT
SYSTEM SAFETY PROGRAM PLANS**

WHEREAS, the Federal Transit Administration's strategic safety goal is to promote the public health and safety by working toward the elimination of transportation related deaths, injuries and property damage;

WHEREAS, the Federal Transit Administration and the National Transportation Safety Board require the reporting of certain transportation related accidents;

WHEREAS, the vision for public transportation services in North Carolina includes the provision of safe, affordable transportation choices, statewide to those who have travel options and to those whose options are limited;

WHEREAS, the development and implementation of System Safety Program Plans by Community Transportation systems is a fundamental step toward these goals;

WHEREAS, the North Carolina Department of Transportation, Public Transportation Division recognizes the safety implications of the development of System Safety Program Plans and provides training and technical assistance to transit systems to assist in the development and implementation of their System Safety Program Plans;

WHEREAS, rural transit systems receiving federal and state funds are not currently required to have a System Safety Program Plan;

WHEREAS, the Public Transportation Division, in an effort to promote safe public transportation services recommends requiring that each rural transit system in the state that receives federal and/or state funds must have an approved System Safety Program Plan which includes provision for local system safety data collection and reporting;

WHEREAS, the Transit, Rail and Ferry Committee has concurred in this recommendation.

THEREFORE BE IT RESOLVED AS FOLLOWS:

That the North Carolina Board of Transportation approves the recommended requirement that each Community Transportation System that receives federal and/or state funds must have an approved System Safety Program Plan which includes provision for local system safety data collection and reporting.

ANNUAL MANAGEMENT REVIEW

The SSPP should reflect the changing needs of our system programs. As a transit system evolves and operates, it must consistently monitor the programs and update the SSPP accordingly. Sampson Area Transportation will annually review (January) the SSPP. Any additions, subtractions, or elaborations will be submitted to the Transportation Advisory Board and NCDOT. Final say for amendments to the SSPP will be with the Sampson County Board of Commissioner.

To ensure that this occurs, Sampson Area Transportation will submit an annual report that is provided from the NCDOT/Public Transportation Division. The annual report will be submitted to the local Transportation Advisory Board and a copy submitted to NCDOT/PTD Safety & Training Unit.

Report topics include:

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

The Transportation Operations Supervisor will be the one responsible for completing the report, reviewing it with the Director of Aging and the Transportation Advisory Board.

MISSION STATEMENT

It is the goal of Sampson Area Transportation to provide safe, secure, reliable, and efficient transportation to all residents and citizens of Sampson County.

SYSTEM DESCRIPTION

Sampson Area Transportation is a consolidated transportation system operating in Sampson County, NC. SAT offers subscription route and demand/response transportation with the following human service organizations:

Sampson Community College
Sampson County Department on Aging
Sampson County Department of Social Services
Sampson County Health Department
Sampson County Veterans Affairs

Rural General Public (RGP) service is available on all of our subscription routes, on a first-come, first serve basis. All service is accessible to persons with disabilities.

The vehicle fleet of SAT consists of thirteen (13) vehicles. SAT has a mini-van, regular vans, wheelchair accessible vans, and one (1) wheelchair accessible bus.

Service Area

Sampson Area Transportation serves all of Sampson County. SAT also transports veterans to the VA hospital in Fayetteville and Durham.

Days and Hours of Service

SAT's offices open at 6am and close at 5pm. Transportation services are from 6am-4pm. SAT is closed for the following holidays:

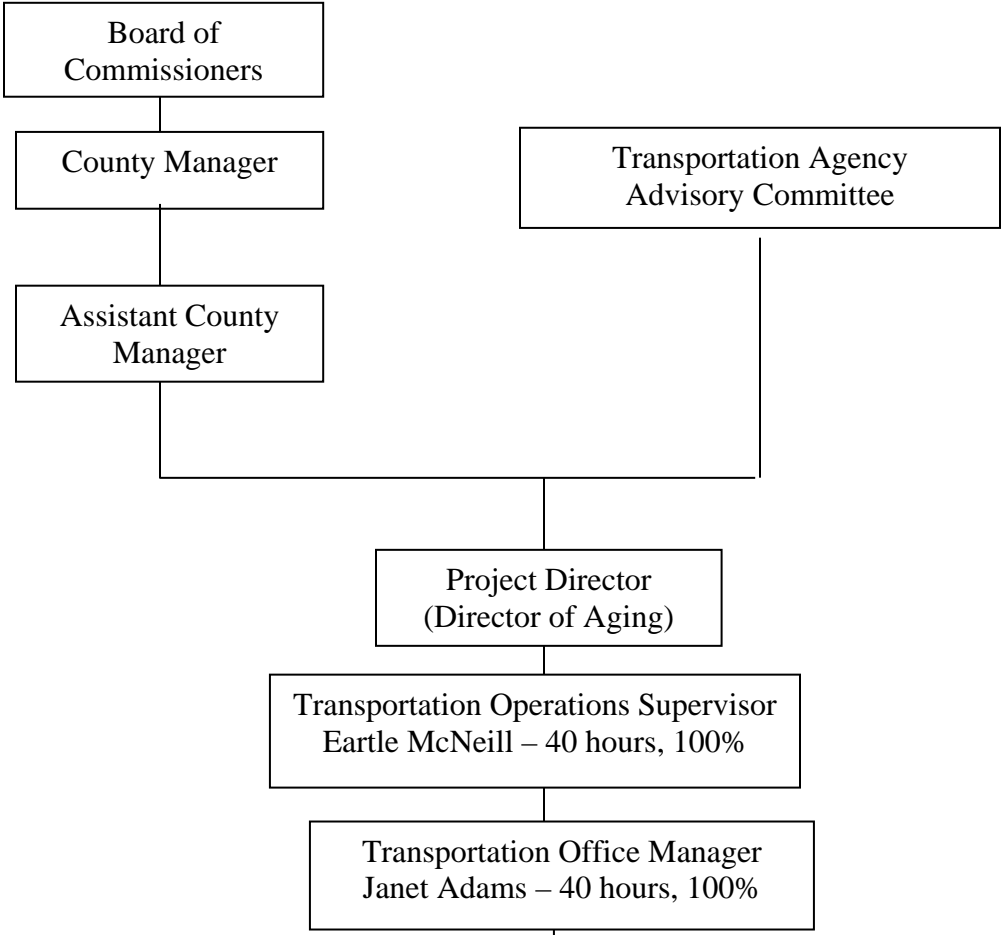
Independence Day	Labor Day
Thanksgiving	Day After Thanksgiving
Christmas Eve	Christmas Day
New Year's Day	Martin Luther King Day
Good Friday	Memorial Day

SAMPSON AREA TRANSPORTATION IS A PART OF THE SAMPSON COUNTY LOCAL GOVERNMENT. SAT WILL ABIDE BY ALL SAMPSON COUNTY POLICIES SET FORTH BY THE SAMPSON COUNTY BOARD OF COMMISSIONERS.

**SYSTEM SAFETY PROGRAM PLAN
POLICY AND PROCEDURE REVISION INDEX**

Policy/Procedure Name/Description	SPP#	Revision #	Date	
Vehicle Breakdown		1	10/2/13	
Changed header to Vehicle Breakdown/Incident to include procedures for vehicle delays due to breakdown, traffic jams, etc., Pages 16-17				
Policy/Procedure Name/Description	SPP#	Revision #	Date	
		2	7/20/15	
Revised employee names on organizational chart, revised job titles and job descriptions as changed by pay study implementation,				
Policy/Procedure Name/Description	SPP#	Revision #	Date	
Policy/Procedure Name/Description	SPP#	Revision #	Date	
Policy/Procedure Name/Description	SPP#	Revision #	Date	
Policy/Procedure Name/Description	SPP#	Revision #	Date	
Policy/Procedure Name/Description	SPP#	Revision #	Date	

ORGANIZATIONAL STRUCTURE



Administrative
Support Specialist
Grace Weeks
20 hours, 100%

Clerk III
Mary Howell
20 hours, 100%

Driver
Maxie Robinson
40 hours, 100%

Driver
Lula Carter
40 hours, 100%

Driver
Tincy Davis
40 hours,
100%

Driver
Patricia Cherry
40 hours, 100%

Driver
Evelyn Tatum
40 hours, 100 %

Driver
Marion McLaurin
20 hours, 100%

Driver
Gloria
Williamson
20 hours. 100%

Driver
Allen Warren
20 hours, 100%

Driver
Estella Febres
20 hours, 100%

General Service Policies

Passenger Registration

The first step in securing the services provided through SAT is to have appropriate staff complete the transportation registration form. This form must be completed on each person and the data subsequently entered in the transportation management software.

Passenger Information

Information obtained by Sampson Area Transportation from all passengers shall not be disclosed in a form that identifies a person without the informed consent of the person, or legal representative, unless the disclosure is required by court order or for program monitoring by authorized federal, state, local or other designated monitoring agencies.

All personal information contained in any records of SAT are the property of SAT. Employees of the agency shall protect and preserve such information from dissemination, except as indicated by the policies established in this section. The agency shall provide a secure place with controlled access for storage of records and files during their retention period prior to destruction.

Identifying information shall not be released to other individuals or agencies without obtaining a signed consent for release of information from the person or his/her legal representative. The meaning of informed consent shall be explained and the person shall be told the following:

1. Contents to be released
2. That there is a definite need for the information
3. That the person can give or withhold consent, and the consent is voluntary
4. That there are statutes and regulations protecting the confidentiality of the information.

Driver Responsibilities

All vehicles must be operated in a safe, lawful manner at all times.

Drivers make every effort to be on time; however, there may be times they are late due to emergencies or other uncontrollable factors.

Drivers must follow designated routes unless prior approval is received from the Transportation Coordinator.

Driver will report observations regarding passenger behavior or problems to the Coordinator.

All drivers are responsible for maintaining the vehicles in a clean and sanitary fashion. There will be no eating, drinking, or smoking in the vehicle.

All drivers are required to maintain a valid NC Class B driver's license and preferably a Commercial Drivers License.

All drivers will be subject to random, pre-employment, and post accident drug and alcohol testing as required to meet the standard as established by the Federal Transit Administration for that testing period. Also annual license checks will be performed.

Drivers are responsible for reporting any driving infractions to the Transportation Operations Supervisor immediately.

Drivers shall provide supervision to passengers at all times. Passengers should not be left unattended at any time.

Windshields, rear and side windows, as well as side view mirrors shall be kept clean at all times. All mirrors should be checked before every route.

Vehicles shall be kept free of all debris and any hazardous objects which could become flying objects in the event of a sudden stop. There should be no loose objects on the vehicle. All personnel belongings should be held or placed under the seat.

Passengers and drivers are required to wear seatbelts at all times. Passengers in wheelchairs are required to wear shoulder straps and lap belts, wheelchairs will be secured safely with (4) four tie down straps at all times.

- A. Drivers shall observe all local and state ordinances pertaining to the proper operation of motor vehicles. Any fines imposed for any violations which were under the drivers control, shall be the responsibility of the driver. The county and/or agency will not be held responsible for any tickets or charges incurred by a driver for any ticket received while operating a SAT vehicle. Examples would be speeding tickets, seatbelt tickets (for drivers or passengers), or careless and reckless charges. Anything wrong with the vehicle itself should be reported-in advance—during the pre-trip inspection—to the transportation coordinator or program assistant. If the vehicle is deemed unsafe, another vehicle will be utilized so proper maintenance can be performed.
- B. Accidents, thefts, breakage, etc., shall be reported to the Operations Supervisor immediately.
- C. The vehicles bear a permanent North Carolina license plate. This subjects anyone driving or riding on the vehicle to close scrutiny. Always drive in a manner complimenting the transportation service. All drivers are expected to drive within the traffic laws and will be reprimanded as necessary for violating the traffic laws.
- D. The vehicles are for the use of providing transportation services. The vehicles shall not be used for any personal business.

Daily Vehicle Operation

Drivers must record odometer readings and destination on the designated form each time the van is in use.

Each driver shall complete a daily “walk around” to check the overall condition of the vehicle.

The need for routine maintenance shall be reported to the Office Manager who is responsible for scheduling maintenance of vehicles.

Any concerns with the vehicle should be reported to the Office Manager.

Preventive maintenance checks should be performed daily using the Safety & Maintenance Checklist (Addendum II). Any problems should be reported to the Office Manager.

The Office Manager will schedule the vehicle for changing oil, tires, fluid levels, etc.

Vehicle Breakdown/Incident

In case of vehicle breakdown or other incident which would cause vehicle to not be able to continue the transportation service. Driver must contact the Office Manager immediately for assistance or instruction.

In case of breakdown:

Driver should park the vehicle clear of all traffic, if possible, and activate emergency flashers.

If the vehicle is stalled in the path of traffic, driver should activate emergency flashers. If safety and weather conditions are favorable, passengers may be moved to an area away from the vehicle and out of the path of traffic.

Under no circumstances should the driver leave passengers unattended.

Drivers and passengers shall remain together either in or out of the vehicle. No one shall leave or call for another pickup besides the Office Manager or Operations Supervisor.

The Office Manager will assign another vehicle to transport passengers, if needed. In case of other incident; such as traffic jam due to accident etc:

The driver should contact the Office Manager immediately to give a report of the situation and to receive guidance. The Office Manager will attempt to gather further information to assist in the situation.

Vehicle Accident

The driver shall check each passenger for injury.

Bloodborne Pathogen kits are located under the passenger seat on each vehicle. Each vehicle has a copy of the bloodborne pathogen policies posted.

Notify the Office Manager immediately after the accident.

Drivers shall remain calm and be assuring to the passengers. Drivers should not panic; this will only cause more stress on the passengers.

Provide necessary information to law enforcement personnel; i.e. registration, agency name, office manager name, and cause of accident.

The Office Manager and Operations Supervisor will go to the scene and check on the driver, passengers, and others involved in the accident, and the vehicle. The Office Manager and Operations Supervisor may need to go to the hospital to meet passengers and their families. The Operations Manager or Office Manager shall contact and notify the Director of Aging/Transportation Services of the accident.

Medical Emergencies

Pull the vehicle off the road away from traffic.

The driver should be talking to the passengers in a calm and assuring manner.

Determine the nature of the medical emergency.

Contact the Office Manager immediately. The Office Manager will be dispatched to the scene and/or the hospital.

IF YOU THINK THERE IS A MEDICAL EMERGENCY, CALL 911.

Passenger Assistance Policy

SAT is committed to providing safe, efficient, and effective transportation services to all residents of Sampson County. The drivers will assist all passengers on and off the vehicle when requested. However, no employee shall go inside a clients' home or on any outside structure connected to the home (porch or deck). There are two exceptions. One, a wheelchair-bound individual can be pushed up or down a wheelchair ramp. This still does not allow the driver to enter the home. The individual is responsible for going in and out of their residence. The second exception is in a life-or-death emergency. At that time, the driver must use their judgment and report to the office as soon as possible. The driver will complete a report by the end of the day.

Passenger Rules: The following rules for passengers shall be observed by all persons riding SAT vehicles. Passengers must also observe any additional rules of SAT. Failure to abide by passenger rules may restrict ridership.

1. Always wait for the van at a safe distance from the road.
2. Take your seat promptly. There are no reserved seats unless there is a medical reason.
3. All passengers must wear seatbelts, wheelchair passengers are to be buckled and shoulder/waist straps in place.
4. Please do not: talk loudly, disturb the driver, use profanity, extend any part of the body out of the van, move or stand up when the vehicle is in motion, eat, drink, chew tobacco, spit, or smoke, or solicit fellow passengers to purchase goods or services.
5. Passengers will not be allowed to board if in the opinion of the driver they are suffering from a drug or alcohol impairment.
6. Individuals must maintain personal hygiene and cleanliness. Failure to do so could lead to denial of transportation.
7. Van drivers have the authority to refuse transportation to a rider if, in their judgement, the rider jeopardizes safety or sanitation standards.
8. It is the rider's responsibility to contact Sampson Area Transportation at 299-0127 and inform them of any changes to their schedule. Any rider who fails to notify SAT and is a "no-show" when the van is dispatched to their location on 3 different occasions within a three month period will have their riding privileges suspended for 30 days. SAT Office Manager will advise client their riding privileges have been suspended for 30 days. SAT Office Manager will contact that rider at the end of this period to see if they are interested in reestablishing transportation. **For Medicaid Clients – Trips that are considered critical needs cannot be suspended. All no-shows will be reported to Sampson County DSS.
9. Rider wait time: Wait time is defined as the time a van waits for the client to get on the van either at the home or pickup destination. SAT will wait five (5) minutes from arrival. The driver will use the vehicle's horn in an effort to get the rider's attention. After 5 minutes, the vehicle will continue on its route.
10. It is the rider's responsibility to have the exact fare for their ride. Drivers do not carry change and should not be expected to make change. Riders without the correct fare will not be transported.

Riders Violations OF SAT Policy: Drivers will report violations to the Office Managers or and a warning would be given to passenger. If it occurs again, passenger could be suspended. If the rider is a Medicaid client, SAT will report to the County DSS Medicaid Transportation via an *Incident Report*.

Children and Passenger Assistants

One child can ride free per adult. If a parent has two children, they must pay for one or have a second adult ride so the second child can be free. A child is defined as being under the age of 8 or 80 pounds. A passenger assistant may ride free if they are riding to help with the mobility needs of the passenger. *Medicaid Transportation Client's assistants are paid for by Medicaid.

Children riding alone

SAT will not transport a child under the age of 15 unsupervised.

Child safety seats

The child's parent(s) will be responsible for having and installing a child safety seat on the van for transportation services. The child safety seat shall be age and weight appropriate. Children younger than age 5 and less than 40 pounds must have a child restraint seat. Children who are 8 or over 80 pounds can be restrained in a properly fitted seat belt. It is the intent of SAT to err on the side of caution when dealing with a child seat and transportation. Additionally, it is the responsibility of the driver to ensure that the child is secured properly and legally. If there is any doubt to the child's age, weight, or restraint system needed, the driver is instructed to contact transit base. All children and passengers will follow North Carolina laws concerning seatbelt usage.

Public Transportation Rider Fares

Public Transportation passengers are required to pay a fare for riding. Rural General Public funds are used to offset 90% of the cost of a trip, but rider fares are expected to offset the remaining 10% of a trip's true cost. SAT has established a fixed fare for all transportation programs, withstanding the Nutrition program. The fares are \$2.00 per round-trip and \$1.00 for additional stops. Fares for one-way only is \$1.00.

Cost Sharing - Nutrition Site Passengers

Nutrition Site Clients being transported to sites by SAT are paid for through Home and Community Block Grant Funds administered by the NC Division of Aging, when funding is available. These persons are encouraged to share in the cost of services received. A poster shall be in a designated spot in each van identifying the services subject to State of North Carolina's Division of Aging cost sharing policies and listing the actual cost of a one-way trip with a recommended contribution. A fare box will be available for the riders to deposit their donation. This poster shall be updated on an annual basis.

Cost sharing revenues shall be counted and receipted by the Office Manager or designee. Contribution revenues shall be forwarded to the Department of Aging office where they will be receipted and forwarded to the Finance Office.

Scheduling/Routes

Routes shall be established to insure maximum utilization of transportation staff and vehicles.

Routes are established and modified according to participation patterns and requests for service. All routes will be established by SAT within their limits of service. New requests for service will be based on availability of transportation resources within SAT.

Transportation services operate Monday through Friday between the hours of 5:00 AM to 5:00PM and routing must work within these parameters. Clients are to call into the office and request transportation by 12:00pm the day before. This allows the schedule to be completed and printed in time for drivers to go over it and ask any questions. At some times, trips can be added on after the deadline or first thing in the morning, depending on any cancellations of service.

Veterans Transportation Out of County

Appointments for VA trips should be made between 7am and 12pm. Appointments for specialist traveling from other hospitals can be extended to 2pm. The Veterans Service Officer can assist in verifying the need for appointments after 12pm. Clients who are requesting “walk-in” appointments will be referred to the Sampson County Veterans Officer for help in obtaining an appointment. If a rider needs lab-work done, the VA service officer has the ability to certify that the client is in the computer for lab-work and can be seen on a “first-come, first-serve” basis. SAT will also group up more clients if possible. There will be an occasion that one (1) client will be on the schedule for a particular day and a separate client on the schedule for the next day. The Transportation Operations Supervisor or Transportation Office Manager will talk to the clients to see if one appointment can be changed to the next day. The Veterans Service Officer will be contacted if needed to help with this change. Appointments for lab work are one example that can be re-scheduled.

The fare for out-of-county veteran trips is \$5.00.

Monthly schedules are prepared in December for the upcoming year. This schedule may change depending on current needs of passengers. Veterans Officer will have a current copy of schedule and request for schedules can be made.

Complaint Policy

Sampson Area Transportation system is a coordinated rural transportation program serving Sampson County. The system provides transportation for the elderly, the disabled, community college students, and the general public to medical and educational facilities, nutrition centers, employment, and general shopping locations. As a service provider, it is the intent of the agency that employees treat all passengers with respect and courtesy.

If any employee should receive a complaint from a passenger or anyone else regarding the transportation system, the employee will report the complaint to the transportation coordinator immediately. The information necessary to provide a response is the person's name, address, and telephone number, if possible, as well as the specifics of the complaint. If the complainant would prefer to call the transportation office, provide them with the telephone number.

Suggestions are also welcome from anyone and will be treated with the same consideration as a complaint. All complaints and suggestions will receive a written response as expediently as possible.

See also the Sampson County Title VI policy.

Service Animals Policy

Service animals accompanying a passenger with a disability will be allowed to ride on S.A.T. vehicles. If the driver is in doubt about an animal, they have the right to question the passenger as to the authenticity of the animal being a service animal.

There are a variety of animals used to assist a passenger in traveling and other life necessities. These animals may be dogs, monkeys, Vietnamese Pigmy Pigs and some breeds of birds. The driver must realize that these animals are harm-less and are needed by the passenger in order to live an independent life. American with Disabilities Act 49 CFR 37.167

Charter Policy

SAT does not actively seek to provide charter vehicles as defined in 49 CFR Part 604.

DRIVER/EMPLOYEE SELECTION & TRAINING

JOB DESCRIPTIONS FOR DRIVERS AND OTHER SAFETY SENSITIVE PERSONNEL

The following positions are considered safety-sensitive:

- 1. Fulltime and part-time drivers**
- 2. Administrative Staff – Operations Supervisor, Office Manager**
- 3. Volunteer Drivers**
 Any other volunteer that receives any type of compensation

Driver

Department: Transportation

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate semiskilled work providing transportation to citizens on an assigned route, assisting passengers, monitoring equipment maintenance, maintaining trip logs, records and reports, and related work as apparent or assigned. Work is performed under the limited supervision of the Transportation Services Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Operates transit vehicle on an assigned route and schedule.

Performs daily inspections of vehicle; reports defects and/or maintenance needs.

Transports citizens, children and the physically and mentally disabled to doctors, on business or shopping trips, outings, points of interest, employment and daycare; returns them to their homes.

Assists passengers entering and leaving the vehicle, when necessary; carries packages for passengers when necessary; operates wheel chair lift.

Prepares trip records regarding fares, mileage, passengers, times, etc.; prepares and submits incident/accident reports as needed.

Provides information and directions to passengers and the general public.

Operates two-way radio and/or cell phone; reports unusual traffic conditions, bus conditions, passenger emergencies or other problems.

Knowledge, Skills and Abilities

General knowledge of the principles and practices of operating and servicing motor vehicles; general knowledge of the traffic laws and regulations governing motor vehicle operation; general knowledge of the geography of the County, surrounding areas, and the location of streets and important buildings; general knowledge of the Americans with Disabilities Act; skill and care in the operation of the equipment; ability to deal tactfully with participants; ability to understand and follow oral and written directions; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and moderate experience in the operation of motorized equipment, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, tasting or smelling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and occasionally requires exposure to fumes or airborne particles, exposure to vibration and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Must have clean driving record upon hire.
Obtain CPR and First Aid certifications within six months of hire.
Valid commercial driver's license in the State of North Carolina.

Last Revised: 5/19/2014

Transportation Operations Supervisor

Department: Transportation

FLSA Status: *Exempt*

General Definition of Work

Performs difficult skilled technical and administrative work planning, directing, coordinating and supervising the transportation services and staff, preparing and monitoring grants, preparing and processing billings, preparing and maintaining records and files, and related work as apparent or assigned. Work is performed under the general direction of the Director of Aging/In-Home Services. Divisional supervision is exercised over all personnel within the division.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Recruits and selects personnel; assigns, directs and inspects the work of staff; disciplines and evaluates staff performance; develops staff schedules; reviews trip schedules.

Researches federal and state sources for available funding assistance; assists with and/or prepares grant applications; monitors grant funds and expenditures; prepares related financial and statistical reports and invoices.

Answers phone; receives and responds to inquiries; resolves passenger and citizen complaints regarding transit services; performs client intake and explains program policies and procedures.

Develops and implements department policies and procedures; ensures compliance with government regulations; maintains current knowledge of transportation issues.

Attends the Transportation Advisory Board and Board of Commissioner meetings; reports on services and recommends grant applications, service changes, etc.

Assists with the operation of two-way radio and/or cell phone; reports unusual traffic conditions, bus condition, passenger emergencies or other problems.

Oversees the maintenance of vehicles, office equipment, building and grounds and wheelchair lift stations.

Prepares and maintains a variety of records, reports and logs.

Prepares fare deposits; reconciles and records fares received.

Oversees and participates in mandated training including federal laws and regulations, transportation safety, drug and alcohol abuse, etc.

Knowledge, Skills and Abilities

Comprehensive knowledge of the safe and efficient operation of transit vehicles; thorough knowledge of the principles, practices, methods and equipment related to public transportation operations; thorough knowledge of the geography of the County, surrounding areas, and the location of streets and important buildings; thorough knowledge of area traffic laws; thorough knowledge of federal, state and local laws governing vehicular movements; ability to plan, organize, direct, evaluate and supervise the work of others; ability to express ideas clearly and accurately orally and in writing; ability to prepare and present financial reports; ability to prepare and maintain complex financial records, prepare and monitor grant funds; ability to establish and maintain effective working relationships with state and county officials, associates, employees and the general public.

Education and Experience

Associates/Technical degree with coursework in transportation, business or public administration, or related field and considerable experience in public transportation planning/management with some supervisory experience, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Obtain CPR and First Aid certification within six months of hire.
CDL preferred.
Valid driver's license in the State of North Carolina.

Last Revised: 5/20/2014

Transportation Office Manager

Department: Transportation

FLSA Status: Non-Exempt

General Definition of Work

Performs difficult skilled administrative support work coordinating transportation to meet the various needs of the citizens, supervising and training Drivers, ensuring proper maintenance of transit vehicles, and related work as apparent or assigned. Work is performed under the limited supervision of the Transportation Operations Supervisor. Continuous supervision is exercised over assigned personnel.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Develops and provides scheduling of transportation vehicles and Drivers; develops daily routes and Driver manifests using automated software.

Operates two-way radio and/or cell phone; reports unusual traffic conditions, bus condition, passenger emergencies or other problems.

Assists in the recruitment and selection of department personnel; supervises, assigns, directs, trains and inspects the work of staff; disciplines, coaches, counsels and evaluates staff performance; reviews and approves timesheets and leave requests.

Receives inquiries, complaints and service requests and resolves them according to established policies and procedures; changes or cancels passenger trips upon request.

Coordinates passenger pick-up and drop-off times within allowed timeframes.

Maintains complex and detailed files and records; prepares travel expense reports; maintains customer and destination databases; verifies records for accuracy and completeness.

Performs daily review of trip inspection reports; reports and corrects safety issues; prepares work orders for and schedules vehicle maintenance and repair.

Performs the duties of Driver when needed.

Attends conferences and meetings as needed to maintain knowledge of driving and transportation laws.

Purchases supplies and maintains inventory.

Knowledge, Skills and Abilities

Thorough knowledge of the safe and efficient operation of transit vehicles; thorough knowledge of departmental equipment, programs and procedures; thorough knowledge of the geography of the County, surrounding areas, and the location of streets and important buildings; thorough knowledge of area traffic laws; ability to plan, organize and direct the work of others; ability to express ideas clearly and accurately orally and in writing; ability to collect, summarize and present detailed information; ability to maintain detailed records; ability to operate transit vehicles safely and efficiently and to train less experienced operators regarding same; ability to establish and maintain effective working relationships with subordinates, other employees and the general public.

Education and Experience

Associates/Technical degree with coursework in business administration, or related field and moderate experience as a transit operator with some supervisory responsibilities, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel, frequently requires reaching with hands and arms and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working near moving mechanical parts, exposure to fumes or airborne particles, exposure to outdoor weather conditions, exposure to vibration and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a very quiet location (e.g. park trail, storage or file room).

Special Requirements

Clean driving record upon hire.

First Aid and CPR certification within six months of employment.

Valid commercial driver's license in the State of North Carolina.

Last Revised: 5/19/2014

Initial Hire Procedures

Minimum qualifications for Employees

Background

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

QUALIFICATIONS

Application

Each potential employee shall complete a written application. The application process will start at the local Employment Securities Commission. ESC will hold the applications till the cut-off date and then send them over to the Director of Aging. At that time, the Director and the Transportation **Operations Supervisor** will review the applications and select those best qualified for interviews.

Interviews

The Director of Aging, Transportation **Operations Supervisor**, and **Office Manager** shall interview each potential employee. Each interviewer will have a copy of the interview questions and will make notes concerning the perspective employee's answers.

Physical Requirements – Drivers, Transportation Operation Supervisor, Transportation Office Manager

Each applicant must meet the requirements defined in 49 CFR Part 391.41 of the Federal Motor Carrier Safety Regulations. In addition to the following requirements:

- a. Eyesight – Drivers must have vision in both eyes, normal depth perception, normal peripheral vision and be free of any disease or condition that could impair vision. Drivers must have 20/40 vision in each eye with or without corrections, and 140 degrees or better horizontal vision. Drivers must be able to distinguish between green, red and yellow.
- b. Hearing – Drivers shall have adequate hearing to assure safe response to vehicle horns, emergency vehicle sirens, and train signals.
- c. Physical Ability: Must have the physical strength to assist wheelchair passenger and other ADA passengers when loading and unloading the vehicle.

Age

Drivers shall be at least twenty-one (21) years of age.

Knowledge of English

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

Driver/Transportation Supervisor and Office Manager Requirements

Drivers transporting people shall hold a valid NC Driver's License or Commercial Driver's License as appropriate. In order to be considered for employment all potential employees must provide a printout of the Bureau of Motor Vehicle (DMV) report issued within the past ten (10) days. **In no case will an individual be given a road test, placed in training or allowed to operate an agency vehicle without a DMV check that is in compliance with this policy and has been approved by the Executive Director.**

The criteria include:

- Good driving record with no Driving While Intoxicated (DWI), Driving Under the Influence (DUI) or similar charges, reckless driving, railroad crossing violations or leaving the scene of an accident offenses.
- No more than a total of two moving violations or accidents within the last three years.
- No suspended or revoked licenses within the past five (5) years for moving violations or violations of criminal laws.
- Any combination of violations, unfavorable road observations or accidents that indicates a pattern of unsafe vehicle operation behavior, whether on or off the job.
- Minimum of two (2) years driving experience.
- Ability to perform simple math.
- Reasonable knowledge of the service area and ability to read basic maps.
- A road test given by a designated Agency Supervisor is required.
- Will also adhere to any and all Sampson County Employees provisions as well.

Operating Skills

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

Criminal Record Checks – For all safety sensitive employees

An original criminal record check, issued within the past 10 days, shall be obtained as part of the application process. Persons with felony convictions of any sort are unacceptable. Other unacceptable convictions include crimes of violence, drug usage or sales, physical abuse, fraud or theft. A pattern of unlawful behavior shall also disqualify an applicant. **The Transportation Operations Supervisor or Director will obtain the criminal record check for applicant. The criminal record check will be reviewed by Transportation Operations Supervisor and/or Director prior to hiring any employee.**

PROCEDURES FOR SELECTING A SAFE DRIVER

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

- A pre-employment driving test
- A pre-employment physical exam

- Submission of DMV report (five years)
- Pre-employment drug testing
- Basic training in driver skills
- Orientation based on individual skills
- Defensive driving skills training
- Refresher driver training (if applicable)
- Customer Sensitivity Training
- ADA Requirement Training (Wheelchair Lift and Securement)
- Emergency Procedure Training (Evacuating)

NEW HIRE QUESTIONS

- How well do you know the layout of Sampson County?
- Have you ever worked with the public? If yes, explain.
- What experience have you had with public transportation?
- Have you ever been convicted of a crime? If yes, explain.
- Have you ever had a positive drug or alcohol test?
- Have you ever been terminated or asked to leave a job?
- How do you accept criticism?
- What is your availability to work during the week? How early can you report to work or how late can you stay?
- Are there any physical limitations that would prevent you from operating a lift?
- Have you worked with elderly, disabled, or the general public before?
- SAT counts on drivers to solve problems that come up quickly. Can you give us an example of this happening to you in a previous job?
- What experience have you had in documentation of information?

SAT will have the Transportation Operations Supervisor, Office Manager and Director in the interview process. Each will take turns asking these questions and any others that seem reasonable.

MOTOR VEHICLE BACKGROUND CHECK

Motor Vehicle Background checks will be conducted on all Drivers, Transportation Operations Supervisor and Office Manager prior to hire and yearly thereafter by the Transportation Office Manager. The Motor Vehicle Background Check authorization form will be signed by potential employee for the first background check.

Yearly Reviews: In January of each year, the Transportation Office Manager will conduct a review on every driver's motor vehicle record checking for driving infractions or other moving violations. All records obtained will be kept in the Employee Driving Records Notebook. The Emergency Management Office conducts the reviews for us upon request. The record received for each driver will be reviewed by the Transportation Office Manager or Transportation Operations Supervisor; signed and dated upon completion of review.

MOTOR VEHICLE BACKGROUND CHECK

Last Name: _____ First: _____ Middle: _____
Date of Birth: ___/___/___ Social Security #: _____
Driver's License #: _____ State: _____ Exp. Date: ___/___/___
Department: _____ Building: _____

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

Signature _____ Date: ___/___/___

EMPLOYEE INFORMATION MONITORING POLICY

Sampson County policy states that a driver license check will be done yearly. That will be documented in the individual training folder. Any other information dealing with these issues will be in the same place.

In January of each year, the Transportation Operations supervisor and Office Manager will review each drivers training record, looking for the due dates of all licenses, certifications, and other safety-related issues. Each driver's license will be checked through DMV for driving infractions or other moving violations. All records obtained will be kept in the training log and the master driver's log. If an employee has not received required training or a certification is outdated, the Transportation Operations Supervisor will immediately work with employee to receive the required training or get recertified.

With employees that have CDL's with passenger endorsement, those employees will have a complete physical every 2 years. A notation will be made in the training log, but the employees medical records will not be kept there. Instead, since medical records are of a personal and sensitive nature, they will be kept in the employee's county personnel record. This part of the policy will become active January 2011.

EMPLOYEE TRAINING PROGRAM

Sampson Area Transportation will meet all federal and state guidelines, regulations and laws regarding the safe transportation of their passengers by meeting the Minimum Training Standards for each employee.

Most employee training sessions are on site; however, employees may attend sessions at other locations as deemed necessary or appropriate.

Required training for employees is listed by job title:

Drivers

General Comments

- All new hires must complete all of the minimum training requirements listed below before operating a transit vehicle unsupervised in revenue service.
- Reflective vest will be worn by drivers when performing job functions.
- Drivers that are not meeting proficiency, expert performance level, will be given remedial training until they are proficient.
- Refresher (annual) training will be completed annually (within 1-year of last training date)
 - Refresher or remedial training can be done anytime an employee request such training.
- All of the training materials and documentation will be on file for review by the NCDOT/PTD in the employees training notebook.
- All training records will be kept on file for a minimum of five (5) years. Records will include a roster with the name of the course, signature of individuals trained, date of course, the instructor name and or type of instruction (ex: self-instruction)
- Training reports will be sent in quarterly to NCDOT/PTD – Safety and Security Specialist quarterly.

Minimum Training Requirements

Defensive Driving

- Training completed upon hire and annually
 - Inclement weather
 - Brake Failure/rapid tire deflation
 - Crossing railroad tracks
 - Proper use of PPE equipment

Americans with Disabilities Act (ADA)

- Training completed upon hire and annually in the following areas:
 - Sensitivity training
 - Passenger assistance
 - Wheelchair handling
 - Wheelchair securement (passenger and mobility)

- Wheelchair lift inspection
- Wheelchair lift operation (normal and emergency)
- All drivers will be trained to “proficiency”, which is defined as expert performance as required by ADA.

Bloodborne Pathogens

- Training completed upon hire and annually
- Training content will be completed by OSHA standards

Emergency Procedures

- Training completed upon hire and annually in the following areas:
 - Communication and notification procedures: including operation of communication equipment.
 - Accident/Incident reporting procedures
 - Passenger handling procedures
 - Driver and passenger security training
 - Emergency evacuation procedures and training
 - Emergency equipment usage
 - First aid (drivers must be trained in first aide to include use of kit)
 - Bloodborne Pathogens (drivers must be trained in bloodborne pathogens to include use of kit and transit system specific engineering controls to minimize driver exposure, cleanup procedures and waste disposal)
 - Emergency triangles (drivers must be trained to properly setup equipment)
 - Fire extinguishers (drivers must be trained to properly inspect and use equipment)
 - Web cutter (drivers must be trained to properly use equipment)
 - We participate in our local Emergency Management drills when available.

Ride Check – Driver Evaluation Form

- Training must be completed upon hire and annually.
- Ride checks are performed on all newly hired drivers before being allowed to operate a transit vehicle unsupervised in revenue service.
- All drivers will have an annual evaluation to assess the driver’s performance of techniques, skills and knowledge gained through training of each of the above categories.
- If any deficiencies are noted, comments will be made in the comments section on the ride check – driver evaluation form. Remedial training will be done immediately, if possible, but if not possible within two business days. After remedial training a deficiencies follow-up ride check will be conducted and a new ride check form will be completed on those items.
 - Remedial training will be done on any item listed on the ride check form that was not done properly. Some remedial training can be done immediately while the ride check is being reviewed; while some discussions will be in a class room or office setting.

Illegal Drug Use

- Training shall be done upon hire

- Training will include the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

Other training that will be provided

- Map reading
- Routing and route structure
- Fare collections

The transportation department has training modules available for review at any time. Any appropriate on line training will be made available to transit workers.

Schedule

➤ January	Dispatch/Radio Training
➤ February	Scheduling and Routes
➤ March	Wheelchair Securement
➤ April	Paperwork Review
➤ May	ADA Training
➤ June	Open
➤ July	BloodBorne Pathogen Training
➤ August	First Aid/CPR
➤ September	Drug and Alcohol Training
➤ October	Defensive Driving Training
➤ November	Vehicle Evacuation
➤ December	Open

Transportation Supervisor/Operations Manager

The Transportation Supervisor and Transportation Office Manager will receive the same minimum training as drivers. (See above). The Director of Aging/Transportation will be responsible for making sure all training has been completed and documented in training records.

Other Training requirements are as follows:

- Policies and Procedures
 - SSPP
 - County Personnel Policy

- Aging/Transportation General policies – as it pertains to Transportation issues.

**SAMPSON AREA TRANSPORTATION
EMPLOYEE TRAINING RECORD**

NAME: _____

Training	Date	Driver Initial	Instructor Initial
Orientation to Transit Agency			
Personnel Policy			
Substance Abuse Policy			
Service Policy			
Radio Operations			
Notebook			
Timesheet/pay schedule			
Trip sheet/logs/reservations			
Pre-trip Safety Inspection			
Classroom, video			
Demonstration			
Defensive Driving			
Classroom, video			
Driving			
Emergency Procedures			
Passenger Relations			
Wheelchair			
Video			
Practical			
Child Passenger Safety			
CPR/First Aid			
Ride Along			
Driver License Check (yearly)			
CDL Physical			
County Road Layout Training			
Other			

Employee's Signature: _____

Director's Signature: _____

RIDE CHECK: DRIVER EVALUATION
One-on-One Training Form

Date of Evaluation _____

Driver's Name _____

Evaluator's Name/Position _____

Vehicle Condition

- Daily pre-trip inspection complete/documented
- Web cutter and emergency triangles are available
- Registration and insurance card in vehicle
- Driver's license/logs with driver
- Vehicle exterior clean
- Vehicle interior clean
- Dashboard/windshield area clear of all objects
- Tie downs clean/stored in box
- Seat belts in good working condition
- Fire extinguisher is available, serviceable, properly mounted/ tagged
- First Aid/Bloodborne pathogen kit available in vehicle
- Communications system operable
- Daily defect report filled out
- Lift operational check
- Keeps logs up to date
- Inspect emergency door, hatch & windows

Passenger Reception

- Confirms identity/destination of passenger
- Greets passenger in a friendly manner
- Uses proper assistance techniques (What are the driver's responsibilities?)
- Assists passengers to and from the vehicle door if needed
- Avoids use of AM/FM radio
- Uses correct ADA language at all times

Performance While En-route

- Driver uses correct posture when driving
- Both hands on steering wheel
- Driver and passengers use seatbelts
- Driver gets out of vehicle and looks before backing
- Adjust mirrors before moving vehicle. Keeps eyes moving
- Signals entry into traffic every time. Leaves himself/herself an out
- Moves vehicle smoothly while slowing braking and stopping. Make sure they see you.
- Telegraphs use of brake or flashers when stopping
- Moves at appropriate speeds for current road conditions

- Uses proper caution at intersections
- Anticipates stale green lights (slow down)
- Stops at all railroad crossings
- Comes to a complete stop, leaving private property
- Uses proper lane changing procedure
- Stops behind line or plane at intersections
- Observes proper communication procedures
- Uses turn signals properly
- Maintains order in vehicle
- Maintains scheduled stops and pick-ups
- Uses four second distance rule, adds seconds to following distance when driving conditions change...keep safety cushion

Passenger Discharge

- Uses parking brake when de-boarding passengers
- Stops proper distance from curb. Assist passengers off vehicle (when needed or when passengers request help)
- Renders adequate assistance to wheelchair passengers
- Advises Base when leaving vehicle and upon return to vehicle
- Makes sure passenger is safely inside of destination before leaving property
- Follows passengers instruction for assistance when needed

Comments _____

Course of Action (required/taken) _____

Driver's Signature

Date

Supervisor's Signature

Date

RIDE CHECK
DRIVER PERFORMANCE EVALUATION EXPLANATION

VEHICLE CONDITION

The Driver...

Performs a pre-trip inspection and completely fills out the pre-trip inspection form before starting the first run of the day.

Ensure registration and insurance cards are current and available.

Has driver license in possession and current route logs on person at all times.

Vehicle is clean on exterior.

Vehicle is kept clean inside at all times.

Nothing is on the dashboard, rear view mirror, or sun visors that could create a hazardous situation.

Safely attaches tie down straps into floor tracks, and use the four-point tie down on wheelchairs.

Removes tie downs from floor after each use. Stores tie down straps in their proper place.

Seat belts/tie down straps are not tangled, missing or broken.

Checks fire extinguisher for serviceability and expiration date.

Checks the first aid and Bloodborne Pathogen Kits regularly (PPE) and re-supplies when needed.

Ensures web cutter and emergency triangles are available.

Checks batteries daily to make sure flashlight is usable. (If applicable)

Tests the two-way radio and/or other communication device for operability.

Child seats are placed in vehicle properly and stowed when not in use.

Fills out daily defect report correctly.

Keeps logs up to date as trip is completed for each passenger.

PASSENGER RECEPTION

The Driver...

Asks the name of the passenger and the destination before boarding, unless the passenger is a subscription rider.

Is available at the door to assist the passenger on or off the vehicle (if needed).

Acts courteously, offers help by asking, "may I help" or "how may I help you?"

Follows guidance from the passenger, if help is needed.

Uses the passenger's instructions to assist in boarding and exiting the vehicle, if needed.

Stops the vehicle six (6) inches or four (4) feet from curb to keep passengers from falling off the vehicle as they load and unload. (This depends on the stopping or parking situation.)

Uses AM or FM radio only when passengers are not aboard, then only for the news and weather forecast.

Uses correct language under ADA guidelines. (Refer to the ADA handout given to drivers who have taken the SNAAP training.)

PERFORMANCE EN-ROUTE

The Driver...

Does not slouch in the seat while driving. Arms are not on or out of the window frame.

Both hands are on the steering wheel at the 9 and 3 or the 10 and 2 position. Gets the big picture.

Clothing should be appropriate for job.

Uses seat belt correctly and requires correct use of seat belt for all passengers.

Gets out and looks behind vehicle, for obstacles, before backing.

Adjusts mirrors before leaving base (for safety and visibility). Keeps eyes moving.
Uses signals for all maneuvers in traffic. Leaves an out.
Does not jerk the vehicle when stopping and starting. Uses the brakes without stomping or slamming (stops vehicle smoothly).
Presses the brakes slightly to warn tailgaters to slow down or uses flashers when coming to a quick stop.
Does not whip around corners. Slows down to 2 to 5 miles per hour when turning corners. Positions vehicle for proper safe turns. (Squares the corner.)
Does not travel too slow or too fast for conditions on the road or for the posted speed limit.
Does not enter intersection without proper caution, uses the four second rule. Keeps safety cushion under control.
Slows down when green light has been green for sometime at a distance.
Checks mirrors, looks over shoulder, signals, moves into passing lane, signals and returns to proper lane.
Leaves (*himself/herself*) an out.
Signals at proper distance for an intended turn. Cancels signal when maneuver is completed.
Does not allow profanity or misbehavior in the vehicle.
Keeps on schedule safely but does not jeopardize safety for schedule.
Only transports passenger on route schedule. No unauthorized passengers or stops.
Maintains a safe distance when following some one in all weather conditions.

PASSENGER DISCHARGE:

The Driver...

Uses parking brake when loading or unloading passengers.
Stops the vehicle 6 inches to 4 feet from curb to discharge passengers. Assists passenger off vehicle.
Assists all passengers as required.
Advises dispatcher of absence from vehicle and advises dispatcher of return to vehicle.
Does not leave elderly and disabled passengers unattended. Makes sure they are in the hands of caretakers or inside their homes/destinations before driver leaves the property (case by case judgments).

SAMPSON AREA TRANSPORTATION EMPLOYEE CONDUCT POLICY

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

Behavior of any employee which may affect the safety and well being of other employees of Sampson Area Transportation or subcontractor, or to personnel served by SAT or subcontractor, shall be cause for disciplinary action, whether or not such behavior relates to proper performance of the employee's job.

Defensive Driving/Vehicle Operations

Pre-Post Trip Inspection Sheet

Each driver will be responsible for filling out a pre/post trip inspection sheet everyday. This will be done before the route is started and again when the driver is done with the vehicle for the day. Blank copies are kept in all vans and in the program assistant's office. The driver is required to do a "walk-around" checking visually for problems with the van. All other items on the inspection sheet must be done and either initialed or checked by the driver. If something wrong is found, the driver will notate the problem and take the sheet to the program assistant, who will double check the problem and make arrangements for it to be fixed. Any problem that makes the van unsafe to operate will cause the van to be taken off the road until fixed. With vehicles having a lift, the wheelchair lift will need to go through one complete cycle. If a problem comes up while the van is in-service, the driver will notify the office, notate the problem on the inspection sheet, and the Transportation Operations Supervisor or Office Manager will make arrangements for the van to be fixed. Pre/Post Trip Inspection sheets will be filed and kept for 3 years.

BACKING PROCEDURES

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

- Except for backing out of a parking stall, drivers should only back a vehicle when it is absolutely necessary. If it becomes necessary to back the vehicle while the vehicle is in service, a driver should use an adult as a spotter. The spotter should not be asked to exit the vehicle because that can cause the spotter to be vulnerable to injury. Use of a spotter does not relieve the driver of the responsibility to back the vehicle safely.
- Before backing, check carefully in all directions including the rear of the vehicle.
- Turn on the four-way flashers.
- Begin honking the horn (if the vehicle does not have a working 'backing-up' alarm) and continue to give short continuous beeps on the horn while in motion.
- As a rule when stopping in traffic, stop far enough back to see the rear tires on the vehicle ahead. This allows a driver the ability to go around a stalled vehicle on the left or right if necessary without the need to reverse direction. This procedure does not always work but it is another good example of how to avoid backing.

- Be sure to stay out of intersections and crosswalks until they are free to traffic. Do not get into positions where backing a large vehicle becomes necessary.
- If the view is obstructed and the driver is in doubt, he or she should exit the vehicle (if it is reasonable safe to do so) to check behind and around it.

CROSSING RAILROAD TRACKS

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

- Upon approaching the railroad crossing, proceed into the far right lane.
- Turn on the four-way flashers 100 feet before reaching the tracks the vehicle must stop behind the white line (if a line is present) and not in the path of the crossing barrier.
- Turn off heaters, fans, radios, etc. so that you can hear a train. If necessary, ask passengers to remain silent during the crossing.
- Open the door completely and listen for an approaching train or (if driving a van) open the window completely and listen.
- Look in both track directions as you listen for an approaching train.
- When you can conclude that no train is approaching, close the door (watching the door while it is closing) or window.
- Check your left mirror for traffic.
- Proceed slowly over the tracks to avoid damage to the vehicle.
- Turn off the four-way flashers after the vehicle is past the tracks.

DEALING WITH BRAKE FAILURE PROCEDURES

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

- Do not force the brake to the floor; you will destroy any chance of rebuilding pressure.
- Gently pump the brake pedal to see if you can restore pressure.
- Sound your horn and flash your lights to alert other drivers.
- Shift to the lowest gear possible.
- Remain calm and guide your vehicle into an environment where you can slow the vehicle and bring it to a natural stop.
- Look for an outlet. Can you use a natural upgrade to slow the vehicle? Is there a large open parking lot that you can coast across?

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

EN-ROUTE PROCEDURES

- Depart on time and stay on schedule, but never at the expense of passenger safety.
- Drive safely and smoothly. Operate at all times on compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which the vehicle is being operated.
- Avoid lengthy conversations with passengers, since conversations can distract a driver from safely operating the vehicle.
- A vehicle with passenger doors in the open position should not be operated with passengers aboard. The doors should not be opened until the vehicle is stopped or at a railroad crossing. A vehicle with inoperable doors should not be operated with passengers aboard.
- During darkness, interior lighting and lighting of step-wells on vehicles should be sufficient for passengers to enter and exit safely.
- Passengers should not be permitted in the step-wells of the vehicle nor occupy an area forward of the standee line when the vehicle is in motion.
- Standing passengers should not be permitted on vehicles that are not designed to accommodate standing passengers.
- Fueling the vehicle when passengers are being transported should be avoided unless it is necessary.
- When passengers are aboard, the transit system requires the driver to be secured to the driver's seat with a restraining belt at all times while the vehicle is in motion.
- Vehicles should not be left unattended at any time when passengers are aboard.
- When transporting passengers, drivers should stop at all railroad crossings in compliance with North Carolina Statutes.
- ALL passengers will be required to wear a seatbelt unless they have a note from a doctor excusing them from using a seatbelt. This applies to those clients using a mobility aid.
- Use common sense.

- If any problem with the vehicle comes up while in-service, the driver should immediately notify the office, notate the problem on the pre/post trip inspection sheet, and await instructions. If no office staff is available, and the vehicle can safely make it, the driver should proceed to the mechanic that is used by Sampson Area Transportation.

DEFENSIVE DRIVING

Defensive driving is always being alert to possible accident hazards around your vehicle and taking action to avoid these hazards. Driving defensively will prevent accidents in spite of the incorrect and/or unexpected actions of others and/or bad weather conditions.

Simply knowing how to maneuver your vehicle is not enough to prevent accidents. When you drive defensively, you take control of the situation. When you drive non-defensively, you let the driving situation take control of you. It is far more important to drive defensively than to take the legal right of way. Drivers are expected to adhere to all applicable traffic laws. Even when by law you are right, people can be injured or killed. At the very least, you and your passengers will be inconvenienced by the time needed to investigate an accident and complete the incident reports. A defensive driver will not get into a situation where it may be necessary to take an emergency action to avoid an accident.

QUALITIES OF A GOOD DEFENSIVE DRIVER

A good defensive driver must have the following qualities:

You must be an exceptional driver. You need to know how to maneuver the vehicle you are driving to avoid possible accidents. The better you know how your vehicle maneuvers, the more time you can spend spotting potential accident situations.

You must understand the vehicle you are driving. All vehicles are different to a degree. It's important that you are familiar with the vehicle. Use the pre-trip inspection to familiarize yourself with the van if you have not driven that particular model before.

You must be physically and mentally prepared to operate a vehicle, spot potential hazards quickly, and continually adjust your driving to avoid hazards. A defensive driver will:

- leave personal problems at home
- be rested and alert
- avoid the use of alcohol and drugs
- look after his/her health

A defensive driver must also maintain a good driving attitude. Defensive driving begins with your attitude. A driver with a good defensive driving attitude will:

- Always assume and prepare for the worst.
- Realize the importance of always being physically and mentally well prepared for driving.
- Understand that the responsibility for avoiding an accident rests in their hands.

- Not allowing themselves to become upset to the point that it affects their driving.
- Assume that all accidents are preventable.
- Not worry about proving who is right and who is wrong, but more concerned about preventing the accident.

MAIN CAUSES OF ACCIDENTS

There are three main causes of accidents:

Other Drivers and Pedestrians. You have little control over the actions of others.

Your Vehicle. You control the conditions of your vehicle by doing a proper pre-trip safety inspection and reporting any problems.

You. You can not control all the factors that might cause an accident; however, you do control yourself and the vehicle. To be a defensive driver you need to be aware of your own abilities and the limits and capabilities of your vehicle. You need to anticipate potential accident situations and then take a defensive, not an emergency action to avoid those hazards.

SAFETY ZONE

In order to avoid hazards, you need to maintain your safety zone. The safety zone is the area around your vehicle that you want to keep clear of hazards. The safety zone consists of the area in front of the vehicle that is determined by proper following distance, 15 feet to each side of the vehicle, and the rear area of the vehicle. The safety zone is affected by the speed of the vehicle, the vehicles around you, and the weather conditions.

EQUIPMENT AS A DEFENSIVE DRIVING TOOL

Many equipment items on your vehicle are defensive driving tools that you can use to keep the safety zone free of hazards. You must know how and when to use them. They include:

BRAKES – The most basic tool for avoiding a hazard.

MIRRORS – Enable you to see around your vehicle.

LIGHTS – Enable you to see better and be seen better by others.

TURN SIGNALS – Inform other vehicles to your direction.

HORN – Warns others of your presence.

DEFROSTER, WINDSHIELD WIPERS AND WASHERS – Provide clear vision for the driver.

THE MOST IMPORTANT FACTOR IN DEFENSIVE DRIVING IS YOU

You possess defensive driving tools which include:

1. Your ability to spot a hazard, maneuver the vehicle away from it, and warn others.
2. Your knowledge of driving hazards and how to spot them.
3. Your knowledge of the safety zone and how to maintain it.
4. Your knowledge of the rules of the road.
5. Your knowledge of the vehicle equipment.
6. Your skill at maneuvering the vehicle.

BE A SUCCESSFUL DEFENSIVE DRIVER

Driving a vehicle is not an easy job. Defensive driving is critical to your success. Everyday you will encounter possible accident hazards that you will need to avoid. As you learn to use the above mentioned guidelines and improve your skills, you will become a better defensive driver. You owe this to your passengers, but more importantly, you owe it to yourself to be a safe defensive driver

PRE-CHECK

Before a driver places a vehicle in service, the following pre-check inspection steps will be completed:

Notice general condition. Look for fresh body damage or vehicle leaning to one side. Check the area around the vehicle for hazards to vehicle movement (people, other vehicles, objects, low hanging wires or limbs, etc.) Also, check to see if previously reported problems have been corrected. The driver should also look for any security issues dealing with the van and the parking lot. Any safety or security issue should be relayed to the program assistant and/or notated on the pre-post trip inspection sheet.

PRE-IGNITION CHECKS (BEFORE THE ENGINE IS STARTED)

Check that the parking brake is on and/or wheels are blocked.

Check the following:

1. Engine oil level.
2. Coolant level in radiator and condition of hoses.
3. Power steering fluid level and hose condition (if so equipped).
4. Windshield washer fluid level.
5. Battery fluid level, connections, and tie downs.
6. Check belts for tightness and excessive wear (alternator, water pump, and air compressor), learn how much “give” the belts should have when adjusted right, and check each one.

7. Leaks in the engine compartment (fuel, coolant, oil, power steering fluid, hydraulic fluid, battery fluid).
8. Cracked, loose, or worn electrical wiring insulation.

STARTING ENGINE

--Make sure the parking brake is applied.

--**DRIVER POSITION** – the driver should be positioned to reach all controls and in position for greatest visibility. Driver comfort should also be considered. If necessary, the seat should be adjusted to put the driver in the optimum position. This is the first pre-ignition step, as mirrors and seat belt adjustments depend on the drivers' position.

--**SEAT BELT** – the driver must use the seat belt. The seat belt should be checked and adjusted to fit snugly across the hips.

--Put gearshift in neutral (or “park” if automatic).

--Start engine and listen for unusual noises.

CHECK GUAGES DURING WARM-UP PERIODS (3 to 5 MINUTES)

OIL PRESSURE—Should come up to normal operating range within seconds after engine is started.

AMMETER/VOLTMETER—Should be in normal range.

COOLANT TEMPERATURE—Should begin gradual rise to normal operating range.

ENGINE OIL TEMPERATURE—Should begin gradual rise to normal operating range.

WARNING LIGHTS AND BUZZERS—Oil, coolant, charging circuit-warning lights should go off right away after engine is started.

FUEL GUAGE

CHECK CONDITION OF CONTROLS

Check all of the following for looseness, sticking, damage, or improper setting:

1. Steering wheel (not too much free play)
2. Clutch (proper free travel)
3. Accelerator (gas pedal)
4. Brake controls (foot and parking)
5. Transmissions controls
6. Horn
7. Windshield wiper/washer
8. Lights (headlights, dimmer switch, turn signals, 4-way flashers, clearance, identification, marker light switch(s))

CHECK MIRRORS AND WINDSHIELD

Inspect mirrors and windshield for cracks, dirt, illegal stickers, or other obstructions to vision. Clean and adjust as necessary.

Mirrors should be adjusted for best visibility.

- inside mirror—should be adjusted to give driver a view of entire vehicle interior and passengers

- outside flat mirrors—should be adjusted so that the driver can see rear tires at ground level in bottom of mirror and the rear bumper near the inside edge.

- outside convex mirrors—should be adjusted to give maximum localized vision of both sides of the vehicle.

Mirrors must be adjusted after drivers have determined their final seating position because a change in driver position usually requires readjustment of mirrors.

CHECK EMERGENCY SAFETY EQUIPMENT

The following items are safety-related equipment. Check with your transit system about these and other items:

- First Aid Kit
- Three red reflective triangles
- Properly charged and rated fire extinguisher
- Accident reporting kit
- Communicable disease kit

DO WALK AROUND INSPECTION

Always check the interior of the vehicle before driving to ensure rider safety. Aisles and stairwells must always be clear. The following parts of the interior of your vehicle must be in safe working order:

- each handhold and rail
- floor covering
- signaling devices
- emergency exit handles

The seats must be safe for riders. All seats must be securely fastened to the vehicles, unless specifically designed seats that fold up. Never drive with an open or locked emergency exit door. **It is unlawful to lock the emergency exit with passengers on board.** The “Emergency Exit” sign on an emergency door must be clearly visible. If there is a red emergency door light, it must work. Turn it on at night or any other time you use the outside lights. You may lock some emergency roof hatches in a partly open position for fresh air. Do not leave them open as a

regular practice. Keep in mind the vehicles higher clearance while driving with roof hatches open.

EXTERIOR

As you check the outside of the vehicle, close any open emergency exits. Also, close any open access panel (for baggage, engine, etc.) before driving. Clean all lights, reflectors, and glass as you proceed.

Check the condition of all tires. Make sure the tires or rims are not bent, missing clamps or lug nuts, and are aligned. Tires should be properly inflated and the valve stem should not show signs of wear or tear. Double check to see if the spare tire is inflated and that the vehicle has a jack and lug wrench.

CHECK WHEELCHAIR LIFT EQUIPMENT

Wheelchair lift equipment should always be included during your daily inspections. Run the lift through one complete cycle to be sure that the lift is operable before attempting to pick up passengers. Check for frayed or damaged lift cables. Carefully inspect the loading equipment. Look for hazardous protrusions, exposed edges, etc. Make sure that all such items are adequately padded. Make sure that any loading apparatus inside the vehicle is secured to the vehicle to prevent movement during normal operation or in the event of an emergency stop, traffic accident, or vehicle overturn. A sufficient number of restraining belts should be in good working order and available to insure that all wheelchair passengers can be transported easily and safely.

IF YOU FIND ANYTHING UNSAFE DURING THE PRE-TRIP INSPECTION, GET IT FIXED. FEDERAL AND STATE LAWS FORBID OPERATING AN UNSAFE VEHICLE.

FOLLOWING DISTANCE

When following other vehicles, a safe distance must be maintained. Under normal conditions this is determined by the five-second rule. The five-second rule means you should maintain a full five seconds of following distance between your vehicle and the vehicle ahead. You can check this by watching the vehicle ahead of you pass a stationary object (a pole, sign, parked car, etc.) then count off five seconds. You should have time to count off the five seconds prior to reaching the same fixed object. In as much as rear end collisions are typically viewed as being avoidable, exercise caution to allow sufficient stopping distance under varied conditions. Reaction distance plus braking distance equals stopping distance. Reaction distance is the distance traveled from the time it takes you to remove your foot from the throttle to the brake.

Braking distance is the distance traveled from the time the brake is applied until the vehicle comes to a full stop. Stopping distance increases with:

- Wet roads
- Passengers on vehicle
- Ice, snow, or gravel
- Wet leaves
- Fatigue or illness of the driver
- Impairment

When streets are wet or slippery, drivers must adjust speed and following distances for road conditions, exercising a greater than normal level of caution. Brakes should be applied in such a manner as to avoid skids.

INTERSECTIONS

Except when climbing a grade, drivers crossing a signalized intersection where a stop is not required and at other intersections the driver deems necessary will cover the brake up to the point he/she enters the intersection, then should replace his/her foot on the throttle or keep on the brake as appropriate. When approaching an intersection, a driver will make a traffic check before entering the intersection.

RAILROAD CROSSINGS

The following are the proper procedures for crossing a railroad track:

1. Turn on the four-way flashers 300 feet before reaching the tracks.
2. Move as far to the right as is safely possible.
3. Stop the vehicle no closer than 15 feet and no further than 50 feet away from the track. The vehicle must stop behind the white line (if present) and not in the path of the crossing barrier.
4. Open the front door (or roll window down in vans) completely.
5. Look in both directions and listen for the approaching train.
6. When no train is approaching, close the front door and watch the door while it is closing.
7. Check the left mirror for traffic.
8. Proceed slowly over the tracks to avoid damage to the vehicle.
9. Turn off four-way flashers after the bus is past the tracks.

PEDESTRIANS AND BICYCLISTS

A driver must slow down or come to a complete stop when pedestrians are crossing the street. A driver must always yield the right of way to all pedestrians and bicyclists.

DISTRACTING CONVERSATION

Conversation with passengers that distracts the driver from safely operating the vehicle is prohibited. An off duty driver riding as a passenger may not occupy the first seat behind the driver of the vehicle, or the first seat to the right adjacent to the front door. Drivers riding as passengers will not hold a distracting conversations with the driver of the vehicle.

STOPPING FOR PASSENGERS AT DESIGNATED STOPS

All drivers should follow the following procedure when stopping at designated stops to board or de-board passengers.

1. Turn on four way flasher lights to caution motorists.
2. Slow down gradually.
3. Pull as far to the right as safety allows.
4. Make a full complete stop.
5. Place transmission in neutral (manual) or place transmission in park (automatic).
6. Set parking brake.
7. Open door
8. Deboard/board passengers.
9. Always wait for boarding passengers to get seated before moving the vehicle.

ELDERLY AND DISABLED PASSENGERS

Special consideration should be given to elderly and disabled passengers allowing them sufficient time to be seated before the vehicle is moved. This is one of the most appreciated customer services you can provide. If it is necessary to leave the drivers' seat to assist a passenger, set the transmission appropriately, set the parking brake and turn on the four-way hazard lights.

SECURING A VEHICLE

Drivers are responsible for their assigned vehicle while on duty and must use good judgement when leaving a vehicle unattended for very short periods of time typically for a restroom stop. When temporarily leaving a vehicle, the driver must:

- Turn the front wheel into the edge of the road if the vehicle is facing downhill, or turn the front wheels in opposition to the edge of the road if the vehicle is facing uphill.
- Set the transmission appropriately.
- Turn on four-way hazard lights.
- Set parking brake.
- Shut off engine.

--Close front door from outside unless passengers are on board in which case the front door will be left open.

FOUR-WAY HAZARD LIGHTS

The four way hazard lights will be used when:

- A vehicle is disabled or involved in an accident.
- Parking a vehicle and a driver can not park completely off the roadway.
- Stopping at a railroad crossing.
- Using a wheelchair lift.
- Other stops and situations as necessary.

BRAKES

Because a driver is responsible for the safety of the vehicle and passengers, and brakes are an important mechanical part of the vehicles' safety features, a driver is required to:

- Test brakes for malfunctions within the first block or two after starting a trip.
- Report immediately to the dispatcher any problems with the brakes. A driver must not operate a vehicle once it has been determined that it is unsafe to do so because of malfunctioning brakes.
- Keep foot brake applied when passengers are boarding or disembarking and when doors are open.
- Use the parking brake to hold the vehicle for parking or whenever the driver leaves the drivers seat. In the event of service brake failure, the parking brake may be used to stop the vehicle.
- Do not fan or pump the brakes. This causes excessive wear, an unsafe and rough ride, and reduced braking capability because of low air pressure. This is not meant to restrict feathering of brakes on icy or snow-packed roads.

MIRRORS

Mirrors are to be adjusted before starting a trip. When a vehicle is relieved on a route, the mirrors are to be adjusted before proceeding. Outside left and right mirrors are to be used for turning maneuvers when pulling out from the side of the road and in addition, the right side mirror is to be used to observe boarding of passengers. When making traffic lane changes or entering traffic from a stop, be sure to check the blind spot in both mirrors. Mirrors are a very important defensive driving tool and are to be scanned every 8 to 10 seconds.

SCHOOL ZONES

Drivers will use extreme caution near schools and observe the 20 mph school zone speed limit. Drivers will also obey the signals of school crossing guards, school patrols, and the flashing lights of school buses.

BACKING

Except for backing out of a parking stall, drivers should only back a vehicle when absolutely necessary. If it becomes necessary to back the vehicle while the vehicle is in service, a driver should try to use an adult “spotter”. The use of a spotter does not relieve the driver of the responsibility to safely back the vehicle. Before backing, carefully check all directions and turn on the four way flashers. Most vehicles should have a working back-up alarm. The alarm will transmit beeping sounds while the vehicle is in reverse. If this option is not working, use the horn and notify the Office Manager of the problem.

FLAMMABLE AND EXPLOSIVE MATERIALS ON VAN

Federal Regulations state that no explosives or flammable materials may be carried in the passenger carrying space of any motor vehicle transporting passengers.

DISABLED VEHICLES

When a vehicle becomes disabled, the driver should observe the following procedures. First, try to park the vehicle in a safe location out of traffic lanes. Place the vehicle in park and shut off the engine. Turn on the four-way flashers and set the parking brake. If the vehicle is in traffic, help direct traffic around the vehicle. The driver should also contact the coordinator or dispatcher to send the police and/or another vehicle to transport the passengers.

EMERGENCY DRIVING PROCEDURES

PREPARATION

An emergency can happen at any time. No driver can control weather conditions, vehicle breakdowns, other drivers’ mistakes, or passengers’ illness. However, the driver must be mentally prepared for all these possibilities. Preparing yourself mentally is not automatic. You need to ask yourself specific questions that relate to the types of emergencies that you might encounter. Professional drivers prepare themselves for the day by finding answers to the following questions:

- What is the weather forecast?
- Will the route require driving on dangerous roads?
- What will the traffic be like?

--Will the vehicle be carrying an unusual number of passengers?

In addition to information gathering, professional drivers need to regularly review how to handle emergencies by restudying the materials in this and other training programs, learning from their own experiences, and talking with other drivers about how they deal with various situations. Some systems have accident investigation reviews with the drivers, which can be helpful. Discussing near misses (when an accident almost happened) is also a good tool for prevention. Remember that you must always wear your seatbelt when operating your vehicle. This could help you maintain control of the vehicle in an emergency, and may prevent you from being injured. If you should be in an accident, wearing a seatbelt increases the chance that you will be able to respond to the needs of your passengers. **SEATBELTS SAVE LIVES.**

ACCIDENT CAUSES

One of the types of emergencies you may have to deal with is traffic accidents. What are the most common causes of these accidents? The Interstate Commerce Commission, through a study of accidents, concluded that the causes of traffic accidents are as follows:

- Mechanical Defects—3 percent
- Condition of street or highway—12 percent
- Human failure or error—85 percent**

Some people might argue that apparently some 15 percent of traffic accidents are caused by factors beyond their control. Further studies of accident report reveal; however, that this is not necessarily true. Quite a large percentage of accidents due to the condition of streets or highways are actually caused by failure of drivers to adjust their driving to hazardous street or highway conditions. Also, quite a large percentage of accidents ascribed to mechanical defects are actually caused by failure of drivers to take into consideration known mechanical defects, or failure to see that proper repairs are made when mechanical defects are discovered. Remember if an accident results from a mechanical defect, which you should have discovered during the pre-trip inspection, the accident is your fault. Thus, many accident investigators today state that **95 percent to 99 percent** of all traffic accidents are due to **human failure or error.**

Unless thorough investigation shows circumstances beyond a drivers' control, the following accidents are classified as preventable:

- Backing accidents
- Intersection accidents
- Pedestrian accidents
- Rear-end accidents
- Traffic lane encroachment accidents
- Accidents resulting from mechanical conditions
- Accidents with parked vehicles
- Collision with stationary objects and non-collision accidents
- Unattended vehicle accidents
- Accidents blamed on adverse weather conditions
- Passenger activities

SLIPPERY ROAD SURFACES

It will take longer to stop and harder to turn without skidding when the road is slippery. It is necessary for you to drive slower, enabling you to stop in the same distance as on a dry road. Wet roads can double stopping distance. Reduce speed by about 1/3 (e.g. slow from 55 to 35) on a wet road. On packed snow, reduce speed by 1/2 or more. If the surface is icy, reduce speed to a crawl. Do not use brake retarders on a slippery road surface. It will cause more skidding, not less. Sometimes it is hard to know if the road is slippery. Here are some signs:

--**SHADED AREAS**—Shady parts of the road will remain icy and slippery long after open areas has melted.

--**BRIDGES**—When the temperature drops, bridges will freeze before the road will. The reason why is because cold air is below and above the road surface. Be especially careful when the temperature is close to 32 degrees F.

--**MELTING ICE**—Slight melting will make ice wet. Wet ice is much more slippery than ice that is not melting.

--**BLACK ICE**—Black ice is a thin layer that is clear enough that you can see the road underneath. It makes the road look wet.

--**VEHICLE ICING**—An easy way to check for ice is to open the window and feel the front of the mirror, mirror support, or antenna. If they are icy, the road surface is probably starting to ice up.

--**JUST AFTER RAIN BEGINS**—Right after it starts raining, the water mixes with oil left on the road by vehicles. This makes the road very slippery. If the rain continues, it will wash the oil away.

--**HYDROPLANING**—In some weather, water and slush collect on the road. When this happens, your vehicle can hydroplane. The tires lose their contact with the road and have little or no traction. You may not be able to steer or brake. You can regain control by releasing the accelerator. This will slow your vehicle and let the wheels turn freely. If the vehicle is hydroplaning, do not use the brakes to slow down. It does not take a lot of water to cause hydroplaning. Hydroplaning can occur at speeds as low as 30 mph if there is a lot of water. Hydroplaning is more likely if tire pressure is low or the tread is worn. (The grooves in a tire carry away the water; if they are not deep they can not work well).

DRIVING AT NIGHT

You are at greater risk when you drive at night. In the winter it gets dark early, and drivers can not see hazards as soon as in daylight, so they have less time in which to respond. Drivers caught by surprise are less able to avoid a crash.

DRIVER VISION--Drivers can not see as sharply at night or in dim light. Also, the eyes need time to adjust to seeing in dim light.

GLARE—Drivers can be blinded for a short time by bright lights. It takes time to recover from this blindness. All drivers face this risk when driving at night. The risks are greater for some drivers whose visual recovery time is higher than others are. Visual recovery time is the time it takes drivers' night vision to return to normal after being blinded by bright lights. Listed below are some specific causes that make visual recovery time higher for some individuals than for others:

- Age—recovery time increases as people get older
- High blood pressure
- Diabetes
- Other medical conditions

These drivers will need to take special care when driving at night. Older drivers are especially bothered by glare. Even two seconds of glare blindness can be dangerous. A vehicle going 55 mph will travel more than half the distance of a football field during that time. Do not look directly at bright lights when driving. Look at the right side of the road. Watch the sidelines when someone coming towards you has very bright lights.

OTHER DRIVERS—There is an increasing number of tired and intoxicated drivers on the road at night, so be on the alert for them and be prepared to respond.

POOR LIGHTING—In the daytime there is usually enough light to see well. This is not true at night. Some areas may have bright streetlights, but many areas will have poor lighting. On most rural roads you will probably have to depend entirely on your headlights. Less light means you will not be able to see hazards as well or as quickly as in daytime. Road users who do not have lights are hard to see. There are many accidents that involve pedestrians, joggers, bicyclists, and animals. Even when there are lights; the road scene can be confusing. Traffic signals and hazards can be hard to see against a background of signs, shop windows, and other lights. Drive slower when lighting is poor or confusing.

HEADLIGHTS—At night your headlights will sometimes be the main source of light for you to see and for others to see you. You can not see nearly as much with your headlights as you can see in the daytime. With low beams you can see ahead about 250 feet and with your high beams about 350-400 feet. You may adjust your speed to keep your stopping distance within your sight distance. This means going slow enough to be able to stop within the range of your headlights. Otherwise, by the time you see a hazard, you will not have time to stop. If you are using your high beams, make sure you dim them within 500 feet of another vehicle so they will not cause glare for other drivers. Night driving can be dangerous if you have problems with your headlights. Dirty headlights may give you only half the light they should, so keep them clean. If your lights fail you should:

- Try high and low beams (one may work).
- Pull safely off the roadway, and inform the passengers.
- Set up the emergency warning equipment (triangles, flares).
- Call the dispatcher for further instructions.

TURN SIGNALS AND BRAKE LIGHTS—At night your turn signals and brake lights are even more important for telling other drivers what you intend to do. Make sure they are clean and in working order.

OTHER LIGHTS—In order for you to be seen easily, the following must be clean and working properly:

- Reflectors.
- Clearance lights.

--Tail lights.

WINDSHIELD AND MIRRORS—It is more important at night than in the daytime to have clean windshields and mirrors. Bright lights at night can cause dirt on your windshield and mirrors to create a glare, blocking your view.

DRIVING THROUGH WATER

If unable to avoid driving through deep puddles or flowing water you should:

--Slow down.

--Place transmission in low gear.

--Increase engine RPM and cross water.

--When out of the water, maintain light pressure on the brakes for a short distance to heat them up and dry them out.

--Make a test stop when safe to do so. Check behind to make sure no one is following, then apply the brakes to be sure they work correctly.

What if, after entering deep water, you feel it is too dangerous to continue? If you see that the water is too deep to get through, and your judgment says you need to back out, keep the engine running at a fast idle by holding the accelerator pedal down as you brake. Once stopped, shift into reverse, checking to make sure it is clear behind you. Keep the engine running slightly faster than normal as you back out. Whether you back out or drive through, drive slowly afterward and continue applying your brakes lightly for a few minutes to heat them up and dry them out. Test frequently to see if the brakes are dry enough to stop you quickly. Always check traffic behind to make sure it is safe to do so.

WINTER DRIVING

During pre-trip inspections pay extra attention to the following:

--Coolant level/antifreeze amount.

--Defrosting/heating equipment.

--Wipers/washers.

--Tires.

--Tire chains.

--Lights/reflectors.

--Windows/mirrors.

--Hand holds/stops.

--Exhaust system.

GLARE—Snow produces a glare that can adversely affect vision. The sun, shining on the snow, makes the problem worse. Keep a pair of sunglasses in your vehicle and use them.

FOG—Remember, with moisture on the ground (in the form of snow) you are apt to run into foggy conditions frequently. Fog, coupled with slippery conditions, requires slowing down, and more alertness and attention to maintaining a safe following distance. In fog, driving with lights on low beam improves your visibility and your vision. Watch the right edge of the roadway to assure your vehicle is on the road.

BRAKING—Know how and when to brake. When possible, use the braking power of the engine by downshifting to a lower gear rather than by using the brakes. When you must brake, do not jam on the brakes—tap and release them in a pumping motion. Do not brake in the middle of a curve. If your vehicle goes into a skid, take your foot off the brake.

SKIDS—Do not panic. Do not over steer. Do not jam on the brakes. Remove your foot from the accelerator. For rear drive vehicles, turn the steering wheel in the direction of the skid: e.g., if the rear end of the vehicle is skidding toward the right, turn the steering wheel to the right. When you are able to regain steering control you may be able to resume braking by pumping the brakes lightly.

TRACTION—To regain traction and avoid skids—start out slowly if parked on a slippery surface. If your wheels start spinning, let up on the accelerator until traction is returned. Before going up a hill, increase speed (within reason) to build up momentum to help you climb. Before going down a hill, especially a steep one, slow down by shifting into a lower gear. Use your brakes only with extreme caution when going down a slippery hill. Remember the point discussed earlier in this chapter under “slippery road surfaces”.

HILLS—When approaching, either ascending or descending, observe other vehicles on the hill and how they are reacting to conditions. Stay well behind the vehicle in front so that you can go around it if it becomes stuck. If other cars begin to slide, spin out, or have to back down the hill, wait until you have enough room to maneuver before going up the hill yourself. By observing what other vehicles are doing, it may be apparent that the hill is just too slippery and dangerous. Contact your dispatcher and report the conditions. If you get stuck, use your best judgment. The action you take when stuck depends on how badly you are stuck. Whatever you do, avoid spinning your wheels since this will aggravate the problem. If the snow is deep, shovel the snow from in front and back of the wheels (both front and rear wheels). Also, shovel out as much snow from under the vehicle as you can. You may need to call the dispatcher to get help. Until help arrives, you should set out flares or triangles to alert other traffic.

DO NOT LET ANYONE STAND DIRECTLY BEHIND THE REAR WHEELS.

If you are using devices under the wheels for traction or if the wheels dig into the dirt or gravel, individuals behind the vehicle may be injured by rocks or objects thrown rearward by the spinning wheels. If possible, try to keep the front wheels pointed straight ahead until the vehicle is moving. The rolling resistance of the front wheels is lessened when they are not trying to move sideways. If your wheels keep spinning and the vehicle does not move, stop and let your tires cool. Tires heated from spinning will just dig deeper into ice and snow. If nothing works, try to rock the vehicle out of the rut by alternatively shifting from reverse to drive (with automatic transmissions). Check your owner’s manual to make sure such a procedure can be followed with your particular vehicle.

SNOW AND ICE REMOVAL

Do not wait until the last minute to load your vehicle with those items you will need to combat snow or ice. Depending on local transit system policy, you may want to put the following into your vehicle so that they will be ready available when you need them:

- A flashlight
- An ice scraper
- A brush to remove snow from the vehicle
- Extra fuses for vehicle electrical systems
- A rag to clean lights and windshield
- A pair of work gloves and a small shovel
- Battery booster cables

Visibility is always critical. But, in cold, wintry weather, many motorists take unwarranted chances by cleaning just a portion of the windshield and rear window when they have been iced over or by brushing off snow only from the windshield and rear window. Such laziness invites disaster, since they may be unable to see your vehicle clearly.

SNOW REMOVAL—If your vehicle is covered with snow, it is essential that all snow be removed from the hood, all glass surfaces, roof and lights before driving. When driving, vehicle movement and stops can result in snow sliding from the roof onto the windshield or rear window, obscuring visibility. Wind and the mere movement of the vehicle can have the same effect. Ice scrapers should be used with care. When edges become burred or chipped, the scraper should be replaced. Use of a damaged scraper or trying to dig out encrusted ice with the point of the scraper can result in scratches to the glass and may even cause the glass to break because its strength has been weakened.

RECESSED WIPERS—Persons who have windshield wipers that disappear into a recess below the windshield, when not in use, must be especially careful to keep such recesses free of obstructions during snowy or cold weather. If the vehicle is outside during a snowstorm, such recesses must be cleared of snow and ice before wiper use. While driving in a snowstorm, it may be necessary to stop periodically and clear accumulated snow and ice from such recesses. In cold weather, even if there has not been snow, it is a good idea to check wiper blades before driving to make sure they operate properly. Should wiper arms or wipers be frozen fast, the wiper motors could be seriously damaged, a fuse may blow, or bits of the blade rubber may be torn loose making the wiper ineffective. Remember that most things break more easily in extreme cold.

DRIVING IN VERY HOT WEATHER

During pre-trip inspection, please pay special attention to the following:

- Tires
- Engine oil
- Engine coolant
- Engine belts
- Hoses

Tar in the road pavement frequently rises to the surface in very hot weather. Spots where tar “bleeds” to the surface are very slippery. Be aware that windows can shatter with the slightest jar when very hot. Go slow enough to prevent overheating. High speeds create more heat for tires and engine.

ACCIDENT PROCEDURES

When you are involved in an accident and not seriously hurt, you need to prevent further damage or injury as well as deal with the current problem. The basic steps are:

- Try to get your vehicle to the side of the road, calling the dispatcher on the way to report your status.
- Put on your flashers.
- Set the parking brake.
- Tell the passengers you will be right with them after you protect the vehicle from being hit by setting out warning devices.
- Set out three reflective triangles to warn other traffic.
- Comfort passengers and administer any first aid that is required.
- Get outside help if necessary.
- Collect information.

In all cases, the first thing to consider is passenger safety. When pulling the vehicle off the road, the driver should try to leave room for passengers to get off the vehicle, paying particular attention to those in wheelchairs. If you must position the vehicle on a hill, remember the following wheel positions for maximum safety.

- Uphill with curbing: front wheel to left, chock block behind a rear tire
- Uphill without curbing: front wheel to right, chock block behind rear tire
- Downhill with or without curbing: wheels to right, block in front of rear tire

Once parked, the driver needs to decide whether or not to evacuate the vehicle. Ordinarily, passengers are safer if they remain on the vehicle; evacuated passengers may wander into the road and be hit by another vehicle. The driver maintains more control over what happens to the passengers if they remain on the vehicle. Passengers, however, must be evacuated under any of these circumstances:

- A fire or other condition (leaking fuel) that makes the vehicle unsafe. In the case of leaking fuel, turn the vehicle off, do not use flares, and no smoking around the vehicle.
- The position or location of the vehicle is unsafe.
- The driver is instructed to do so by the dispatcher, police, or firefighters.

Always, the driver must decide whether the passengers will be safer on the vehicle or off. If you need to evacuate the vehicle, the passengers should move to a safe location at least 100 feet from the vehicle. It is critical that you follow your systems’ policies and evacuation procedures. Practice using them in a simulated emergency often enough to become very familiar with them. An accident is one of the worst things that can happen to any driver, but particularly to a transit driver who is responsible for the well being of passengers. In addition to caring for the passengers and trying to protect the vehicle from additional damage, drivers must avoid saying or doing anything that might result in increased liability to the transit system. Do not lay blame to anything dealing with an accident. Tell your side of the story to the police officer only. Exchange names and insurance information with the other party. Do not get into an argument with the other party, let the police do their job. Also, get names and addresses of witnesses.

PASSENGER INJURIES

--Look up and down the vehicle to see if there are any unconscious or injured passengers. Look for bleeding, broken limbs, vomiting, or poor breathing. You should administer first aid if you are qualified to do so.

--Look for other signs, such as disorientation, confusion, or inability to respond to your questions. These signs may indicate shock or a serious head injury.

--You may leave your vehicle and check others for injuries only after you have determined that there are no serious injuries on your vehicle.

--When you contact your dispatcher, give the following information:

--exact location of the vehicle

--extent of injuries

--if the police, fire, or ambulance have been contacted

--number of passengers on board

--number of vehicles involved and an estimate of the extent of damage

--other information that might be required

COLLECTING INFORMATION

Once you have responded to the accident by following the procedures described above, it will be necessary to obtain information and perform other actions to protect your passengers and your transit system. The most important of these activities is to document what happened.

--Notify S.A.T. of passengers on your vehicle

--Get the vehicle license plate number and name/address of driver in the other vehicle,

--Get the names of any witnesses to the accident.

--Record any details that might be needed for a later investigation or court case.

--If an ambulance was called, write down the hospital it went to.

--Note the time and specific location of the accident.

--Do not blame others or take the blame for the accident.

--Avoid discussing details with witnesses or the other vehicles driver.

--Answer questions asked by officials, but do not offer any information.

--Do not make statements to the press or bystanders.

--Do not be photographed with your vehicle in an accident situation.

--If contacted by an attorney or other official, refer them to the Office Manager.

Keep an eye out for details:

--Are there any liquor, beer bottles, or signs of drugs in the other vehicle(s)?

--Are any of the people acting strangely?

--Do you notice anything unusual about the scene or the vehicles involved?

--Fill out all SAT paperwork dealing with accidents and incidents.

FIRES

Learn the causes of fire, how to prevent them and what to do to extinguish them.

CAUSES OF FIRES:

The following are some causes of vehicle fires:

- After accidents...**spilled fuel, improper use of flares.**
- Tires...**under inflated tires**
- Electrical system...**short circuits due to damaged insulation, loose connections.**
- Fuel...**Driver smoking, improper fueling, loose fuel connections.**

FIRE PREVENTION:

Pay attention to the following:

- Pre-trip inspection...make a complete inspection.
- Make sure your gasoline tank cap fits securely.
- Keep the inside of your vehicle clean and free of debris.
- En route awareness...monitoring of instruments and gauges. Use the mirrors to look for signs of smoke from tires or other parts of the vehicle.
- Caution... use normal caution in handling anything flammable.

FIRE FIGHTING:

Knowing how to fight fires is important. Drivers who try to extinguish the fire incorrectly have made fires worse. Here are some procedures to follow:

- Do not panic.
- Activate the four-way flashers.
- Pull safely off the roadway. Park in an open area, away from buildings, trees, brush or other vehicles that might catch fire. Do not pull into a service station.
- Use your radio to notify the dispatcher of the problem and location of the vehicle. Do this while pulling off the roadway if you can safely do so.
- Evacuate the vehicle, moving passengers well away from the vehicle.
- Shut off the master electrical switch.
- Attempt to put out the fire. With an engine fire, turn off the engine as soon as you can. Do not open the hood if you can avoid it. Shoot the extinguisher foam through louvers, radiator, or from the underside of the vehicle. Use the appropriate type of extinguisher on electrical and burning liquids. Do not use water on an electrical fire (you could get shocked) or gasoline fire (it will just spread the flames). A burning tire will take a long time to cool down. If you are not sure what to use, wait for the fire department.

EXTINGUISHING THE FIRE

Here are some rules to follow in putting out a fire:

- Know how the fire extinguisher works. Study the instructions before you need to use it and be sure it is in good working order at all times.
- When using the extinguisher, stay as far away from the fire as possible.
- Aim at the source or base of the fire, not up in the flames.

--Position yourself upwind. Let the wind carry the extinguisher to the fire rather than carrying the flames towards you.

--Continue until whatever was burning has been cooled. Absence of smoke or flame does not mean the fire is completely out or can not restart.

--Only try to extinguish a fire if you know what you are doing and it is safe to do so.

PASSENGER ILLNESS

One of the most frightening situations a driver can face is a passenger's sudden illness. In these situations, the driver can literally be forced to make life and death decisions. These situations are a true test of a driver's professionalism, common sense, and ability to act quickly under pressure. Following are some guidelines for you to follow in these situations. After safely securing the vehicle, determine the nature of the passenger's illness. Possible sources of information include:

--The passenger (if he/she is able to communicate).

--Any friend or relative of the passenger that is on the vehicle.

--Other passengers who may have observed what happened.

--Your own observations.

If you have been trained, you may wish to administer first aid or CPR, especially if this appears life threatening. Notify the dispatcher as soon as possible. At that point the dispatcher may alert medical authorities. Keep the ill passenger as comfortable as possible while waiting for help. Conditions that may cause your passengers to become ill are: motion sickness, heart attacks, and strokes.

MOTION SICKNESS

The usual indications of motion sickness are:

--Nausea

--Profuse sweating

--Hyperventilation (dizziness caused by rapid breathing)

--Paleness

--Claustrophobia (feeling of being too closed in)

Unless there are unusual symptoms, motion sickness is rarely a serious problem and does not require medical attention. Your concern is to make the passenger more comfortable. However, you should still notify your dispatcher to protect yourself and the transit system.

HEART ATTACKS AND STROKES

While heart attacks and strokes are very different conditions, they frequently have similar symptoms and require the same actions from you. The common symptoms are:

--Disorientation

--Pain in arms and chest

--Pale, clammy skin

--Difficulty breathing

Often, the person experiencing a heart attack or stroke will deny having any problem. Nevertheless, it is best to play it safe, because there is a risk of serious injury or death if you do not.

--Call 911 first for any and all medical emergencies.

--Contact the dispatcher for medical help immediately.

--Have the passenger relax and keep still.

--Make the passenger as comfortable as possible.

- Keep other passengers from crowding.
- Watch the passenger closely until help arrives.
- If the passenger loses consciousness and appears to have stopped breathing, administer CPR only if you are trained and qualified to do so. Remember a heart attack and stroke is a serious medical condition that requires professional help. As important as knowing what you can do to help is recognizing what you can not do.

GENERAL GUIDELINES ON PASSENGER ILLNESS AND INJURY

If there is any possibility that medical help may be needed, contact the dispatcher. Keep the ill passenger as comfortable as possible. Use a blanket or coat to keep the passenger warm, loosen restrictive clothing, open a window for fresh air, or get water. Always protect against shock by comforting passengers and keeping them warm. Calm the other passengers. Keep them away from the ill passenger and inform them when you expect to be under way. Reassure the ill passenger that help is on the way and that he/she is not causing undue inconvenience to the other passengers. Never give a passenger medication, even aspirin. Even after the passenger appears to be better, observe the passenger and periodically ask how they are doing.

PASSENGER EVACUATION

To be successful, the evacuation process requires that you know what to do, how to do it and when to do it—plus, fully understand the equipment on the vehicles you operate. Being well trained in how to deal with evacuation emergencies will make it easier for you to remain calm. Remaining calm is crucial. Time and conditions permitting, tell the passengers in a calm, clear, and concise manner that there is an emergency. An explanation of what they are required to do will help prevent passenger hysteria. Additionally, tell them that you have called 911 and help is on the way. Passengers should be advised that help is on the way, but for their safety it is best they leave and/or be assisted from the vehicle. Encourage passengers to adopt a “buddy” for shared support through the emergency. Continued reassurance to passengers while performing your duties will also be helpful in eliminating any panic.

The use of able-bodied passengers or passerby’s must be done with great care. The ability to remain calm and give clear and concise instructions to helpers will prevent unnecessary injuries. Placement of hands and feet and body position can be done by example. In other words, as you are positioning yourself, show your helper where they should be and as you position your hands and feet, you can show your helper what they should do. Make it clear what commands will be used to start whatever you will be doing. If you use 3 on count 3, your helper is better able to synchronize his or her actions with you, rather than just using “GO” or some other single command.

STEPS OF THE EVACUATION PROCESS:

- Release passengers from their passenger restraints or seat belts by unbuckling or cutting. (If passengers are in a wheelchair, do not waste time unbuckling or releasing the wheelchair securement system—instead, first remove the passenger then if time permits recover the wheelchair).
- Move the passenger from the seat or wheelchair to floor level. (If the passenger can walk, assist to a standing position).

- Move passengers to the “best” usable exit. The term “best” is used since the nearest exit may not work (door is too narrow, lift platform may be blocking doorway, door may be jammed, etc.).
- Move passengers from floor level to ground level.
- Move passengers away from the vehicle to a safe location.
- Assist the passenger back into their wheelchair if the wheelchair can be safely recovered and conditions permit.

You can perform some evacuation techniques safely with no assistance. Some techniques require the assistance of at least one other person. Narrow confines of most vehicles make it difficult for two people to work together. However, moving passengers from floor level to ground level and from there to safety may be more speedily and safely accomplished with help.

VEHICLE BREAKDOWN

No matter how carefully the system mechanic checks your vehicle, there is always the possibility of a breakdown when you are on the road. When the vehicle does breakdown or shows a change in performance, the problem usually falls into one of four categories:

- Electrical system
- Power train (engine, transmission, differential, drive lines, etc.)
- Heating/cooling
- Chassis (wheels, axles, springs, shocks, frame, etc)

INDICATORS OF ELECTRICAL PROBLEMS

The electrical system provides the ignition to keep the engine running as well as operating such accessories as lights and fans. Signs of a problem in the electrical system include:

- While engine is running, dash warning lights come on or gauges indicated unusual readings.
- Lights surge or fade (lights increase in brightness as you accelerate).
- Lights and signals do not come on at all.
- Engine does not turn over when you try to start the engine.
- Engine suddenly dies.
- Momentary loss of lights.
- Engine cranks but will not start.

INDICATORS OF ENGINE HEATING AND COOLING SYSTEM PROBLEMS

The heating and cooling system keeps the engine at the proper operating temperature. Failure of this system can result in the destruction of the engine. There are four signs of failure in this system.

- The vehicle does not heat or cool properly
- Gauges, lights, or buzzers warn of problems
- Vehicle is leaking water or coolant
- Steam is visible from the engine compartment

INDICATORS OF PROBLEMS IN THE CHASSIS

The chassis, for present purposes, refers to the tires, bearings, axles, frame, shocks, springs, and brakes. These are some of the indicators of problems in the running gear:

- Rough ride.
- Poor braking performance.
- Unusual sounds and steering problems.

INDICATORS OF ENGINE PROBLEMS

Finally, there are problems that can develop in the engine itself. Some of the indicators are:

- Overheating.
- Rough running and/or heavy smoke.
- Engine will not start or remain running.

PROCEDURES

Follow the same steps you follow in an accident discussed earlier in this chapter. You will not have any injured passengers, but still need to keep them as comfortable as possible; always informing them of the reason for the delay and what is being done to correct the problem. Keep the passengers on the vehicle unless they are to be transferred to another vehicle or will be in danger if they remain on board. The dispatcher should tell you whether another vehicle would be sent to transport them to their destinations.

TIRE FAILURE

There are four important things that safe drivers do to handle tire failure safely:

- Be aware that a tire has failed.
- Hold the steering wheel firmly.
- Stay off the brake unless you are about to run into something. Immediately release the accelerator pedal until the vehicle has slowed down. Then pump the brakes very gently and pull off the road and stop.
- After stopping check all tires.

The loud “bang” of a blowout is an easily recognized sign. Because it takes a few seconds for your vehicle to react, you might think it was another vehicle. But any **time** you hear a tire blow, you should assume it was yours. If the vehicle thumps or vibrates heavily, it may be a sign that one of the tires has gone flat. With a rear tire, that may be the only sign you get. If the steering feels “heavy” it is probably a sign that one of the front tires has failed. Sometimes, failure of a rear tire will cause the vehicle to slide back and forth or “fishtail”.

GAS PETAL STICKING

In the event that the gas pedal sticks:

- Pump the gas pedal with several quick jabs.
- Neutralize the engine by placing the transmission in neutral.
- Apply the brakes.
- Pull safely off the roadway.
- Shut off the engine.
- Call the dispatcher.

ENGINE FAILURE/VEHICLE MOVING

In case the engine fails while you are moving, use the following guideline:

- Shift transmission into neutral.
- Attempt to restart the engine.
- Drive safely off the roadway if possible.
- Activate the four-way flashers.
- Call the dispatcher.

SKID CONTROL AND RECOVERY

A skid happens whenever the tires lose their grip on the road. This is caused in one of four ways:

- Over braking—Braking too hard and locking up the wheels.
- Over steering—Turning the wheels more sharply than the vehicle can turn.
- Over acceleration—Supplying too much power to the drive wheels, causing them to spin.
- Driving too fast—Most serious skids result from driving too fast for road conditions.

By far the most common skid is one in which the rear wheels lose traction through excessive braking or acceleration. Skids caused by acceleration usually happen on ice or snow. Taking your foot off the accelerator can easily stop this. If it is very slippery, push the clutch in. Otherwise, the engine can keep the wheels from rolling freely and regaining traction. Rear braking skids occur when the rear drive wheels lock. Because locked wheels have less traction than rolling wheels, the rear wheels usually slide sideways in an attempt to “catch up” with the front wheels.

Do the following to correct a drive-wheel braking skid:

- Release the accelerator pedal.
- Stop braking—This will let the rear wheels roll again, and keep the rear wheels from sliding any further. If on ice, push in the clutch to let the wheels turn freely.
- Turn quickly—When a vehicle begins to slide sideways, quickly steer in the direction that the rear end is skidding. You must turn the wheel quickly.
- Counter-steer—As the vehicle turns back on course, it has a tendency to keep right on turning. Compensate by turning the steering wheel quickly the other way, or you may find yourself skidding in the opposite direction.

HELPING PASSENGERS WITH PERSONAL ASSISTANCE DEVICES

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

Assisting Passengers Who are Using Canes:

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

Assisting Developmentally Disabled Passengers:

- Treat the passengers with respect.
- Be patient and repeat instructions when necessary.
- Be firm if they insist on doing something that will endanger you, them or the other passengers.

Assisting Hearing-Impaired Passengers:

- Look directly at them so they can see your lips.
- Talk normally (do not shout) and do not exaggerate your speech.
- Be prepared to repeat yourself.
- Get another person to talk to them if the passenger has trouble reading your lips.
- Use a pad and pencil when needed.

Assisting Speech-Impaired Passengers:

- Do not hesitate to ask speech-impaired persons to repeat anything that you do not understand.
- Be patient; the passenger's speech condition may become more difficult to understand if the passenger is under stress.

Assisting Passengers with Visual Impairments:

- Don't touch the passenger until you tell them who you are and what you intend to do.
- Do not shout at the passenger.
- Before boarding the passenger, take their hand and show them the door openings as well as the seat and mention any hazards.
- When escorting the passenger, remain on the opposite side of their cane and have them hold your arm. Advise the passenger of any changes in ground texture or elevation level.
- When walking with a passenger, call out turns and maneuvers at least five (5) steps in advance.
- If the passenger uses a service animal, it may be helpful to learn the name of the animal for future reference. Avoid any abrupt movements toward the animal or the passengers.
- Seat visually impaired passengers against vehicle walls when possible or seat the passengers in seats with arm rests in order to assist them in keeping their balance.

NIGHT TIME DRIVING PROCEDURES

Several hazards associated with night driving are list below:

- Reduced visibility
- Glare
- The need for increased reaction time
- An increased number of tired and intoxicated drivers

Procedures for driving at night:

- Inspect and clean your headlights, taillights, windshield, clearance lights, reflectors and turn signals.
- Increase your space cushion by driving at a slightly slower speed than you usually would during the day.
- Turn your lights on early and avoid the glare of oncoming bright lights by watching the right edge of the roadway. If someone is needlessly using bright light, do not turn your bright lights on in response to their lights.
- Make sure that your speed does not overdrive your headlight visibility.
- Do not break more than necessary. Use engine and lower gears to help you to slow down the vehicle when traction is poor.
- Keep the fuel tank at least half full.

TRANSPORTING ELDERLY PASSENGERS PROCEDURES

Use special care in serving elderly passengers:

- Dispatcher needs to be especially patient when giving elderly passengers information regarding vehicle routes and schedules.
- Give elderly passengers more time to get on or off the vehicle.
- Ask the elderly passengers if they would like your assistance before assisting them.
- If the elderly passenger refuses assistance, stay close to prevent them from tripping or falling.
- When assisting elderly passengers, do not put too much pressure on the passenger's arm.
- When letting elderly passengers on or off a vehicle, pull the vehicle close to the curb so the passenger won't have to step very far.
- Be sure elderly passengers do not sit too close to heaters or other such hazards.
- Elderly passengers may need to be reminded where to get off of the vehicle.
- Keep temperature controls warm in the winter and cool in summer.

- In cases of emergencies, drivers should notify dispatchers about possible health problems of elderly passengers.

WHEELCHAIR BOARDING METHODS

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

- Roll the wheelchair onto the lift, making sure that the front wheels are inside the platform roll stop while the roll stop is in the upright position.
- Lock the brakes.
- If the passenger has the capability to do so, ask the passenger to hold on to the hand rails provided on the lift. If the passenger does not have the capability to hold onto the handrails, ask the passenger to hold his/her hands in his/her lap.
- Before operating the lift for boarding, ask the passenger if he/she is ready. Keep one hand on the lift controls. Ask the passenger if it is okay for you to rest your other hand lightly on the armrest of the wheelchair as the lift goes up while you stand on the ground; this will keep you alert to the stability of the chair while also providing the passenger with psychological comfort.
- Make sure that the lift is level with the floor before stopping. Be sure that there is a smooth surface created by the vehicle transition plate so that the wheelchair rolls smoothly over it and into the vehicle.
- From inside the vehicle, hold the wheelchair handle as you unlock the brakes. (Turn the power back on or engage the clutches of a motorized wheelchair if needed.)
- Make sure the passenger's head does not hit the ceiling upon entering the doorway.
- The ADA states that wheelchairs should always be secured facing the front of the vehicle, with the exception given to some older vehicles that are not yet appropriately equipped.
- The driver should never stand on the lift.

WHEELCHAIR LIFT AND SECUREMENT PROCEDURES

Always follow the guidelines below to ensure safe lift operation and passenger safety:

- Always inspect a lift prior to each use (look for loose nuts, bolts, etc.). The lift should also be run through one cycle at the beginning of the day and checked off with the Pre-Post Trip Inspection Sheet.
- Before deploying a lift for use, safely park the vehicle on level ground, turn the engine off (unless otherwise specified by the manufacturer) and check for obstacles to avoid in area where lift is to be deployed. Make sure that hands, feet and clothing are away from folding parts of the lift.
- Only passengers and their mobility devices should ride the lift.
- When operating a lift with a passenger on it, allow the lift to go all the way up to floor level or down to the ground without stopping.
- Have the passenger use the handrails and never leave a passenger unattended on a lift.

Assisting Wheelchair Users on the Lift:

- Wheelchair users can choose to ride a lift either facing away from the vehicle or facing the vehicle. The preferred method is to have the passenger facing away from the vehicle because it positions the bulk of the weight where there is more structural support and allows the driver to pull the wheelchair into the vehicle or push the wheelchair onto the lift by the handgrips.
- In the preferred positions, the small front wheels of the wheelchair are less likely than the large back wheels of the wheelchair are less likely than the large back wheels to roll over the platform roll stop.
- The preferred position also reduces the possibility of the passenger's feet or toes getting caught between the lift platform and the vehicle when the passenger is riding upward.

SECURING AN OCCUPIED WHEELCHAIR

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

- **Always** use a four point tie-down to the floor of vehicle.
- Tie-downs should be attached to the strongest part of the device which is the frame.
- Lap boards or metal and plastic trays attached to the chairs should be removed and secured.
- Liquid oxygen being transported should be securely mounted/fastened to prevent damage
- Aspirators, ventilators/other equipment must be securely mounted to wheelchair or vehicle.
- Never restrain a child's head separately such as with a headband attached to the back of the seat. Restraining a child's head separately can cause excessive strain on the child's neck. Many children now have special neck braces to support their head during transport.

Driver Responsibilities and ADA Best Practices

The requirements of the Americans with Disabilities Act (ADA) affect all parts of a transit operation. Arguably the most visible of these are the responsibilities of the individual vehicle operator. While the requirements of the ADA do address the activities of vehicle operators, they do not always provide procedural guidance. This paper is written to help illuminate the requirements and to help your transportation service to be in compliance with the rules and regulations of the Code of Federal Regulations (49 CFR) which is the ADA.

Each requirement is followed by a "Best Practice" that will help your system to reach compliance. ***The most important action that you can take is to implement board-certified policies and procedures that insure that your system's daily operations correctly and clearly follow the requirements of the ADA.***

These are requirements under 49 CFR:

1. Perform lift maintenance (according to transit system's policy and procedures) regularly and conscientiously. (49 CFR 37.163)

Best Practice: Check lift by running through one cycle as when doing the pre-trip inspection every morning before leaving on a route.

2. Immediately report an inoperative lift to the transit system's supervisor. Transit system's are required to maintain in operative condition "features" (lifts, securement devices, etc.) necessary to make vehicles accessible to individuals with disabilities and to promptly repair the features which are inoperable. (49 CFR 37.161 and 37.163)

Best Practice: Inform the transit system's supervisor of the lift condition or the tie-downs being in bad shape, or make note of the conditions and give to the supervisor immediately.

3. Take reasonable steps to accommodate a passenger who would use a feature that is inoperable. (49 CFR 37.161)

Best Practice: Inform the dispatcher of the problem and ask for another properly equipped vehicle to be sent out to transport the passenger. Find out the approximate time of arrival of the vehicle and inform the passenger.

4. Immediately inform a supervisor that an individual needs transportation that is unable to board a vehicle because of a broken lift. (49 CFR 37.163)

Best Practice: Inform the supervisor of the damage or inability of the lift to operate properly, seek their advice on continuing the route. Lifts are supposed to be repaired in five days of break down. If the supervisor knows about the lift right away, they can make arrangements to have it repaired quickly.

Provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary to accommodate slower passengers and waiting for passengers to be seated before moving the vehicle. 49 C FR 37.167)

Best Practice: If a passenger is transported on a regular basis i.e., everyday, and is slow to board the vehicle, then the time for the slower passenger to get to and enter your vehicle should be in the schedule. Some passengers are very slow in getting from the porch to the vehicle or in taking a seat on the vehicle, this can slow the schedule down considerably. Talk to the dispatcher explaining the time it takes this passenger to get on the vehicle and sit down, then work on a time schedule that will accommodate the passenger. It will help the transit system to stay on time for other passengers.

6. Leave the driver's seat if necessary to assist a passenger with using the vehicle ramp, lift and/or securement systems. (49 CFR 37.165)

Best Practice: The driver should leave their seat to help a passenger. This is for safety reasons and will dispel any attempt of a passenger to say that the driver would not assist them when they needed help. **Always ask the passenger** if they need help before attempting to give help.

7. Use the vehicle securement systems to secure wheelchairs and other mobility devices. (49 CFR 37.165)

Best Practice: If the driver secures the passenger in the wheelchair using the tie-down straps, the driver will then be assured that the passenger will have a safe ride. Never allow a passenger to ride if they are not secured properly, (this rule should be in the board certified policies and procedures of the transit system), unless the securement system will not accommodate the wheelchair. If the tie-down system is not compatible for the wheelchair the passenger is using; the driver still has to make an attempt to safely secure the wheelchair. If the wheelchair can not be secured because of the wheelchair design, the passenger still has the right to ride the vehicle. Drivers cannot deny a passenger a ride based on the inability to secure the wheelchair. Drivers must warn the passengers of the danger of riding in a non-secured wheelchair.

8. Allow a passenger who uses the lift to disembark at any stop, **UNLESS:**

- a. The lift cannot be deployed;
- b. The lift will be damaged if deployed;

Conditions at the stop would present unsafe conditions for **ALL** passengers (49 CFR 37.167). *In other words, drivers may not judge that a designated stop is unsafe solely due to a passenger's particular disability. (ADA Section 223)*

Best Practices: The driver must make sure before pulling into a stop or up to a location or destination that the area where the passengers would disembark is safe for all passengers, those who are ambulatory as well as those who use mobility devices to navigate the area safely.

9. Identify the vehicle to a passenger who has a visual impairment. (49 CFR 37.167)

Best Practice: For paratransit drivers it is best to go to the person and let them know that the transit vehicle is there to pick them up. (Do the same thing for a person who has a cognitive disability). This is a good service practice and gives the passenger confidence in the driver and the transit system. When driving a fixed-route bus, the driver must call out the name of the route when pulling into the bus stop, ask the person at the stop if this is the bus they want to board.

10. Announce transfer points, major intersection points and destination points on fixed routes. Announcements should be made often enough to orient passengers who have visual impairments to their location. (49 CFR 37.167)

Best Practice: The driver must make the announcements loud enough for all passengers to be aware of the area they are traveling in or may want to disembark in. People who have visual disabilities or cognitive problems will need these announcements so they can stay oriented to the areas of travel. Other passengers may be hearing impaired and need to be told where to get off the bus. The driver may have to stop the vehicle and go to the hearing impaired passenger and let them know they are at their bus stop. Drivers will have to remember to let specific passenger know when to disembark the vehicle at places that are requested by the passenger. Paratransit driver should give the same courtesy to all the passenger by announcing arrival at

the destination point just before stopping the vehicle. This courtesy will allow passengers to get ready to disembark from the vehicle in a timely manner.

11. Allow other individuals (family or friends), in addition to a personal care attendant, to accompany the passenger as an ADA-eligible passenger (a fare will be charged) only if space is available and it does not cause a ADA-paratransit-eligible individual to be denied service. (49 CFR 37.123)

NOTE: “Accompanying individuals” must have the same origin and destination as the eligible individual.

Best Practice: Drivers should notify the office of an additional passenger. Have the dispatcher check to see if another driver has the return of the eligible passenger or will the other driver have enough room for the additional passenger. Make sure a return trip is available before allowing the extra passenger to ride. This will keep confusion down and will allow for good public relations for the agency. On a city bus this is not necessary because anyone can board a city bus with all of their friends if they desire, space is not so limited. In the paratransit vehicle seats are usually taken up by regular passengers and are limited.

12. Allow any service animal (not only dogs) accompanying a passenger with a disability to ride the vehicle. (49 CFR 37.167)

Best Practice: If the driver is in doubt about an animal they can question the passenger as to the authenticity of the animals being a service animal. If the passenger refuses to give an answer, they can still ride with the animal. There are a variety of animals used to assist a passenger in traveling, and other life necessities. Most passengers will tell the driver that they have a service animal and will ride with it. Remember the person with the service animal is in charge of that animal.

These animals may be dogs, monkeys, Vietnamese Pigmy Pigs and some breeds of birds and are trained in certain expectations to assist the passenger. The driver must realize that these animals are harmless to them and their passengers and are needed by the passenger in order to live an independent lifestyle.

13. Allow a passenger with a disability to carry a respirator or a portable oxygen supply that is in compliance with the USDOT’s regulations regarding the transportation of hazardous materials. (49 CFR 37.167)

Best Practice: Do not handle the respirator or oxygen tanks unless it is necessary to secure them in the vehicle. If a driver has to secure them, make sure that the tanks are out of the way of other passengers. Put it up in the seat and wrap a seat belt around it to keep it from falling or being damaged, etc. Be aware of the location of oxygen lines if the tanks are hooked up to a wheelchair; do not crimp the lines with the tie-down straps.

UNDER 49 CFR

DRIVERS ARE NOT ALLOWED TO:

14. Deny an individual with a disability the opportunity to ride a public transportation vehicle if the individual is capable of using the transportation service. (49 CFR 37.5)

Best Practice: Allow everyone the opportunity to ride that can use the service with minimum assistance. Assist the passenger within limits dictated by the transit system's board certified policies and procedures. If the driver goes to pickup a passenger at a nursing home and that passenger is not able to communicate or move their own wheelchair by themselves, that person needs an assistant/attendant. The driver should report this situation to the transit system's dispatcher, get advice or have someone (supervisor or manager) call the nursing home requesting an assistant/attendant, to accompany the passenger on the trip for safety reasons and to keep the driver from having to perform attendant services.

Require that an individual with a disability use the designated priority seating. (49 CFR 37.5)

Best Practice: Drivers can request that a passenger with a disability sit in a designated area but can not make them sit there. Drivers are advised to warn the passengers of the dangers of going to the rear of the vehicle in a way that does not offend the passengers. Example; "It would be safer for "ANYONE" to sit up here in these seats, "ANYONE" could be injured going to the back of the vehicle. Suggestion is okay, but the driver cannot force the issue.

Impose special financial charges on an individual with a disability for special accommodations needed to transport them, such as for storing a wheelchair
(49 CFR 37.5)

Best Practice: Make sure all transit system's drivers, dispatchers, and office workers understand this rule. A passenger with a disability will pay the same fare as the general public pays on fixed route, regardless of the amount of assistance involved in transporting the passenger. On community transportation or paratransit the passenger either pays by mileage, set fare, human services or no more than double the fixed route fare, (in urban areas) but cannot be made to pay extra for special accommodations.

17. Require an attendant to accompany an individual with a disability, unless the agency has required an attendant as a condition of providing service in order to mitigate a previously defined problem. However, drivers are not required to provide attendant services, such as assistance in toileting, feeding, dressing, etc. (49 CFR 37.5)

Best Practice: Refer to number 14 above. Drivers should be told the limit or minimum amount of assistance required by the ADA that they must perform to be in line with the regulations concerning the assistance of passengers. If a transit system wants to go beyond the expected limits and allow the driver to assume attendant duties that is the transit system's responsibility.

18. Refuse service to an individual because their disability results in an appearance or involuntary behavior that may offend annoy or inconvenience the driver or other passengers. (49 CFR 37.5)

Best Practice: The driver is to leave the passenger alone when a passenger has a problem related to their disability on the vehicle. For instance, if the person has “**Tourette’s Syndrome**”, they may use profanity or unusual behavior. The driver must be trained to recognize and understand that this person is not in control of this behavior and it is a part of the disability and will soon pass. The driver can explain to the other passengers that this is an episode of a manifestation of trance like behavior and they are not really aware of what is happening. It is like being in a trance, and will soon pass. Ask the other passengers to understand and not to take the disabled person’s behavior as a threat or embarrassment.

19. Deny transportation to a wheelchair or its user because the wheelchair cannot be secured satisfactorily by the vehicle’s securement system. Drivers must do the best with the available vehicle equipment. (49 CFR 37.165)

Best Practice: Inform the passenger that the vehicle’s securement system was not designed for the particular mobility device that they use. Suggest that they move to a seat on the vehicle. If they refuse, the driver cannot force them to move. Say to the person “It is unsafe for “**ANYONE**” to use this mobility device as a seat in a moving transportation vehicle, it would be much safer for “**ANYONE**” to sit in a stationary seat”. If they refuse then it is okay, at least the driver has warned them of the possible dangers of sitting in an unsecured mobility device. That’s all the driver can do in this situation, warn them of the danger.

20. Require that a passenger who uses a wheelchair, or other mobility device, to transfer into a vehicle seat. (49 CFR 37.165)

Best Practice: Refer to number 19. All the driver can do is to suggest that the passenger move to another standard seat in the vehicle and warn them of the danger of using their wheelchair or mobility device as a seat in a moving vehicle.

21. Prohibit a passenger, who has a disability from using the vehicle ramp or lift, even if they choose to stand on the lift. (49 CFR 37.165)

Best Practice: The driver can inform the passenger of the danger of standing on a moving lift. Tell them that it is unsafe for “**ANYONE**” to stand on a moving lift, “**ANYONE** could fall and be injured. Drivers can offer to assist the passenger in boarding the vehicle by way of the steps. Remember, if the passenger refuses to use the steps, the driver will have to allow them to stand on the lift. Operate the lift in a safe smooth manner and remind the passenger hold on to the handrails and to bow their head, before entering the vehicle, so they won’t bump their head on the top of the door opening. The driver could suggest they use a wheelchair that is provided by the transit system, but if they refuse, the driver will have to allow them to stand on the lift, to enter the vehicle.

UNDER 49 CFR

DRIVERS ARE ALLOWED TO:

22. Deny service to an individual with disabilities because they are displaying violent, seriously disruptive and/or illegal behavior. (49 CFR 37.5)

Best Practice: If the passenger is threatening passengers or the driver, verbally or physically and is abusive to other passengers, the driver can call the dispatcher and relate to the office what is happening and get guidance from them. If the passenger has a weapon and is threatening the driver, the driver might want to try to get the passengers off the vehicle and summon help from the police. (Company policies and procedures should have policies and procedures for this spelled out for the driver in simple easy steps to follow plan so when this occurs the driver is not at a loss on how to handle this situation). The passenger can then be banned from the vehicle if there are charges brought against the offender and results in a court order to do so; otherwise the transit system can only suspend the offender for a limited number of days, weeks, etc. The transit system could ask for an attendant to accompany the passenger to help with this problem of violence, seriously disruptive or illegal behavior. This is mentioned as a solution in the ruling of (49 CFR 37.5)

23. To require that a passenger allow their wheelchair to be secured in the designed securement area only, even if the passenger wants their mobility device to be secured in a non-designated area. (49 CFR 27.165)

Best Practice: If the passenger will not allow the driver to secure the wheelchair in a securement area designed for wheelchairs, then the driver has a right to deny the passenger a ride and they have to vacate the vehicle. Under the rule of the ADA the drivers are not required to transport a passenger who refuses to have their mobility device secured. (*If the transit system's board certified policies and procedures for the transportation of a wheelchair passenger says, all wheelchair passengers and passengers must be secured with proper tie-down and equipment and seatbelts, then the driver can refuse a ride, if the passenger does not agree to have their wheelchair secured before the vehicle is moved.*) The wheelchair and its user can become a danger to other passengers on the vehicle, in the event of a sudden stop or collision.

24. Not to pick up a passenger who uses a wheelchair if all the designated securement areas are being used. However, drivers must immediately inform the transit system that a passenger who uses a wheelchair still needs a ride. (49 CFR 37.165)

Best Practice: Inform the office that a passenger was unable to ride because all of the securement areas are in use. Tell them that the passenger in the wheelchair still needs a ride, ask how long it will be before a vehicle will arrive to transport the passenger to their destination. Give the dispatcher the location of the passenger and directions if necessary, path of travel (north on Wade Street or east on Cary Street).

25. Recommend or suggest that a passenger transfer to a seat if the wheelchair cannot be satisfactorily secured. (49 CFR 37.65)

Best Practice: Remember the decision to transfer out of the wheelchair into a standard vehicle seat is solely up to the passenger. If the passenger refuses, the only alternative is to warn them about the danger of riding in a wheelchair that is unsecured in a moving vehicle. Refer to numbers 19 and 20.

26. Recommend or suggest a safer method for a passenger to board a vehicle, rather than standing on the vehicle lift. (49 CFR 37.165)

Best Practice: Refer to number 21 and suggest better methods of boarding the vehicle explaining the dangers of riding up on a lift. “ANYONE” could fall and be injured, etc.

NOTE:

Riding a vehicle lift while standing and/or remaining on some mobility devices (such as three-wheeled scooters) while riding a vehicle can be dangerous. Drivers are responsible for the safety of their passengers. They must also behave in a responsible manner to protect their transit system from lawsuits that could be brought up as a result of an injury caused by negligence. Since the Code of Federal Regulations states that individuals with disabilities can choose to ride the lift vehicle standing, and refuse to transfer into a vehicle seat, it is the driver’s responsibility to make them aware of the dangers and to inform them of safer methods. If the drivers have a Manual of Best Practices tied into the transit system’s policies and procedures that spell out the expectations of their duties that are laid out in the ADA, it would make the job easier and more professional on the driver’s part.

DRIVERS, if something is being done at your transit system that is not in compliance with any of these regulations, speak to your supervisor immediately.

PASSENGER RELATIONS

A PASSENGER

A passenger is the most important person in our business...in person, by phone, or by mail.

A passenger is not dependent on us...we are dependent on them.

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

A passenger is not an outsider to our business...they are our business

A passenger is not a cold statistic...they are flesh and blood, a human being with feelings and emotions like you and me...and with biases and prejudices...likes and dislikes.

A passenger is a person who brings us wants. It is our job to handle their requirements so pleasantly and so helpfully that he/she will ride with us again and again.

BASIC PASSENGER RELATIONS SKILLS

There are three basic rules or skills that a transit vehicle driver must follow in practicing professional passenger relations. They are:

- Provide safe, reliable, and expert service
- Be courteous and patient
- Avoid arguments

Provide safe, reliable, and expert service. This means:

--Depart on time and try to stay on schedule, but never at the expense of passenger safety.

- Drive safely and smoothly at all times.
- Adjust temperature controls for the comfort of passengers whenever possible.
- Supply accurate information about the service.
- Answer questions politely and completely.
- When giving directions or other information – speak clearly, calmly, and with respect.

Be courteous and patient.

- Use respectful language and tone of voice.
- Do not swear or call names. Avoid sarcasm.
- Never shout at or strike a passenger.
- Keep passengers informed.
- Never embarrass your passengers.

Avoid arguments.

- Remain polite.
- Avoid lengthy discussions about policy or your actions.
- Remember that it takes two people to have an argument.

PASSENGER RELATIONS AND DRIVER SENSITIVITY

DRIVER'S PERSONAL APPEARANCE AND HYGIENE

Many riders judge a transit system as much by the driver's personal appearance as they do by the quality of the transportation service. As a driver, your personal appearance and grooming should present a professional image. Your wearing apparel should be clean and in order. Some wrinkles or dust may be inevitable but you should not look like you slept in your clothes! You should also take reasonable efforts to keep your hair combed and avoid unpleasant body odors or bad breath. Of course, passengers that do not practice good grooming and personal hygiene still expect you to do it because they consider you to be a professional.

DRIVER ATTITUDE AND DEMEANOR

Your attitude may very well determine just how pleasant, or unpleasant, a passenger's ride is going to be. Even though some passengers do not always show it, a nice smile and a pleasant "hello" or other friendly greeting is appreciated. It is possible that passengers have had a

terrible day until they board your vehicle and you have the opportunity to be their first pleasant experience of the day.

PASSENGER COMPLAINTS

While some passenger complaints are justified, it is important that ALL complaints be handled in a professional manner. Even if you, as a driver, cannot do anything about the complaints, it is imperative that you always remain courteous and polite. Even if you are right, you will not solve anything by arguing with a passenger. If you let passenger remarks escalate into a confrontation, you could end up having an accident down the road due to the stress created by the confrontation. Human nature may prompt you to verbally retaliate to rude remarks and comments but COMMON SENSE should dictate that safe driving is more important than getting in the last word.

COLLECTING FARES

If you collect fares from your passengers, you will need to practice some special passenger handling techniques. First and most important is that you be fully aware of your company's policy regarding fare collection. If a passenger has a problem finding the fare (or a pass), ask him/her to step aside and look for the fare so that other passengers are not stranded outside in the heat, cold, rain, snow, or wind. Patience in fare collection is important because some passengers have major problems remembering where they put their money or passes. If you become impatient with passengers, they usually become frustrated or angry. Such a situation can quickly lead to embarrassment for you and them. Remember that patience demonstrates PROFESSIONALISM.

If a passenger cannot find money or a pass after a reasonable period of time, you should know what your company's policy is in such matters. Usually, giving the passenger the benefit of the doubt the first time is acceptable. Some passengers will even pay twice on the next trip when giving the benefit of the doubt. If, on the other hand, you suspect that someone is truly trying to steal a ride and cheat the system, the company policy should be clearly stated so that passengers know what options they have to alleviate the situation.

EATING OR DRINKING IN THE VEHICLE

For safety reasons, neither you nor your passengers should eat or drink on the vehicle when it is in service. In some states, consumption of food or drink on transit vehicles is against the law. Even when it is not against the law, consumption of food or drink could be dangerous. If any food or drink gets spilled in the vehicle, it could cause a passenger (or you) to slip and fall. If a passenger attempts to bring food or drink aboard for consumption on your vehicle, you have three options that can assist you in solving the problem. They are:

--Ask them to cover the drinks and wrap the food so it can be consumed after they disembark.

--Ask them to throw the food away or disembark, consume the food and drink, and then wait for the next run.

--Deny services and refuse to board them while they have food or drink.

USE OF TOBACCO PRODUCTS ON THE VEHICLE

Smoking and the use of smokeless tobacco products are not permitted. Smoking presents a health hazard to passengers with respiratory problems and creates an unnecessary fire hazard. Improper use of smokeless tobacco products can result in slips and falls as well as unsanitary vehicles.

Emergency Operations Plan

Transportation needs are defined as a vital element in Sampson County's Emergency Plan: Updated July, 2009 and specifically outlined in Section IV-subpart D. Further, in Section VI A of the Plan, it states; "Each agency of local government is responsible for the development of standard operating procedures, checklists, or guidelines to support the operations outlined in the plan."

In the Assignment of Responsibilities portion of the Plan, Section III. Assignment of Individual Responsibilities, Paragraph P. Aging Director/Transportation Officer/Volunteer Resource Coordinator outlines specific responsibilities related to transportation which are:

1. Develop and maintain operating procedures for the transportation of county residents during emergencies.
2. Coordinate all transportation resources.
3. Provide current resource list to Emergency Services Office
4. Make buses, vans and drivers available for evacuation/transportation operations.
5. Provide for refueling vehicles
6. Develop memoranda of understanding for use of vehicles and personnel.
7. Develop procedures to support unmet needs operations, when required.
8. Coordinate requests for vehicles and drivers needed for evacuation.
9. Coordinate staging areas with law enforcement and other agencies.
10. Obtain additional resources as needed from adjacent jurisdictions.
11. Maintain a current 24 hour emergency contact list as the Emergency Management Office.
12. Serve as a coordinator for emergency volunteers.

Additionally, the Direction and Control Section of the Emergency Operations Plan identifies the personnel, facilities, and resources which will be utilized in the coordinated response activities.

Section II C. Staffing

- 1b. Support Group: The Support Group under the direction of the Policy/ Administration Group is responsible for on-scene operations including Allocation of resources. The Support Group may consist of the following Sub-groups (Emergency Support Functions); however, staffing may be adjusted by deletion or addition of private, volunteer, or governmental agencies in response to the specific emergency:

- (7) Emergency Transportation

Group Leader: Transportation Officer
Sheriff's Department
School Superintendents
Emergency Medical Services

Issues Specific to SAT and staff:

1. Participation in emergency operations is mandatory.
2. SAT will be represented at Control Group meetings by the Director of Department of Aging/Transportation. The Director will communicate to the Transportation Operations Supervisor the likelihood of an impending event becoming a state of emergency.
3. The Transportation Operations Supervisor will notify SAT staff of the impending event and any information regarding a declaration of emergency. Drivers will be identified to transport citizens to shelters.
4. Once the state of emergency has been declared and shelter openings announced, drivers will ensure that their vehicles are fueled and proceed to a designated shelter. Each vehicle dispatched to a shelter will have a second person on board to provide passenger assistance. With the exception of the Clinton shelter, each shelter will have a SAT vehicle on-site. The vehicle designated for the Clinton shelter along with a spare driver and vehicle will be dispatched from Emergency Management.
5. The Operations Supervisor will report to the EMS center once the declaration of emergency has been issued. The Operations Supervisor will report to communications so that incoming calls from citizens can be handled. Once information from a citizen has been recorded, the appropriate driver will be contacted and given directions for citizen pickup.
6. SAT drivers will be ordered off the road when conditions have deteriorated to the point vehicular travel is unsafe. Drivers will be notified before Highway Patrol is closing roads in time enough to get home. If drivers are home when the emergency passes, they will automatically come back on-duty when needed.

Emergency Operations Procedures – Sampson Area Transportation

Sampson Area Transportation will follow all Sampson County Policies and Procedures as set forth by Sampson County's Emergency Operations Plan, Emergency Action Plan, and Evacuation Procedures. The following policies and procedures are specifically designed for the Transportation Building and the employees that occupy it.

A. Evacuation Procedures

1. Planning and preparation
 - a. All exits are labeled and operable.
 - b. Evacuation route diagrams have been approved by the Safety Committee and are posted in reception area and in the hallway.
 - c. All employees/occupants will know:
 1. They should not block exits, hoses, extinguishers, corridors or stairs by storage or rearrangement of furniture or equipment. Good housekeeping is everyone's responsibility.
 2. At least two exits from the building
 3. Be familiar with the evacuation routes diagrams.
 4. If notified to evacuate, do so in a calm and orderly fashion:
 - a. Don't run
 - b. Keep conversation level down
 - c. Take your valuable and outer garments
 - d. Close all doors behind you
 - e. Assist others in need of assistance.
 - d. All evacuation wardens have been trained in their specific duties and all building occupants have been instructed in what to do in case of an emergency evacuation.
2. When it becomes necessary to evacuate the Transportation Building, or a portion of the building, the following procedures will be utilized:
 - a. In grave emergencies such as a fire, bomb threat, etc., a total and immediate evacuation should occur.
 1. There are evacuation diagrams posted on the wall of the reception area and in the hall way.
 2. All employees should meet outside the fence in the grassy area at the DSS building (in front of the Veterans/Board of Elections office).
 3. Shelters will be open for severe weather such as tornadoes or high winds.
3. Accounting for employees after evacuation - Wardens
 - a. The evacuation wardens are the Transportation Operations Supervisor and in his/her absence; the Transportation Office Manager. In the event of an incident they will alert all employees to evacuate through the safest exit possible.

- b. The wardens will need to have a list of employees to check off once outside. He/she will need to also have their mobile radio with them to contact drivers who may be out on the road.
- c. Evacuation Wardens will be properly trained in the building's layout and the various escape routes for the workplace.
- d. Before leaving the building, the warden(s) will check all rooms and other enclosed spaces in their work area for employees who may be trapped, or otherwise unable to evacuate. Be sure to check all conference rooms, bathrooms, storage rooms etc. **Close all Doors.** Closing all doors will help keep track of what areas have been checked as well as slow the spread of the fire, toxic gas, etc. Do not lock the doors.
- e. After a complete and accurate search has been made of the areas exit the building and account for each of the employees.
- f. Wait with the relocated personnel in the safe area until instructed further from either the Fire Department, Department Head or County Administration.

B. Notification of Fire and EmergenciesIn case of fire or emergency;

- 1. Warden will call 911 (County Wide Emergency Number) or assign someone to call.
- 2. Contact the Department Head immediately.

C. Training

- 1. Safety Committee will insure verbal training of Department Heads for disasters. The Department Head shall be responsible for training and designzginb a sufficient number of employees to assist in safe and orderly evacuation of employees. (One (1) warden appointed for each twenty (20) employees)
- 2. All employees will be advised of their responsibilities by the Department Head under the Emergency Action Plan at the following times:
 - a. When the plan is developed.
 - b. When the employee's responsibilities change.
 - c. Whenever the plan changes.
 - d. Safety Committee will make sure new Department Head will be orientated.
- 3. Training will be provided to all employees on the Emergency Action Plan upon hire and yearly thereafter.
- 4. Unannounced Fire Drills will be done yearly by Department Head, Fire Marshall or members of the County Safety Committee to monitor the procedure.

D. Emergencies

1. Hurricanes, Tornadoes

One of the greatest dangers in wind storms like tornadoes is flying debris and structural collapse. In the event of a tornado, all employees should go to an interior portion of the building, avoiding all windows, doors and exterior

walls, get as close to the floor as possible, next to an interior wall, and protect the back of the head. Employees should remain in this position until after the storm has passed. Following the storm employees should carefully exit the building taking care to avoid electrical lines down or any other hazards caused by the storm and remain in a safe area until they are advised to move.

If time permits, Transportation employees should lock up the office and relocate to the Aging Office because it is a more secure building.

2. Bomb Threat

If there has been advanced organized planning when a bomb threat has been received, minimized confusion will be the reaction. Without advanced planning and training the results could be mass panic. There are two reasonable explanations for a call reporting a bomb in an establishment:

- a. The caller has definite knowledge or believes that an explosive or incendiary device has been placed, and he wants to minimize personal injury or property damage.
- b. The caller wants to create an atmosphere of anxiety and panic which will in turn possibly result in a disruption of the normal activities at the establishment where the device is purportedly located.

The Transportation Operations Supervisor or Office Manager will contact the Director immediately. The Department Head will determine if there will be an evacuation by the department.

Training for Employees for Bomb Threats

1. The universal County signal for a bomb threat is a “Code Green”. All personnel should be trained to realize what these words will mean.
2. A chain of command should be reported following a call:
 - a. Employee answering the phone should notify the Transportation Operations Supervisor or Office Manager as soon as possible. (i.e. giving a near-by employee a “Code Green” warning by verbal or written message)
 - b. Use a “runner” for all communications. Do not use phones, walkie talkies, mobile radios, etc. for communications.
 - c. The Transportations Supervisor will notify the Department Head as soon as possible. The Department Head will notify the County Manager and start deciding on the options his department needs to take.
 - d. If evacuation occurs, do not take anything with you. Leave all electrical items as they are.
 - e. The County Manager will notify the Emergency Services Director and the Sheriff.

- f. The Emergency Services Director and the Sheriff will be responsible for the physical search of the building and the disposal of an explosive. They will also determine if fire and rescue personnel will be needed.
3. Keep the caller on the line as long as possible:
- a. Ask the caller to repeat the message. Record every word spoken by the person on the Bomb Threat Checklist. A Bomb Threat Checklist should be kept beside every phone used for incoming calls.
 - b. Ask the caller for the location of the bomb or the time of possible detonation.
 - c. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people. The bomber may be willing to give more specific information on the location of the bomb, especially if he/she wishes to avoid injuries or deaths.
 - d. Pay particular attention to peculiar background noises such as motors running, background music, and other noises which may give a clue as to the location of the caller.
 - e. Listen closely to the caller's voice (male or female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, if the threat has not already been reported, report the information to the Transportation Operations Supervisor or Office Manager. The person who takes the call should remain available for questions for the proper authorities.
 - f. The Department Head will be responsible for contacting the County Manager, etc., initiating evacuation, if warranted; initiating internal security procedures; and recalling employees.

3. Fire Prevention Plan

- a. Potential Fire Hazards
 - 1. Smoking in the workplace – No Smoking is allowed in or on the Transportation premises
 - 2. Coffee Pots, Microwaves, and other such devices – All should be kept clean and must be turned off when not in use.
 - 3. Poor Housekeeping – All combustible scraps, debris and waste must be stored safely in suitable containers and removed from work areas promptly.

4. Electrical Hazards – All electrical equipment must be properly grounded. All electrical utilities must be adequate and not overloaded. All exposed wiring or cords will be repaired or replaced promptly.

b. Responsibility For Fire Prevention

All employees are responsible for eliminating fire hazards and reporting such hazards to their Supervisors. The Department Head is responsible for ensuring compliance with this plan and maintenance of the fire prevention equipment.

c. Fire Prevention System and Equipment

The Transportation office has adequate and proper fire extinguishers for use. Employees will be trained yearly on how to operate properly. Training will be provided by Emergency Management employees or the local vendor who sells and maintains the Fire Extinguisher equipment. Fire extinguishers will be maintained yearly and when needed by a local vendor.

d. In the event of a Fire, employees should follow these steps

1. Call 911
2. Contact the Transportation Operations Supervisor, Office Manager, or Director.
3. If safe to do so, attempt to extinguish small controllable fires. Smother wastebasket fires.
4. Wardens will give employees instructions. Follow evacuation procedures.

Evacuation Employee List

Wardens: Eartle McNeill, Transportation Operations Supervisor
Lynn Adams, Transportation Office Manager

Grace Weeks
Mary Howell
Lula Carter
Patricia Cherry
Tincy Davis
Marion McLaurin
Maxie Robinson
Evelyn Tatum
Allen J. Warren
Gloria Williamson
Estella Febres

Bomb Threat Check List

Time and Date Reported _____

How Reported _____

Exact words of Caller _____

Questions to Ask:

1. When is the bomb going to explode? _____

2. Where is the bomb located? _____

3. What kind of bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

6. Where are you calling from? _____

Description of caller's voice: _____

Male _____ Female _____ Young _____ Mid Age _____ Older Adult _____

Accent _____ Voice Tone _____

Background noise _____

Is voice familiar? _____ If so, who did it sound like?

Other voice characteristics or unusual notations: _____

Time caller hung up _____ Remarks _____

Name, address, Telephone number of employee taking the call _____

SAFETY DATA ACQUISITION/ANALYSIS

DESCRIPTION OF ELEMENT

Understanding safety data is an important step toward allocating important (and often scarce) resources to implement safety program elements. Safety data relative to transit provider operations can be used to determine safety trends in system operation. The data include information gathered from within the system on safety-related events such as passenger injuries or claims, employee injuries, accidents, incidents, and preventability. Driver reports (sometimes called trip sheets) can be an important source of safety problems, such as dangerous stop locations, problems with vehicle equipment, safety problems with the route, and other issues. The data is useful in a formal hazard identification and resolution process to help identify hazards before they cause accidents. The data may also help improve system performance, not only in respect to safety, but also in overall delivery of service to the riding public. In addition, trend analysis of safety data can help determine the effectiveness of safety initiatives that have been implemented.

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

SYSTEM SAFETY PLAN PURPOSE

A System Safety Plan has many beneficial purposes for your employees and passengers. A plan provides:

- A documented approach to accomplishing a system safety program.
- A means of providing safety policies and procedures to drivers, vehicle maintenance, office and facility personnel.
- A way to reduce accidents and injuries through preventative measures.

SYSTEM SAFETY OBJECTIVES

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

1. Ensures safety is addressed during system planning, design and construction.
2. Provide analysis tools and methodologies to promote safe system operation through the identification of safety hazards and the implementation of technology, procedures, training, and safety devices to resolve these hazards.

TRANSIT SYSTEM SAFETY PHILOSOPHY **NCDOT Safety Philosophy Statements**

A Safety Philosophy is part of the North Carolina Department of Transportation (NCDOT) mission. North Carolina public transit systems can uphold this mission by acknowledging and implementing the NCDOT safety philosophy statements shown below:

- ❖ All accidents and injuries can be prevented.
- ❖ Management/supervisors are responsible, and will be held accountable, for preventing injuries and occupational illnesses.
- ❖ Occupational safety and health is part of every employee's total job performance.
- ❖ Working safely is a condition of employment.
- ❖ All workplace hazards can be safeguarded.
- ❖ Training employees to work safely is essential and is the responsibility of management/supervision.
- ❖ Preventing personal injuries and accidents is good business.

SAFETY GOALS

- ❖ Instilling a safety attitude and a safe work place/customer service environment
- ❖ Establishing a commitment to safety
- ❖ Developing and maintaining a comprehensive, structured safety program
- ❖ Developing and maintaining safety standards and procedures
- ❖ Providing formalized safety training
- ❖ Reducing accident and injury rates
- ❖ Selecting equipment that promotes and enhances safety
- ❖ Safeguarding hazards
- ❖ Making necessary changes in the system to uphold safety
- ❖ Increasing employee safety awareness
- ❖ Applying new research and development in safety efforts
- ❖ Meet NCDOT/PTD minimum training standard
- ❖ Establishing and having quarterly safety meetings with all drivers and office staff
- ❖ Maintaining and updating a Safety Informational Board for drivers and office staff

Creates a proactive transit safety culture that supports employee safety and safe system operation through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment

Sampson Area Transportation will hold quarterly safety meetings with all staff. The purpose of these meetings will be to inform staff of safety issues, any safety complaints, and as a general informational tool. The Transportation Operations Supervisor will serve as the lead agent in this meeting. Additionally, the Transportation Operations Supervisor will report to the TAB any safety-related issues.

SAMPSON AREA TRANSPORTATION
Quarterly Safety Meeting Report

Date: _____

Address: _____

Meeting Chairman: _____

Attendance should be documented.

Other Persons Present: _____

Formal Presentation (Name of presenter and topic): _____

Other Subjects Discussed: _____

Reports on Weekly Meetings: _____

Employees' Comments/Suggestions: _____

Chairman's Signature _____

SAMPSON AREA TRANSPORTATION SAFETY RESPONSIBILITIES – SPECIFIC POSITIONS

Supervisors

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

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

Supervisors should:

- Have a thorough knowledge of the Sampson Area Transportation Safety Policy.
- Provide instruction and training to workers so that they conduct their job in a safe manner.
- Make daily inspections of the department to ensure that no unsafe conditions or unsafe practices exist.
- Initiate immediate corrective action where unsafe conditions or practices are found.
- Properly complete accident reports and investigate all accidents to determine what must be done to prevent recurrence of a similar accident.
- Be familiar with procedures that must be followed in case of an emergency.
- Enforce safety rules and regulations of the organization.
- Set a good example for safety by working in a safe manner and encouraging others to do so.

Employees

To assist the employee in developing keen “safety awareness” the following responsibilities are assigned:

- To abide by the safety rules and regulations of the organization.
- To regard the safety of fellow workers at all times.
- To report any unsafe condition to the Supervisor.
- To contribute ideas and suggestions for improving the safety of conditions or procedures to the Supervisor.
- To use individual knowledge and influence to prevent accidents.
- To attend safety training sessions.
- To report accidents and injuries immediately.

RELATIONSHIP BETWEEN SYSTEM SAFETY AND SYSTEM OPERATIONS

Management of Unsafe Conditions

- Eliminate hazards by removing the machines, tool, method, material, or structure that is causing the hazard through appropriate means. Contacting officials of OSHA, or EPA, may be necessary for proper disposal.
- Control the hazard by enclosing or guarding the point of hazard at the source.
- Train personnel on steps to take when confronted by a hazardous condition and provide procedures to safely avoid the hazard.
- Provide and ensure the use of personal protective equipment to shield employees from the hazard.

At no time should protective devices or safety practices be set aside to get the job done faster and cheaper. The price paid for such indiscretion may greatly exceed the anticipated gain from the action.

Supervisors – (Designated Safety Official) Manager/Coordinator/Lead Safety Officer

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

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

Employees

It is the responsibility of each employee of the Transit System to abide by all rules and regulations and to comply with all laws pertaining to safety and health in the workplace. **It is the responsibility of each supervisor of the Transit System to provide explicit instructional and procedural safety training for each employee.** Safety becomes a shared responsibility between management and the employee, and working safely is a condition of employment.

Employees are required to identify, report and correct unsafe conduct and conditions. Under (OSHA) 29 CFR part 1910; employees have the right to report any unsafe working conditions without being subjected to any retaliation whatsoever. Each employee must be an integral part of the SYSTEM SAFETY PROGRAM.

All transit employees are required to attend safety meetings. Safety meetings involve employees in the Safety Program and are very useful ways of training employees. Safety meetings and committees are used to present information, discuss problems and new ideas and discuss recent accidents and injuries. Safety meetings and commitment shall include, but shall not be limited to, the following:

1. Wearing the prescribed uniform and safety shoes as required.
2. Reporting promptly and in writing, to your supervisor, all injuries and illnesses associated with the jobs.
3. Reporting, no matter how slight, all fires, accidental damage to property, hazardous material spills and other emergency occurrences to your supervisor.
4. Disposing of all hazardous materials in an acceptable and lawful manner.
5. Working under the influence of alcohol or illegal drugs is specifically forbidden. Use of prescription drugs, which may affect your alertness or work abilities, shall be reported to your supervisor (49 CFR parts 40, 653, and 654).
6. Taking care not to abuse tools and equipment, so these items will be in usable condition for as long as possible, as well as ensure they are in the best possible condition while being used.

COMPUTER DATA ENTRY SAFETY PROCEDURES

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

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

OFFICE SAFETY PROCEDURES

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

- Don't place computers, calculators, or adding machines too close to the edge of the desk or other surfaces.
- Machines that tend to move during operation should be fastened down or secured with rubber feet or mats.
- Electric office machines should be equipped with three-prong electrical cords.
- Avoid stretching cords between desks or across aisles.
- Never store combustible office materials in HVAC closets or electrical rooms.
- Do not permit floor coverings to become tripping hazards.
- Keep floors clean. Clean up all spills on floors immediately. Pick up papers, pencils, clips and any objects that will cause tripping hazards.
- Place wastebaskets where they will not present a tripping hazard.
- Never stack anything so high as to obstruct vision. Make sure that stacks are not within 18 inches of ceiling sprinkler heads.

- Electrical cords and phone lines should be secured to prevent tripping hazards.
- Know where building emergency exits are located. These areas should not be used for storage.
- File drawers should be closed immediately after use so no one can run into or trip over them. Only one drawer should be opened at a time to prevent the cabinet from falling forward.
- Entryway steps should be marked with contrasting colors.
- Be sure all electrical equipment is grounded and the cord is in good condition. If a machine is shocking or smoking, unplug it and immediately report the defect.
- The use of portable electric, gas or other heating devices is prohibited.
- Be cautious as you approach doors that open in your direction.
- Slow your pace when approaching a blind corner in a hallway.
- Do not run in corridors.
- Office tables, chairs, and desks must be maintained in good condition and remain free from sharp corners, projecting edges wobbly legs, etc.
- Never use chairs, desks or other furniture as a makeshift ladder. Use a stepladder for climbing but do not use the top two steps.
- Do not lean forward in a roller chair to pick up an object.
- Keep the blades of paper cutters closed when not in use.
- Never run power cords under carpet or chair pads.

SAFE LIFTING PROCEDURES

Preserve your back health by using the following lifting strategies:

- Before lifting a load, think of other means of moving it using a device that can help you to pull, push or roll the load.
- Have firm footing and make sure the standing surface that you are on is not slippery.
- Determine the best way to hold the load using handles, gripping areas or special lifting tools. Get a firm grip on the load.
- Keep your back straight by tucking your chin in.
- Tighten your stomach muscles and lift with your legs.
- Lift the load slowly.
- Hold the load as close to the body as possible; be sure you position the load close to the body before lifting.

- Do not twist during your lift or when moving the load. Turn with your feet rather than your back.
- Set the load down gently, using your legs and keeping your back as straight as possible.
- Be sure your fingers are out of the way when putting the load down and when moving the load through tight spaces.
- Ask for help if you need it and use lifting tools and devices whenever they are available.

HAZARD IDENTIFICATION AND ANALYSIS METHODOLOGY

Sampson Area Transportation will follow the policies and procedures set forth in the Sampson County Employee Safety Manual in reference to Hazard Identification; reference the Safety and Health Program Section. SAT will work closely with the Sampson County Safety Officer for this purpose.

Bloodborne Pathogens/Infection Control

SAT will abide by the Sampson County Employee Safety Manual section that deals with Bloodborne Pathogens. In case of an emergency before or after normal business hours where a bloodborne pathogen kit is used, the driver will place all materials in a self-sealing trashcan marked “Bio-Hazard” that is kept in the outside barn, and inform a supervisor. The supervisor will take the contents to the Sampson County Health Department as soon as it opens and dispose of it in their bio-hazard approved container. Training for the handling of blood-borne pathogens will be done yearly for all transportation staff.

SAFETY TERMS AND DEFINITIONS

ACCIDENT

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

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

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

HAZARD

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

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

INCIDENT

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

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

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

RISK

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

Exposure or probable likelihood of a hazard (accident, crisis, emergency or disaster) occurring at a system. Risk is measured in terms of impact and vulnerability - *FTA - Critical Incident Management Guidelines (1998)*

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

SAFETY

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

Freedom from danger - *FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996)*

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

SECURITY

Precautions taken to guard against crime, attack, sabotage, espionage, etc. – *The Learning Network, Inc., A-Z Dictionary [online](2000-2002[15 March 2002])*

<http://www.infoplease.com>

Freedom from intentional danger - *FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996)*

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

SYSTEM SECURITY

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

SAMPSON AREA TRANSPORTATION

Driver/Employee Training **Accident and Incident Reporting Policy**

Policy Description:

It is the responsibility of every employee of Sampson Area Transportation (SAT) to report any and all accidents/incidents immediately to the dispatcher. The dispatcher will complete a form from information received from the driver at the time the driver calls in the accident/incident. Drivers will provide accurate, detailed reports of all accidents/incidents using the system's incident reporting form. Drivers must complete an Incident Report Form if anything unusual occurs during their route. They also must notify the dispatcher when it happens. Incidents include accidents, injuries, property damage and near misses. Examples of incidents that should be recorded include but not limited to:

- Passengers or driver falls with or without injuries
- Passenger injuries (when injury occurs, fill out a passenger I.D. form in addition to the incident report)
- Difficulties with passengers that result in damage to people and/or property (example: passenger actions such as throwing objects, etc.).
- Equipment failures which cause delays; running over objects which could cause residual damages to tires or undercarriage; and any unusual occurrences or events that caused or could cause future problems in the safe and reliable operation of the vehicle.
- Accidents/Incidents requiring passenger medical treatment
- Accidents/Incidents which result in dollar value vehicle damage of over five hundred dollars (\$500.00) – written notice of such an accident must be given to the NCDOT PTD within 30 days of the accident/incident.
- If involved in an accident, drivers must remain at the scene of the accident to make a report to law enforcement officers.

FATAL ACCIDENTS: If a fatal accident occurs, Sampson Area Transportation must provide written notice about the accident to NC DOT PTD by the close of business day during which the accident occurred. In addition, a report indicating the death of a person must be given to NC DOT PTD within 24 hours of an accident victim's death. A written copy of local or state accident investigation reports of fatal accidents should be submitted to NC DOT PTD within 30 days after the accidents.

Sampson Area Transportation Incident Report Form

Complete form according to the Accident/Incident Reporting
Policy

Please supply the following information about the incident that you are reporting:

Bodily Injury _____ Property Damage _____

Employee: _____ Supervisor: _____

Name of injured client: _____

Name of injured employee: _____

Employee Title: _____ Age _____

Date of Incident: _____ Time: _____ : _____ AM or PM

Time incident was reported and to whom: _____

Description of incident/accident: _____

Possible preventable action: _____

Corrective measures taken: _____

Training given to employee after the incident/accident: _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Accident Response and Reporting Policy

Employee/Visitor injured on SAT premises or vehicles

Purpose

To establish guidelines for responding to an accident/incident, and to ensure accurate and consistent reporting of information concerning the accident/incident.

Policy

In case of an injury, Supervisors should:

- Determine if the severity of the injury necessitates calling an ambulance. When in doubt, call an ambulance.
- If an ambulance is needed, have someone call 911 (someone who can provide clear directions).
- Post someone at the nearest entrance of the facility to direct EMS personnel to the scene.
- Sampson Area Transportation Employee Injury Report or Visitor Injury Report form must be completed as soon as possible.
- Client accident reports are required and must be forwarded to the Administrative Officer on all client injuries on a agency premises or vehicles.

INCIDENT INVESTIGATION POLICY AND PROCEDURES

An incident is an event that could have, or did, result in personal injury or damage to State or private property. Investigations of these incidents are important for the prevention of future accidents and tracking the quality of our safety program. Incident investigations will not be a faultfinding process.

The Transportation Operations Supervisor is responsible for ensuring that the corrective actions have been taken and documentation is consistent. As always, the Director of Aging and the County Manager will have final say over any disciplinary action.

DOCUMENTATION:

- Employees will report the incident to dispatch or administrative staff immediately.
- Employees will complete the Employee's Statement and shall return it to their appropriate supervisor within one day of the incident. The supervisor shall forward a copy within two days of the incident to the appropriate department.
- If an injury has resulted, the immediate supervisor will complete the North Carolina Industrial Commission and send within one day from the date of the knowledge of the injury the original and one copy to the appropriate workman compensation department and one copy to each of the following:
 - The injured employee
 - Contractors appropriate department and/or Sampson Area Transportation
 - (NC Industrial Commission required within five days of the date of the knowledge of the injury).

ACCIDENT AND INJURY RESPONSE PROCEDURES

- Take appropriate action to prevent additional injuries and/or accidents.
- Attend to injured person(s) accordance with first aid training. The safe working practice for First Aid is an excellent review on how to handle a situation involving personal injury.
- When an injured employee requires medical treatment, the immediate supervisor is responsible for seeing that prompt medical treatment is provided. The welfare of the injured employee is primary; do not economize; use an ambulance if necessary. A supervisor will accompany the injured employee to the medical facility.
- For motor vehicle accidents, call the Police and the EMS and fire department when needed.
- Be courteous, answer police questions, and give identifying information to other parties involved. Do not assume responsibility.
- Complete the information in the Motor Vehicle Accident Reporting Kit provided by Sampson Area Transportation.
- Employees are required to report all incidents/accident to dispatch or Administrative Staff immediately.
- Serious incidents shall be reported immediately. If there is a fatality, an immediate report to the NCDOT and FTA is also required.
- If a serious injury or fatality occurs, the highest level supervisor available (Director of Aging, Finance Director, Assistant County Manager, or County Manager) should meet with family members to explain the circumstances and to provide assistance.

SAMPSON AREA TRANSPORTATION DISPATCHER EMERGENCY NOTIFICATION SHEET

To be filled out by the dispatcher when receiving an emergency call.

Incident

Date: _____ Time: _____ Vehicle #: _____

Driver Name: _____

Location: _____

Type of Emergency:

- | | |
|---|---|
| <input type="checkbox"/> Passenger illness/injury | <input type="checkbox"/> Mechanical breakdown |
| <input type="checkbox"/> Passenger incident | <input type="checkbox"/> Flat tire |
| <input type="checkbox"/> Driver illness/injury | <input type="checkbox"/> Accident |
| <input type="checkbox"/> Other _____ | |

Response

Are EMS services required? Yes No

If YES, please check all that apply: EMT Fire
 Ambulance Rescue
 Other _____

Time Notified: _____

Other services dispatched: Tow truck Road service
 Transit vehicle Transit driver
 Other _____

Time Notified: _____

Comments: _____

SAMPLE POST ACCIDENT QUESTIONS

General

Driver name
Is driver injured?
Was there a passenger on board?
Is passenger injured?
Number of vehicles involved
Exact location of accident
Date and time of accident
Date and time reported to company
Weather and road conditions
General description of accident

NCDOT recordable information *[Not all NCDOT recordable information questions are listed here]*

Is there a fatality involved?
Were any vehicles towed from the scene?
Was any person at the scene transported due to injuries?
Did driver receive a ticket?
Is there a Post Accident Drug/Alcohol Test required?

Property damage (other than vehicles)

What was damaged?
Who owns the property (Name, address, and phone number)?
Location of the property damage
Is it causing loss of business (i.e. power outage, etc.)?

Law Enforcement

Name, badge number and department of investigating officer

Vehicle information for each vehicle involved

Name, address and phone of driver and each passenger in the vehicle
Were any people in this vehicle injured?
Vehicle year, make, model and license
Type of damage
Insurance company name, address and phone
Was the driver ticketed?

Injury information for each person involved

Name
Type of injury
Where were they taken (i.e. Hospital)?
Address and phone of location taken

Witness information

Name, address, phone, cell phone,. Email address or any other information

Accident/Incident Report Form

Date of incident: _____ Time: _____ AM/PM

Name of injured person: _____

Address: _____

Phone Number(s): _____

Date of birth: _____ Male _____ Female _____

Who was injured person?(circle one) Passenger System Employee
Type of injury: _____

Details of incident: _____

Injury requires physician/hospital visit? Yes ____ No ____

Name of physician/hospital: _____

Address: _____

Physician/hospital phone number: _____

Signature of injured party _____

Date

*No medical attention was desired and/or required.

Signature of injured party _____

Date

**SAMPSON AREA TRANSPORTATION
EMPLOYEE'S STATEMENT OF INCIDENT**

Employee Name: _____ Employee SS# _____

Employee Title: _____

Date of Incident: _____ Date Incident Reported: _____

Description of Incident (What happened?) _____

Incident Witnesses: Yes No If checked yes, list name(s) & telephone number(s) on back.

Cause of Incident (What caused it to happen?): _____

How could this incident have been prevented: _____

I certify that I have read the above information and that it is a true, accurate, and factual statement. I further certify that if I am the injured party that my injury/illness arose out of and in the course of my employment with Sampson Area Transportation (I have read the above or it has been reviewed and explained to me.)

Employee's Signature

Print Witness Name (For statement and signature only)

Date

Witness Signature

**SAMPSON AREA TRANSPORTATION
EMPLOYEE'S REVIEW OF ON-THE-JOB ACCIDENT/INCIDENT**

Name of Employee: _____ Date: _____

Accident/Incident: _____

Location of Accident: _____

Time of Accident: _____

Supervisor Name: _____

Date of Review: _____

1. Describe the accident/incident from your perspective:

2. Describe what you were doing just prior to the accident/incident:

3. Describe how the accident/incident occurred:

4. Do you think this accident/incident could have been prevented? If so, how? If not, why?

Signature _____ Date _____

**SAMPSON AREA TRANSPORTATION
BACKING ACCIDENT INFORMATION**

Yes No Were there any passengers in your vehicle or employees in the immediate area that could have assisted you at the time of the accident?

List the names of all passengers or employees in the immediate area:

Yes No Before backing your vehicle, did you request assistance from any passengers or employees in the area?

If you answered no for question #3, please explain why:

Driver's Signature

Date

INCIDENT WITNESS LIST

<i>Name</i>	<i>Phone # (Area Code-Local Number)</i>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**SAMPSON AREA TRANSPORTATION
PASSENGER FORM**

This form should be filled out by passengers who have witnessed an accident and/or were injured.

Name: _____

Mailing Address:

Date of Birth: _____

Sex: _____ Eye Color: _____

Hair Color: _____ Height: _____ Weight: _____

Primary Physician: _____

Phone Number(s): _____ or _____

Emergency Contact: _____

Emergency Contact Phone Number(s): _____ or _____

Disability or Medical Condition (if injured):

Current Medications Taken (if injured):

SAMPSON AREA TRANSPORTATION PASSENGER INJURY FORM

To be completed by Transit Personnel for each passenger injured in an accident.

GENERAL INFORMATION

Name: _____ Date of Birth: _____

Home Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone #: _____ Other Phone #: _____

Date of Accident: _____ Time of Accident: _____ AM/PM

Specific Location of Accident: _____

INJURY INFORMATION

Type of Injury:

Bruise

Burns

Strain/Sprain

Foreign Body

Puncture/Cut

Disoriented

Fracture

Infection

Other _____

Part of Body Injured:

Head

Mouth

Hand

Leg

Toe

Neck

Shoulder

Finger

Knee

Back

Eye(s)

Arm

Elbow

Foot

Internal

Other _____

Medical Treatment

On-Scene Treatment

Emergency Room

Other _____

Transit Personnel: _____

Signature: _____

Date: _____

**SAMPSON AREA TRANSPORTATION
SUPERVISOR REVIEW OF ON-THE-JOB ACCIDENT/INCIDENT**

Name of Employee: _____ Date: _____

Accident/Incident: _____

Supervisor Name: _____

Date of Review: _____

Unsafe Practices

- | | |
|---|--|
| <input type="checkbox"/> Operating without authority | <input type="checkbox"/> Lack of attention |
| <input type="checkbox"/> Operating at an improper speed | <input type="checkbox"/> Failure to comply with rules/procedures |
| <input type="checkbox"/> Making safety devices inoperable | <input type="checkbox"/> Alcohol/Drugs suspected |
| <input type="checkbox"/> Using defective equipment | <input type="checkbox"/> Overexertion |
| <input type="checkbox"/> Using equipment improperly | <input type="checkbox"/> Other |
| <input type="checkbox"/> Failure to use protective equipment properly | |

Unsafe Conditions

- | | |
|---|--|
| <input type="checkbox"/> Defective equipment | <input type="checkbox"/> Weather |
| <input type="checkbox"/> Congestion | <input type="checkbox"/> Inadequate lighting |
| <input type="checkbox"/> Inadequate warning | <input type="checkbox"/> Assault/Horseplay |
| <input type="checkbox"/> Fire/Explosion hazards | <input type="checkbox"/> Other |
| <input type="checkbox"/> Facility/Area not maintained | |

Corrective Action Recommended

- Training (specify type) _____
- _____
- Clean/Maintain area
- Disciplinary action
- Replace/Repair equipment
- Additional protective equipment required
- Develop new safety rules/procedures
- Other

Supervisor Summary of Incident

Supervisor's Signature _____ Date _____

**SAMPSON AREA TRANSPORTATION
ACCIDENT/INCIDENT REVIEW TO DETERMINE PREVENTABILITY**

Sampson Area Transportation
Transit Agency

_____ Date

Date of Event _____ Driver/Worker Name _____

Is Driver/Worker participating in Driver Incentive Safety Award Program? – Yes No

Type of Report: Claim Report Only Accident/Incident Report # _____

Qualifying Questions: (use these questions to determine whether this incident is preventable)

- Tell us what happened leading up to the accident/incident; such as what assignment you were on, where were you going, what your were doing just prior to the accident.
- What was the other party(s) doing just prior to the accident (if applicable)?
- Is there anything you could have done to keep this accident/incident from occurring?
- What might you do differently the next time you are faced with this same set of circumstances?
- Did the driver/worker do everything he/she reasonably could have done to prevent this accident?

Accident Determination - Preventable Non-Preventable

Training:

Was employee training performed and documented prior to this incident? Yes No

If determined preventable, is remedial training planned? Yes No *Document all training*

Name of person completing form: _____ Date: _____

Director (or designate) Review: _____
Initials

INTERVIEW QUESTIONS TO DETERMINE PREVENTABILITY

Intersection Accidents

- Did our operator approach the intersection at a speed safe for the conditions?
- Was he/she prepared to stop before entering the intersection?
- At a blind corner, did he/she pull out slowly, ready to shift his foot to the brake pedal?
- Did he/she make sure the other driver would stop for a traffic light or stop sign?
- Did he/she obey all traffic signs?
- Did he/she signal well in advance of his change in direction?
- Did he/she turn from proper lane?
- Was he/she alert for the turns of other vehicles?
- Did he/she avoid overtaking and passing in the intersection?
- Did he/she refrain from jumping the starting signal or riding through the caution light?

IF THE ANSWER TO ANY QUESTIONS IS “NO, OUR OPERATOR WAS NOT DRIVING DEFENSIVELY AND IS AT FAULT.

Hit Other in Rear

- Was our operator maintaining the safe following distance, namely one bus-length for every 10 miles per hour of travel, which should be doubled at night and doubled again in wet weather?
- Was he/she keeping his eyes and mind ahead of the car ahead?
- Did he/she approach the green traffic light cautiously, expecting the driver ahead to stop suddenly on the signal change?
- Did he/she keep from skidding?

Backing Accidents

- Was it necessary to back?
- Did our operator have to park so close to the car ahead as to require backing to leave the parking space?
- Was it necessary to drive into the narrow street, dead-end street, or driveway from which he backed?
- Did he/she back immediately after looking?
- Did he/she use horn while backing?
- Did he/she look to the rear without depending on the rear vision mirror?
- If the distance was long, did he/she stop, get out, and look around occasionally?

Pedestrians

- Did he/she drive through congested section expecting that pedestrians would step in front of his bus?
- Was he/she prepared to stop?
- Did he/she keep as much clearance between his vehicle and parked cars as safety permitted?
- Did our operator refrain from passing vehicles that had stopped to allow pedestrians to cross?

- Did he/she refrain from jumping the starting signal or riding through the caution light?
- Was he/she aware of groups of children, and was he prepared to stop if one ran into the street?
- Did he/she give all pedestrians the right of way?

Pulling from Curb

- Did our operator look to front and rear for approaching and overtaking traffic immediately before starting to pull out?
- Did he look back rather than depend upon rear vision mirror?
- Did he signal before pulling from curb?
- Did he start out only when his action would not require traffic to change its speed or direction in order to avoid him?
- Did he continue to glance back as he pulled out?

Skidding

- Was our operator driving at a speed safe for condition of weather and road?
- Was he keeping at least twice the safe following distance for dry pavement, one bus length for every ten miles per hour of speed?
- Were all his actions gradual?
- Was he expecting or alert for loose gravel, grease, oil, etc.?

Parked

- Was our operator parked on the right side of the street?
- Was it necessary to park near the intersection?
- Did he have to park on the traveled part of the street, on the curve, or on the hill?
- Where required, did he warn traffic?
- Did he park parallel to curb?
- Was it necessary to park so close to alley or directly across from driveway?

All Others

- Could our operator reasonably have done anything to avoid the accident?
- Was his speed safe for the conditions?
- Did he obey all traffic signals?
- Was his vehicle under Control?

IF THE ANSWER TO ANY QUESTIONS IS “NO” OUR OPERATOR WAS NOT DRIVING DEFENSIVELY AND IS AT FAULT. EXCEPT FOR THE QUESTIONS ON “ALL OTHERS”

**SAMPSON AREA TRANSPORTATION
CORRECTIVE ACTION IDENTIFICATION AND TRACKING**

A Corrective Action must be formally tracked until the Corrective Action is implemented.

Transit System: Sampson Area Transportation

Driver: _____

Corrective Action(s):

Date Corrective Action Implemented: _____

Acceptability of Action:

Mark an X next to the appropriate response.

Action is acceptable ____

Action is unacceptable ____

Action is incomplete ____

Corrective Action Approved by:

Name: _____

Title: _____

Form Prepared By:

Name: _____

Signature: _____

**ZERO TOLERANCE
DRUG AND ALCOHOL TESTING POLICY
SAMPSON AREA TRANSPORTATION
Adopted as of November 2011**

A. PURPOSE

- 1) Sampson Area Transportation provides public transit and para transit services for the residents of *Sampson County*. Part of our mission is to ensure that this service is delivered safely, efficiently, and effectively by establishing a drug and alcohol-free work environment, and to ensure that the workplace remains free from the effects of drugs and alcohol in order to promote the health and safety of employees and the general public. In keeping with this mission, Sampson Area Transportation declares that the unlawful manufacture, distribution, dispense, possession, or use of controlled substances or misuse of alcohol is prohibited for all employees.
- 2) Additionally, the purpose of this policy is to establish guidelines to maintain a drug and alcohol-free workplace in compliance with the Drug-Free Workplace Act of 1988, and the Omnibus Transportation Employee Testing Act of 1991. This policy is intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry. Specifically, the Federal Transit Administration (FTA) of the U.S. Department of Transportation has published 49 CFR Part 655, as amended, that mandates urine drug testing and breath alcohol testing for safety-sensitive positions, and prohibits performance of safety-sensitive functions when there is a positive test result. The U. S. Department of Transportation (USDOT) has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens.
- 3) Any provisions set forth in this policy that are included under the sole authority of Sampson Area Transportation and are not provided under the authority of the above named Federal regulations are underlined.

B. APPLICABILITY

This Drug and Alcohol Testing Policy applies to all safety-sensitive employees (full- or part-time) when performing safety sensitive duties Sampson Area Transportation employees that do not perform safety-sensitive functions are also covered under this policy under the sole authority of Sampson Area Transportation. A safety-sensitive function is operation of mass transit service including the operation of a revenue service vehicle (whether or not the vehicle is in revenue service), maintenance of a revenue service vehicle or equipment used in revenue service, security personnel who carry firearms, dispatchers or persons controlling the movement of revenue service vehicles and any other transit employee who is required to hold a Commercial Drivers

License. Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment used in revenue service. A list of safety-sensitive positions who perform one or more of the above mentioned duties is provided in Attachment A. Supervisors are only safety sensitive if they perform one of the above functions. Volunteers are considered safety sensitive and subject to testing if they are required to hold a CDL, or receive remuneration for service in excess of actual expense.

C. DEFINITIONS

Accident: An occurrence associated with the operation of a revenue service vehicle even when not in revenue service, if as a result:

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

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

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

Alcohol Concentration: Expressed in terms of grams of alcohol per 210 liters of breath as measured by an evidential breath testing device.

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

Canceled Test: A drug test that has been declared invalid by a Medical Review Officer. A canceled test is neither positive nor negative.

Confirmatory Drug Test: A second analytical procedure performed on a different aliquot of the original specimen to identify and quantify the presence of a specific drug or metabolite.

Confirmatory Validity Test: A second test performed on a different aliquot of the original urine specimen to further support a validity test result.

Covered Employee: An employee who performs a safety-sensitive function including an applicant or transferee who is being considered for hire into a safety-sensitive function (See Attachment A for a list of covered employees), and other employees, applicants, or transferee that will not perform a safety-sensitive function but falls under the policy of the company's own authority.

Designated Employer Representative (DER): An employee authorized by the employer to take immediate action to remove employees from safety-sensitive duties and to make required decisions in testing. The DER also receives test results and other communications for the employer, consistent with the requirements of 49 CFR Parts 40 and 655.

Department of Transportation (DOT): Department of the federal government which includes the, Federal Transit Administration, Federal Railroad Administration, Federal Highway Administration, Federal Motor Carriers' Safety Administration, Research and Special Programs, and the Office of the Secretary of Transportation.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Prohibited drug: Identified as marijuana, cocaine, opiates, amphetamines (including ecstasy), or phencyclidine at levels above the minimum thresholds specified in 49 CFR Part 40, as amended.

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

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

Revenue Service Vehicles: All transit vehicles that are used for passenger transportation service or that require a CDL to operate. Include all ancillary vehicles used in support of the transit system.

Safety-sensitive functions: Employee duties identified as:

- (1) The operation of a transit revenue service vehicle even when the vehicle is not in revenue service.
- (2) The operation of a non-revenue service vehicle by an employee when the operation of such a vehicle requires the driver to hold a Commercial Drivers License (CDL).
- (3) Maintaining a revenue service vehicle or equipment used in revenue service.
- (4) Controlling the movement of a revenue service vehicle and
- (5) Carrying a firearm for security purposes.

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

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

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

Test Refusal: The following are considered a refusal to test if the employee:

- (1) Fails to appear for any test (excluding pre-employment) within a reasonable time, as determined by the employer, after being directed to do so by the employer.
- (2) Fails to remain at the testing site until the testing process is complete
- (3) Fails to provide a urine or breath specimen for any drug or alcohol test required by Part 40 or DOT agency regulations

- (4) In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of your provision of a specimen.
- (5) Fails to provide a sufficient amount of urine or breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure.
- (6) Fails or declines to take a second test the employer or collector has directed you to take.
- (7) Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of the "shy bladder" or "shy lung" procedures.
- (8) Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process).
- (9) If the MRO reports that there is verified adulterated or substituted test result.
- (10) Failure or refusal to sign Step 2 of the alcohol testing form.
- (11) Failure to follow the observer's instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (12) Possess or wear a prosthetic or other device that could be used to interfere with the collection process.
- (13) Admit to the collector or MRO that you adulterated or substituted the specimen.

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

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

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

D. EDUCATION AND TRAINING

- 1) Every covered employee will receive a copy of this policy and will have ready access to the corresponding federal regulations including 49 CFR Parts 655 and 40, as amended. In addition, all covered employees will 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.
- 2) 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.

E. PROHIBITED SUBSTANCES

- 1) Prohibited substances addressed by this policy include the following.
 - a. Illegally Used Controlled Substance or Drugs Under the Drug-Free Workplace Act of 1988 any drug or any substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), and as further defined by 21 CFR 1300.11 through 1300.15 is prohibited at all times in the workplace unless a legal prescription has been written for the substance. This includes, but is not limited to: marijuana, amphetamines (including methamphetamine and ecstasy), opiates (including heroin), phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. Also, the medical use of marijuana, or the use of hemp related products, which cause drug or drug metabolites to be present in the body above the minimum thresholds is a violation of this policy

Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all covered employees be tested for marijuana, cocaine, amphetamines (including methamphetamine and ecstasy), opiates (including heroin), and phencyclidine as described in Section H of this policy. Illegal use of these five drugs is prohibited at all times and thus, covered employees may be tested for these drugs anytime that they are on duty.

- a. Legal Drugs: The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any

substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to a Sampson Area Transportation supervisor and the employee is required to provide a written release from his/her doctor or pharmacist indicating that the employee can perform his/her safety-sensitive functions.

- b. Alcohol: The use of beverages containing alcohol (including any mouthwash, medication, food, candy) or any other substances such that alcohol is present in the body while performing safety-sensitive job functions is prohibited. An alcohol test can be performed on a covered employee under 49 CFR Part 655 just before, during, or just after the performance of safety-sensitive job functions. Under Sampson Area Transportation authority, an alcohol test can be performed any time a covered employee is on duty.

F. PROHIBITED CONDUCT

- 1) All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in 49 CFR PART 40, as amended.
- 2) Each covered employee is prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. The covered employee will subsequently be relieved of his/her on-call responsibilities and subject to discipline for not fulfilling his/her on-call responsibilities.
- 3) The Transit Department shall not permit any covered employee to perform or continue to perform safety-sensitive functions if it has actual knowledge that the employee is using alcohol.
- 4) Each covered employee is prohibited from reporting to work or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater regardless of when the alcohol was consumed.
- 5) No covered employee shall consume alcohol for eight (8) hours following involvement in an accident or until he/she submits to the post-accident drug/alcohol test, whichever occurs first.
- 6) No covered employee shall consume alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

- 7) Sampson Area Transportation, under its own authority, also prohibits the consumption of alcohol at all times the employee is on duty, or anytime the employee is in uniform.
- 8) Consistent with the Drug-free Workplace Act of 1988, all Sampson Area Transportation employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances in the work place including transit system premises and transit vehicles.

G. DRUG STATUTE CONVICTION

Consistent with the Drug Free Workplace Act of 1998, all employees are required to notify the Sampson Area Transportation management of any criminal drug statute conviction for a violation occurring in the workplace within five days after such conviction. Failure to comply with this provision shall result in disciplinary action as defined in Section Q of this policy.

H. TESTING REQUIREMENTS

- 1) Analytical urine drug testing and breath testing for alcohol will be conducted as required by 49CFR part 40 as amended. All covered employees shall be subject to testing prior to performing safety-sensitive duty, for reasonable suspicion, following an accident, and random as defined in Section K, L, M, and N of this policy, and return to duty/follow-up.
- 2) A drug test can be performed any time a covered employee is on duty. A reasonable suspicion and random alcohol test can be performed just before, during, or after the performance of a safety-sensitive job function. Under Sampson Area Transportation authority, an alcohol test can be performed any time a covered employee is on duty.
- 3) All covered employees will be subject to urine drug testing and breath alcohol testing as a condition of ongoing employment with Sampson Area Transportation. Any safety-sensitive employee who refuses to comply with a request for testing shall be removed from duty and subject to discipline as defined in Section Q of this policy.

I. DRUG TESTING PROCEDURES

- 1) Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Service (HHS). All testing will be conducted consistent with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be made to protect the employee, the integrity of the drug testing procedure, and the validity of the test result.
- 2) The drugs that will be tested for include marijuana, cocaine, opiates (including heroin), amphetamines (including methamphetamine and ecstasy), and phencyclidine. After the identity of the donor is checked using picture identification, a urine specimen will be collected using the split specimen collection method described in 49 CFR Part 40, as amended. Each specimen will be accompanied by a DOT Chain of Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual. The specimen analysis will be conducted at a HHS certified laboratory. An initial drug screen and validity test will be conducted on the primary urine specimen. For those specimens that are not negative, a confirmatory Gas Chromatography/Mass Spectrometry (GC/MS) test will be performed. The test will be considered positive if the amounts of the drug(s) and/or its metabolites identified by the GC/MS test are above the minimum thresholds established in 49 CFR Part 40, as amended.
- 3) The test results from the HHS certified laboratory will be reported to a Medical Review Officer. A Medical Review Officer (MRO) is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO will review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive, substitute, or adulterated test result. The MRO will attempt to contact the employee to notify the employee of the non-negative laboratory result, and provide the employee with an opportunity to explain the confirmed laboratory test result. The MRO will subsequently review the employee's medical history/medical records as appropriate to determine whether there is a legitimate medical explanation for a non-negative laboratory result. If no legitimate medical explanation is found, the test will be verified positive or refusal to test and reported to the Sampson Area Transportation Drug and Alcohol Program Manager (DAPM). If a legitimate explanation is found, the MRO will report the test result as negative to the DAPM and no further action will be taken.
- 4) If the test is invalid without a medical explanation, a retest will be conducted under direct observation. Employees do not have access to a test of their split specimen following an invalid result.

- 5) Any covered employee who questions the results of a required drug test under paragraphs L through P of this policy may request that the split sample be tested. The split sample test must be conducted at a second HHS-certified laboratory with no affiliation with the laboratory that analyzed the primary specimen. The test must be conducted on the split sample that was provided by the employee at the same time as the primary sample. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40, as amended. The employee's request for a split sample test must be made to the Medical Review Officer within 72 hours of notice of the original sample verified test result. Requests after 72 hours will only be accepted at the discretion of the MRO if the delay was due to documentable facts that were beyond the control of the employee. Sampson Area Transportation will ensure that the cost for the split specimen are covered in order for a timely analysis of the sample; however, Sampson Area Transportation will seek reimbursement for the split sample test from the employee.
- 6) If the analysis of the split specimen fails to confirm the presence of the drug(s) detected in the primary specimen, if the split specimen is not able to be analyzed, or if the results of the split specimen are not scientifically adequate, the MRO will declare the original test to be canceled. If the split specimen is not available to analyze the MRO will direct Sampson Area Transportation to retest the employee under direct observation.
- 7) The split specimen will be stored at the initial laboratory until the analysis of the primary specimen is completed. If the primary specimen is negative, the split will be discarded. If the primary is positive, the split will be retained for testing if so requested by the employee through the Medical Review Officer. If the primary specimen is positive, it will be retained in frozen storage for one year and the split specimen will also be retained for one year.
- 8) Observed collections
 - a. Consistent with 49 CFR part 40, as amended, collection under direct observation (by a person of the same gender) with no advance notice will occur if:
 - i. The laboratory reports to the MRO that a specimen is invalid, and the MRO reports to Sampson Area Transportation that there was not an adequate medical explanation for the result;
 - ii. The MRO reports to Sampson Area Transportation that the original positive, adulterated, or substituted test result had to be cancelled because the test of the split specimen could not be performed;

- iii. The laboratory reported to the MRO that the specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reported the specimen to you as negative-dilute and that a second collection must take place under direct observation (see §40.197(b)(1)).
- iv. The collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- v. The temperature on the original specimen was out of range;
- vi. Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with.
- vii. All follow-up-tests; or
- viii. All return-to-duty tests

J. ALCOHOL TESTING PROCEDURES

- 1) Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing device (EBT) operated by a trained Breath Alcohol Technician (BAT). Alcohol screening tests may be performed using a non-evidential testing device which is also approved by NHSTA. 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 on an EBT. The confirmatory test will be conducted at least fifteen minutes after the completion of the initial test. The confirmatory test will be performed using a NHTSA-approved EBT operated by a trained BAT. 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. 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 employee and to maintain the integrity of the alcohol testing procedures and validity of the test result.
- 2) An employee who has a confirmed alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. The consequences of a positive alcohol test are described in Section Q. of this policy. Even though an employee who has a confirmed alcohol concentration of

0.02 to 0.039 is not considered positive, the employee shall still be removed from duty for at least eight hours or for the duration of the work day whichever is longer and will be subject to the consequences described in Section Q of this policy. An alcohol concentration of less than 0.02 will be considered a negative test.

- 3) Sampson Area Transportation affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. If at any time the integrity of the testing procedures or the validity of the test results is compromised, the test will be canceled. Minor inconsistencies or procedural flaws that do not impact the test result will not result in a cancelled test.
- 4) The alcohol testing form (ATF) required by 49 CFR Part 40 as amended, shall be used for all FTA required testing. Failure of an employee to sign step 2 of the ATF will be considered a refusal to submit to testing.

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K. PRE-EMPLOYMENT TESTING

- 1) All applicants for covered transit positions shall undergo urine drug testing prior to performance of a safety-sensitive function.
 - b. All offers of employment for covered positions shall be extended conditional upon the applicant passing a drug test. An applicant will not be allowed to perform safety-sensitive functions unless the applicant takes a drug test with verified negative results.
 - c. A non-covered employee shall not be placed, transferred or promoted into a covered position until the employee takes a drug test with verified negative results.
 - d. If an applicant fails a pre-employment drug test, the conditional offer of employment shall be rescinded. Failure of a pre-employment drug test will disqualify an applicant for employment for a period of at least one year. Before being considered for future employment the applicant must provide the employer proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G. The cost for the assessment and any subsequent treatment will be the sole responsibility of the applicant.
 - e. When an employee being placed, transferred, or promoted from a non-covered position to a covered position submits a drug test with a verified positive result, the employee shall be subject to disciplinary action in accordance with Section Q herein.
 - f. If a pre-employment/pre-transfer test is canceled, Sampson Area Transportation will require the applicant to take and pass another pre-employment drug test.
 - g. In instances where a covered employee is on extended leave for a period of 90 consecutive days or more regardless of reason, and is not in the random testing pool the employee will be required to take a pre-employment drug test under 49 CFR Part 655 and have negative test results prior to the conduct of safety-sensitive job functions.
 - h. Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
 - i. Applicants are required (even if ultimately not hired) to provide their consent to *Sampson Area Transportation* to request FTA drug and alcohol records from all previous, DOT-covered, employers that the

applicant has worked for within the last two years. Failure to do so will result in the employment offer being rescinded. *Sampson Area Transportation* is required to ask all applicants (even if ultimately not hired) if they have tested positive or refused to test on a pre-employment test for a DOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a DOT covered employer, the applicant must provide Sampson Area Transportation proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G.

L. REASONABLE SUSPICION TESTING

- 1) All Sampson Area Transportation covered employees will be subject to a reasonable suspicion drug and/or alcohol test when the employer has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. Reasonable suspicion shall mean that there is objective evidence, based upon specific, contemporaneous, articulable observations of the employee's appearance, behavior, speech or body odor that are consistent with possible drug use and/or alcohol misuse. Reasonable suspicion referrals must be made by one or more supervisors who are trained to detect the signs and symptoms of drug and alcohol use, and who reasonably concludes that an employee may be adversely affected or impaired in his/her work performance due to possible prohibited substance abuse or alcohol misuse. A reasonable suspicion alcohol test can only be conducted just before, during, or just after the performance of a safety-sensitive job function. However, under Sampson Area Transportation's authority, a reasonable suspicion alcohol test may be performed any time the covered employee is on duty. A reasonable suspicion drug test can be performed any time the covered employee is on duty.
- 2) Sampson Area Transportation shall be responsible for transporting the employee to the testing site. Supervisors should avoid placing themselves and/or others into a situation which might endanger the physical safety of those present. The employee shall be placed on administrative leave pending disciplinary action described in Section Q of this policy. An employee who refuses an instruction to submit to a drug/alcohol test shall not be permitted to finish his or her shift and shall immediately be placed on administrative leave pending disciplinary action as specified in Section Q of this policy.
- 3) A written record of the observations which led to a drug/alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor making the observation. This written record shall be submitted to SAT.
- 4) When there are no specific, contemporaneous, articulable objective facts that indicate current drug or alcohol use, but the employee (who is not already a

participant in a treatment program) admits the abuse of alcohol or other substances to a supervisor in his/her chain of command, the employee shall be referred to the SAP for an assessment. Sampson Area Transportation shall place the employee on administrative leave in accordance with the provisions set forth under Section Q of this policy. Testing in this circumstance would be performed under the direct authority of the Sampson Area Transportation. Since the employee self-referred to management, testing under this circumstance would not be considered a violation of this policy or a positive test result under Federal authority. However, self-referral does not exempt the covered employee from testing under Federal authority as specified in Sections L through N of this policy or the associated consequences as specified in Section Q.

M. POST-ACCIDENT TESTING

- 1) All covered employees will be required to undergo urine and breath testing if they are involved in an accident with a transit revenue service vehicle regardless of whether or not the vehicle is in revenue service that results in a fatality. This includes all surviving covered employees that are operating the vehicle at the time of the accident and any other whose performance cannot be completely discounted as a contributing factor to the accident.
- 2) In addition, a post-accident test will be conducted if an accident results in injuries requiring immediate transportation to a medical treatment facility; or one or more vehicles incurs disabling damage, unless the operators performance can be completely discounted as a contributing factor to the accident.
 - a. As soon as practicable following an accident, as defined in this policy, the transit supervisor investigating the accident will notify the transit employee operating the transit vehicle and all other covered employees whose performance could have contributed to the accident of the need for the test. The supervisor will make the determination using the best information available at the time of the decision.
 - b. The appropriate transit supervisor shall ensure that an employee, required to be tested under this section, is tested as soon as practicable, but no longer than eight (8) hours of the accident for alcohol, and no longer than 32 hours for drugs. If an alcohol test is not performed within two hours of the accident, the Supervisor will document the reason(s) for the delay. If the alcohol test is not conducted within (8) eight hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

- c. Any covered employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident, or until he/she undergoes a post-accident alcohol test.
- d. An employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying a supervisor of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed to have refused to submit to testing.
- e. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident, or to prohibit an employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident, or to obtain necessary emergency medical care.
- f. In the rare event that Sampson Area Transportation is unable to perform an FTA drug and alcohol test (i.e., employee is unconscious, employee is detained by law enforcement agency), Sampson Area Transportation may use drug and alcohol post-accident test results administered by local law enforcement officials in lieu of the FTA test. The local law enforcement officials must have independent authority for the test and the employer must obtain the results in conformance with local law.

N. RANDOM TESTING

- 1) All covered employees will be subjected to random, unannounced testing. The selection of employees shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of safety-sensitive employees.
- 2) The dates for administering unannounced testing of randomly selected employees shall be spread reasonably throughout the calendar year, day of the week and hours of the day.
- 3) The number of employees randomly selected for drug/alcohol testing during the calendar year shall be not less than the percentage rates established by Federal regulations for those safety-sensitive employees subject to random testing by Federal regulations. The current random testing rate for drugs established by FTA equals twenty-five percent of the number of covered employees in the pool and the random testing rate for alcohol established by FTA equals ten percent of the number of covered employees in the pool.
- 4) Each covered employee shall be in a pool from which the random selection is made. Each covered employee in the pool shall have an equal chance of selection each time the selections are made. Employees will remain in the pool and subject to selection, whether or not the employee has been previously tested. There is no discretion on the part of management in the selection.
- 5) Covered transit employees that fall under the Federal Transit Administration regulations will be included in one random pool maintained separately from the testing pool of employees that are included solely under Sampson Area Transportation authority.
- 6) Random tests can be conducted at any time during an employee's shift for drug testing. Alcohol random tests can be performed just before, during, or just after the performance of a safety sensitive duty. Testing can occur during the beginning, middle, or end of an employee's shift.
- 7) Employees are required to proceed immediately to the collection site upon notification of their random selection.

O. RETURN-TO-DUTY TESTING

Sampson Area Transportation will terminate the employment of any employee that tests positive or refuses a test as specified in section Q of this policy. However, in the rare event an employee is reinstated with court order or other action beyond the control of the transit system, the employee must complete the return-to-duty process prior to the performance of safety-sensitive functions. All covered employees who previously tested positive on a drug or alcohol test or refused a test, must test negative for drugs, alcohol (below 0.02 for alcohol), or both and be evaluated and released by the Substance Abuse Professional before returning to work. For an initial positive drug test a Return-to-Duty drug test is required and an alcohol test is allowed. For an initial positive alcohol test a Return-to-Duty alcohol test is required and a drug test is allowed. Following the initial assessment, the SAP will recommend a course of rehabilitation unique to the individual. The SAP will recommend the return-to-duty test only when the employee has successfully completed the treatment requirement and is known to be drug and alcohol-free and there are no undo concerns for public safety.

P. FOLLOW-UP TESTING

Covered employees that have returned to duty following a positive or refused a test will be required to undergo frequent, unannounced drug and/or alcohol testing following their return-to-duty test. The follow-up testing will be performed for a period of one to five years with a minimum of six tests to be performed the first year. The frequency and duration of the follow-up tests (beyond the minimums) will be determined by the SAP reflecting the SAP's assessment of the employee's unique situation and recovery progress. Follow-up testing should be frequent enough to deter and/or detect a relapse. Follow-up testing is separate and in addition to the random, post-accident, reasonable suspicion and return-to-duty testing.

Q. RESULT OF DRUG/ALCOHOL TEST

- 1) Any covered employee that has a verified positive drug or alcohol test will be removed from his/her safety-sensitive position, informed of educational and rehabilitation programs available, referred to a Substance Abuse Professional (SAP) for assessment, and will be terminated.
- 2) Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
- 3) A positive drug and/or alcohol test will also result in disciplinary action as specified herein.

- a. After receiving notice of a verified positive drug test result, a confirmed alcohol test result, or a test refusal, the Sampson Area Transportation Drug and Alcohol Program Manager will contact the employee's supervisor to have the employee cease performing any safety-sensitive function.
 - b. The employee shall be referred to a Substance Abuse Professional and will be terminated.
- 4) Refusal to submit to a drug/alcohol test shall be considered a positive test result and shall result in termination. A test refusal includes the following circumstances:
- (1) A covered employee who consumes alcohol within eight (8) hours following involvement in an accident without first having submitted to post-accident drug/alcohol tests.
 - (2) A covered employee who leaves the scene of an accident without a legitimate explanation prior to submission to drug/alcohol tests.
 - (3) A covered employee who provides an insufficient volume of urine specimen or breath sample without a valid medical explanation. The medical evaluation shall take place within 5 days of the initial test attempt
 - (4) A verbal or written declaration, obstructive behavior, or physical absence resulting in the inability to conduct the test within the specified time frame.
 - (5) A covered employee whose urine sample has been verified by the MRO as substitute or adulterated.
 - (6) A covered employee fails to appear for any test within a reasonable time, as determined by the employer, after being directed to do so by the employer
 - (7) A covered employee fails to remain at the testing site until the testing process is complete;
 - (8) A covered employee fails to provide a urine specimen for any drug test required by Part 40 or DOT agency regulations;
 - (9) A covered employee fails to permit the observation or monitoring of a specimen collection
 - (10) A covered employee fails or declines to take a second test the employer or collector has directed you to take;
 - (11) A covered employee fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of the "shy bladder" or "shy lung" procedures
 - (12) A covered employee fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process).
 - (13) Failure to sign Step 2 of the Alcohol Testing form

- (14) Failure to follow the observer's instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
 - (15) Possess or wear a prosthetic or other device that could be used to interfere with the collection process.
 - (16) Admit to the collector or MRO that you adulterated or substituted the specimen.
- 5) An alcohol test result of ≥ 0.02 to ≤ 0.039 BAC shall result in the removal of the employee from duty for eight hours or the remainder or the work day whichever is longer. The employee will not be allowed to return to safety-sensitive duty for his/her next shift until he/she submits to an alcohol test with a result of less than 0.02 BAC. If the employee has an alcohol test result of ≥ 0.02 to ≤ 0.039 two or more times within a six month period, the employee will be removed from duty and referred to the SAP for assessment and treatment consistent with Section Q of this policy.
- 6) In the instance of a self-referral or a management referral, disciplinary action against the employee shall include:
- a. Mandatory referral to a Substance Abuse Professional for assessment, formulation of a treatment plan, and execution of a return to work agreement;
 - b. Failure to execute, or remain compliant with the return-to-work agreement shall result in termination from Sampson Area Transportation employment.
 - i. Compliance with the return-to-work agreement means that the employee has submitted to a drug/alcohol test immediately prior to returning to work; the result of that test is negative; in the judgment of the SAP the employee is cooperating with his/her SAP recommended treatment program; and, the employee has agreed to periodic unannounced follow-up testing as defined in Section P of this policy.
 - c. Refusal to submit to a periodic unannounced follow-up drug/alcohol test shall be considered a direct act of insubordination and shall result in termination.
 - d. A self-referral or management referral to the SAP that was not precipitated by a positive test result does not constitute a violation of the Federal regulations and will not be considered as a positive test result in relation to the progressive discipline defined in Section Q of this policy.
 - e. Periodic unannounced follow-up drug/alcohol test conducted as a result of a self-referral or management referral which results in a verified positive shall be considered a positive test result in relation to the progressive discipline defined in Section Q of this policy.

- f. A Voluntary Referral does not shield an employee from disciplinary action or guarantee employment with Sampson Area Transportation.
 - g. A Voluntary Referral does not shield an employee from the requirement to comply with drug and alcohol testing.
- 7) Failure of an employee to report within five days a criminal drug statute conviction for a violation occurring in the workplace shall result in termination.

R. GRIEVANCE AND APPEAL

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

S. PROPER APPLICATION OF THE POLICY

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

T. INFORMATION DISCLOSURE

- 1) Drug/alcohol testing records shall be maintained by the Sampson Area Transportation Drug and Alcohol Program Manager and, except as ¹provided below or by law, the results of any drug/alcohol test shall not be disclosed without express written consent of the tested employee.
- 2) The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration records, and records of laboratory certifications. Employees may not have access to SAP referrals and follow-up testing plans.
- 3) Records of a verified positive drug/alcohol test result shall be released to the Drug and Alcohol Program Manager, and other transit system management personnel on a need to know basis.

- 4) Records will be released to a subsequent employer only upon receipt of a written request from the employee.
- 5) Records of an employee's drug/alcohol tests shall be released to the adjudicator in a grievance, lawsuit, or other proceeding initiated by or on behalf of the tested individual arising from the results of the drug/alcohol test. The records will be released to the decision maker in the preceding.
- 6) Records will be released to the National Transportation Safety Board during an accident investigation.
- 7) Information will be released in a criminal or civil action resulting from an employee's performance of safety-sensitive duties, in which a court of competent jurisdiction determines that the drug or alcohol test information is relevant to the case and issues an order to the employer to release the information. The employer will release the information to the decision maker in the proceeding with a binding stipulation that it will only be released to parties of the proceeding.
- 8) Records will be released to the DOT or any DOT agency with regulatory authority over the employer or any of its employees.
- 9) Records will be released if requested by a Federal, state or local safety agency with regulatory authority over Sampson Area Transportation or the employee.
- 10) If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of Part 40 as amended, necessary legal steps to contest the issuance of the order will be taken
- 11) In cases of a contractor or sub-recipient 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.

U. ITEMS SPECIFIC TO SAMPSON AREA TRANSPORTATION

- 1) Sampson Area Transportation will work closely with Clinton Urgent Care in the drug and alcohol testing program. The transportation operations supervisor will communicate with the office manager. A "password" will be in place to verify both participants. When a drug test is scheduled, the transportation operations supervisor will inform CUC that the employee is coming. Once the employee is notified of the test, he/she will have 15 minutes to report to CUC. The employee will have the Order for Testing form and will return that to the transportation supervisor after the testing is done. Time in and time out will be documented on the order for testing form.

- 2) The Director of Aging will serve as the back-up person for Sampson Area Transportation. She will be able to talk to the office manager at CUC on all matters concerning the drug and alcohol testing program.
- 3) Sampson Area Transportation will ask all perspective employees if he/she has had to take DOT drug or alcohol tests for previous employers. Sampson Area Transportation will ask for permission to get those tests for the past 2 years from any applicant. Additionally, SAT will ask applicants if he/she has had any positive drug/alcohol tests.
- 4) Sampson Area Transportation will spread out the drug and alcohol testing 5 days a week and within all hours of operation. This is done so safety-sensitive employees will not know when random tests are coming. "Group testing" will not be allowed for employees.
- 5) Clinton Urgent Care will notify Sampson Area Transportation immediately upon notification of a positive drug or alcohol test. The communication will be verbal at first. The transportation operations supervisor will document the time, date, employee name, and other information concerning a positive drug or alcohol test. Any other information from the SAP or MRO will be documented and filed in a safe and secure location.
- 6) Clinton Urgent Care will abide by all DOT drug and alcohol testing requirements. The transportation operations supervisor will provide CUC with updated DOT requirements, paperwork, or other information. It is the responsibility of CUC to train all nurses or office personnel in drug or alcohol testing procedures.

Attachment A

LIST OF SAMPSON AREA TRANSPORTATION SAFETY-SENSITIVE EMPLOYEES

<u>Job Title</u>	<u>Testing Authority</u>
Transportation Operations Supervisor	DOT
Transportation Office Manager	DOT
Full-Time Drivers	DOT
Part-Time Drivers	DOT
Volunteers that have CDL	DOT
Volunteers that are paid by employer (not SAT)	DOT
Receptionist/Secretary	SAT

Attachment B Contacts

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

Sampson Area Transportation Drug and Alcohol Program Manager

Name: Earle McNeill

Title: Transportation Operations Supervisor

Mailing Address: 405 County Complex Road; Suite 140 Clinton, NC 28328

Physical Address: 311 County Complex Road, Clinton, NC 28328

Telephone Number: 910-299-0127

Medical Review Officer

Name: Dr. Ron Krul

Title: Doctor of Medicine/Certified Medical Review Officer

Address: 1004 Beaman St. Clinton NC 28328

Telephone Number: 592-9113

Substance Abuse Professional

Name: Joe Madigan

Title: SAP/CSA

Address: Eastpointe, Beaulaville NC

Telephone Number: 1-800-913-6109

HHS Certified Laboratory Primary Specimen

Name: Kroll Laboratory

Address: 1111 Newton Street Gretna, LA 70053

Telephone Number: 504-361-8989

HHS Certified Laboratory Split Specimen

Name: Kroll Laboratory

Address: 1111 Newton St. Gretna, LA 70053

Telephone Number: 504-361-8989

Preventive Maintenance Plan

April 17, 2007

TO: Community Transportation Systems

FROM: NCDOT/PTD

SUBJECT: Maintenance Plan

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

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

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

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

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

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

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

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

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

PREVENTIVE MAINTENANCE STANDARDS

All vehicles, wheelchair lifts and associated equipment, system owned or operating under contract with the system, is placed on a comprehensive preventive maintenance program for the purpose of *increasing safety and reducing operational costs*.

The Preventive Maintenance Plan should consist of:

- Making preventive maintenance arrangements
- Conducting a Pre/Post-Trip Inspection course for driver
- Completing a corresponding inspection checklist
- Maintaining a combined Public Transportation Management System (PTMS), and a comprehensive maintenance record on file for each vehicle
- Completing statistical reporting
- Reporting common problems
- Utilizing manufacturers Preventive Maintenance Guidelines Manual
- Keeping all maintenance records for the life of the vehicle to include three (3) years after disposition

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

MAINTENANCE RECORDS POLICY

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

Maintenance Records Include:

- Documents showing vehicle identity
- Documents showing vehicle and wheelchair lift completed maintenance and inspection dates
- Documents showing mileage
- Documents identifying the contractor that provides non-owned vehicles
- Documents showing maintenance contractors' names and addresses
- Vehicle Accident Reports
- Documents reporting and evaluating maintenance systems
- A copy of the document notifying NCDOT of a fatal accident by the close of business or the end of the working day
- A copy of the document notifying NCDOT within 24 hours of a fatal death that occurs within 30 days as a result of an accident
- Documents that report to NCDOT within 48 hours all accidents/incidents

- Documents showing completion of the driver's daily Pre/Post-Trip Inspection Checklists*
 * **maintain for life of the vehicles plus three (3) years after disposition**

ANNUAL PTMS INSPECTION

Form must be completed and maintained with vehicle maintenance records.

Date: _____

Vehicle: _____

Wheelchair Lift Cycle Reading: _____

Odometer Reading: _____

Inspector: _____

Inspection Key

For Each Item

OK =OK

"X" = Adjusted

"0"= Repairs Are Necessary

For Each "0" Give an Explanation

Body

___ Check windshield and other glass for cracks/damage

___ Check wheels for cracks/damage

___ Interior and exterior **d**ecals, signs, numbers (ex: railroad crossing, no turn on red, etc...)

___ Body damage

___ Destination signs for proper operation (Front, Rear, Back)

___ General physical condition of the vehicle

___ System name completely spelled out (10' letters) and condition

___ Sign identifying the vehicle as "Available for Public Use" if required

ONBOARD SAFETY EQUIPMENT

The following items have been placed in all vehicles:

Seat Belts - An adjustable driver's restraining belt that complies with FMVSS 209 (Seat Belt Assemblies) and FMVSS 210 (Seat Belt Anchorages) regulations

Fire Extinguisher - Include a fully-charged dry chemical or carbon dioxide fire extinguisher that has at least a 1A:BC rating and bears the Underwriter's Laboratory, Inc. label. The extinguisher should be accessible and must be securely mounted in a visible place or a clearly marked compartment.

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

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

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

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

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

Optional On-board Safety Response Equipment

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

PREVENTATIVE MAINTENANCE PLAN

Introduction:

Preventative maintenance describes regularly scheduled maintenance procedures, which are performed to prevent vehicle malfunctions and breakdowns. Preventative maintenance will help keep vehicles on the road. An organized program of inspections, scheduled service, and immediate adjustments or repairs will increase safety, increase the service life of the vehicles, and keep mechanical failures to a minimum. By administering a preventative maintenance program, the system should also save money on repairs through proper and repetitive inspection.

Daily/Weekly Vehicle Inspection:

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

- ❖ Visual Tire Check
- ❖ Windshield, Mirrors, Head/Taillights
- ❖ Oil
- ❖ Dashboard gauges
- ❖ Fuel Level
- ❖ Heat/Air Operational
- ❖ Turn/Hazard Lights
- ❖ Brakes/Brake Lights
- ❖ Seatbelts
- ❖ Engine Noise
- ❖ Radiator Coolant
- ❖ Transmission Fluid
- ❖ Strap/Tie-down Inspection

Under the Hood

Check for problems under the hood at the beginning of your inspection before starting the engine. It is easier and safer when the engine is cool.

Check the oil, radiator and battery fluid levels. If low, make a note of it on your inspection checklist. If any fluids are below the safe level, see the Office Manager for assistance.

Also, check hoses for cracks or possible leaks and belts for any visible damage. Report any wear on the checklist, as soon as it begins to show.

Vehicle Interior

Since you will need to leave the vehicle compartment while the vehicle is running, it is a good idea to put chocks behind the wheels before starting the motor.

Begin while seated behind the steering wheel.

First, put on the parking brake.

Then, turn on the ignition.

Check the oil pressure, fuel and alternator gauges.

If the oil pressure light stays on or the gauge shows the oil pressure to be dangerously low, turn the motor off until the problem can be corrected. Alert the coordinator and document on your pre-trip inspection form.

If the alternator or generator light stays on, the battery may not be charging. To guard against the possibility of becoming stranded along the route by a dead battery, have the problem located and corrected right away.

Check the windshield wipers to make sure they are working and not worn or stripped.

Vehicle Exterior

Turn on all exterior lights. With the vehicle in park and the emergency brake still on, begin the exterior check from the front of the vehicle.

During the exterior inspection, be sure to note and report any evidence of fresh damage to the vehicle. Reporting such damage now may save you a lengthy and difficult explanation or report later. Space is provided for you on the Daily Vehicle Inspection Checklist to note and describe any exterior damage.

Check the headlights, signal lights, emergency flashers and clearance lights to make sure they are working. (You may need a co-worker's assistance).

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

Check the air pressure with an air pressure gauge.

Take care to maintain your tires at the recommended pressure.

A soft tire is very susceptible to severe road damage.

An over-inflated tire causes a bumpier and less comfortable ride, especially for elderly or disabled passengers.

Check the condition of the side marker light.

Move to the back of the vehicle and inspect the rear left tire or duals for obvious damage.

Check the air pressure with an air pressure gauge.

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

Make sure they are free of mud and dirt buildup.

Carry a rag with you to clean any dirty lights, which may be hard to see even after dark.

Check the right rear tire. If there are any other lights or outside signs for your boarding doors or lifts, make sure they are in place and clean.

Next, look under the vehicle. Make sure there are no foreign or unfamiliar objects hanging down or wedged underneath.

Also, check to see if there are any puddles or vehicle fluids under the vehicle. If the vehicle is leaking fluid, report it to your supervisor.

Move to the front of the vehicle and examine the right front tire in the same manner as the left tire and check the condition of the side marker light.

Adjust each of your mirrors so that you can see what you need to see from your normal driving position. When you are adjusting your mirrors, keep in mind what you want to be able to see within your safety zone.

Test your horn to make sure it works.

Turn the steering wheel gently to make sure it is not loose.

Push on the brake pedal. If the tension feels spongy or soft, note this on your checklist. Your brakes may need to be adjusted.

Check the blower fan to see if it works so you'll be able to use the heater, defroster or air conditioner.

Check the interior lights. If any lights are not working, note this on your checklist.

Note on your checklist anything in the interior of the vehicle that needs attention.

Safety Equipment

Check your emergency equipment to make sure it is in the right location and in working order.

Emergency equipment should include:

- A properly charged fire extinguisher
- Warning devices such as cones, triangles, flares
- A first aid kit
- Extra fuses
- A flashlight with fresh batteries

- Blood Borne Pathogens Kits

Look around the inside of your vehicle to make sure it is clean. Clear out trash, debris or loose items. Trash or debris left in the vehicle can be tossed about by careless passengers and can cause slips, falls and fires. A clean vehicle presents a professional image.

Check any special accessibility equipment if your vehicle is so equipped.

Examine tie downs for signs of damage or excessive wear. Make sure they can be properly secured to the floor.

Check all lifts and ramps by operating them through one complete cycle. Make sure they are functioning properly. (You may have to move the vehicle to ensure proper clearance while performing this part of the inspection.)

Make sure all doors and emergency exits are functional and unobstructed.

The Pre-Post Trip Inspection sheet utilized by SAT is on Excel and will not post in this file. This is a weekly sheet, to cut back on the amount of paperwork. It covers all the items needed, and was approved by NCDOT the end of 2009. If there are any items that are not in the van, or any maintenance that needs to be done, the driver is to notate the problem, give it to the program assistant, who in turn, will notate the corrective action taken.

Also, there are spaces available to verify that the vehicle has been cleaned both inside and outside. Drivers are told to report any malfunction or problem directly to the Program Assistant and document that on the pre/post trip inspection sheet. Once a problem has been reported, the Program Assistant checks for the problem, and then an immediate appointment is made with the garage.

Each SAT vehicle is assigned a number (which is the last 4 digits of the vehicle) by the Transportation Operations Supervisor. The phone number and facility name are put on the vehicles when purchased.

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

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

Scheduling Maintenance:

Maintenance schedules are based on recommended mileage intervals of the manufacturer. Some vans may be scheduled for a preventative maintenance (PM) service every two months while others are scheduled monthly based solely on miles driven. A checklist is provided to the garage for all PM services. The mechanic checks off on all services performed. The garage is given a copy of the schedules as well as the individual drivers. Vans that need immediate service are taken out of service and scheduled as soon as possible.

Sampson Area Transportation values the importance of preventative maintenance for our vehicles. In utilizing a new maintenance program (Assetworks), SAT is changing a few of the items in the System Safety Program Plan. All maintenance will be scheduled and documented through Assetworks. The Program Assistant is in charge of maintaining that database and all training needed in utilizing the software.

The North Carolina Department of Transportation/Public Transportation Division has required that all systems utilize the same maintenance program. There are three (3) types of preventative oil change programs that are to be used. Oil changes are done every 5000 miles. The Program Assistant and the individual drivers will keep track of the mileage on the vans. The Program Assistant will provide a work order for all maintenance on the vans, including the oil changes. There are three (3) different oil change schedules, which will be listed as A,B, and C. The details for each are as follows:

- (A) Engine oil filter change; Rotate tires (if needed); Wheels (check lug nuts, rims, and axle bolts); Tire air pressure, condition, and tread depth; Brake fluid; and windshield fluid.
- (B) Includes all of A plus; coolant level, water hoses, airlines, wires; check battery and cables; air filters; power steering fluid; transmission fluid and filter.
- (C) Includes A and B plus; chassis lubrication; belts; engine tune-up (as needed); transmission flush (as needed); diagnostic testing; annual state inspection (as needed).

These will be done in a sequence; A,A,B,A,A,C.

PM CHECKLIST

CLASS_CLASS_CODE =
SAT-VAN-PM CLASS

SAT-VAN-PM CLASS, A	
PM Task	Description
PMHB113	ROTATE TIRES IF NEEDED
PM-ACTS028	CHANGE ENGINE COOLANT
PM-3M-00	***** PERFORM SAFETY EQUIPMENT INSPECTION *****
PM-ACTS031	INSPECT EXHAUST SYSTEM & HEAT SHIELDS
PM-ACTS140	CHECK TRANSMISSION FLUID AND FILTER

PM-ANU-17	EMERGENCY BRAKE
PM-ANU-21	CLEARANCE LIGHTS (BUSES; TRUCKS; TRAILERS)
PM-ANU-26	PCV VALVE
CHPM-0012	SUSPENSION
CHPM-0029	CK ENGINE MOUNTS AND ENGINE CRADLE
CHPM-0036	CK FRONT AND REAR BRAKE CONDITION CK ROD TRAVEL AND NOTE
CHPM-0039	INSP R BRAKE COMPONENTS FOR DAMAGE OR WEAR
PM035	ENGINE OIL FILTER CHANGE
CHPM-0040	INSP F BRAKE COMPONENTS FOR DAMAGE OR WEAR
CHPM-0054	CK ALL CHASSIS COMPONENTS FOR DEFECTS
CHPM-0077	CK DIFFERENTIAL FLUID LEVEL ADJUST AS NEEDED
CHPM-0076	CK FRAME - BODY MOUNTS
CHPM-0130	GENERAL DASH AREA
PM042	WHEELS: LUGS - RIMS AND AXLE BOLTS
CHPM-0162	CHANGE-CLEAN HTR-AC FILTERS
PM043	TIRE AIR PRESSURE; CONDITION; TREAD DEPTH
CHPM-0204	CK ALL WINDOWS FOR DEFECTS - NOTIFY SUP IF DEFECTS FOUND
CHPM-0217	CK GENERAL BODY AND PAINT OF INTERIOR
CHPM-0316	FUEL LEAKS
PM075	BRAKE FLUID
CHPM-0264	BATTERY-TRAYS-COMPARTMENT
PM076	WINDSHIELD WASHER FLUID
CHPM-0303	DRIVE BELTS-PULLEYS-IDLERS
CHPM-0391	REPLACE ALL PARTS THAT ARE LEAKY OR DAMAGED.

SAT-VAN-PM CLASS, ANNUAL

PM Task	Description
PM-ANU-01	MIL INDICATOR BULB
PM-ANU-02	DLC (DIAGNOSTIC LINK CONNECTOR)
PM-ANU-03	COMMUNICATION ESTABLISHED
PM-ANU-04	MIL COMMAND ON
PM-ANU-05	MIL INDICATOR BULB
PM-ANU-06	HEADLIGHT
PM-ANU-07	PARKING LIGHT
PM-ANU-08	TAIL LIGHTS
PM-ANU-09	BEAM INDICATOR LIGHT/SWITCH
PM-ANU-10	LICENSE PLATE
PM-ANU-11	STOP LIGHTS
PM-ANU-12	DIRECTIONAL SIGNALS
PM-ANU-13	HORN
PM-ANU-14	WINDSHIELD WIPER
PM-ANU-15	REAR VIEW MIRROR
PM-ANU-16	FOOT BRAKE
PM-ANU-17	EMERGENCY BRAKE
PM-ANU-18	STEERING MECHANISM
PM-ANU-19	TIRES
PM-ANU-20	EXHAUST SYSTEM
PM-ANU-21	CLEARANCE LIGHTS (BUSES; TRUCKS; TRAILERS)
PM-ANU-22	REFLECTORS
PM-ANU-23	WINDOW TINTING VISBLE LIGHT TRANSMISSIOM. 35% TOLARANCE
PM-ANU-24	CATALYTIC CONVERTER
PM-ANU-25	AIR INJECTION SYSTEM (AIS)
PM-ANU-26	PCV VALVE
PM-ANU-27	UNLEADED GAS RESTRICTOR

PM-ANU-28	EXHAUST GAS REGULATOR (EGR)
PM-ANU-29	THERMOSTATIC AIR CONTROL (TAC)
PM-ANU-30	FUEL EVAPORATION CONTROL
PM-ANU-31	OXYGEN (O ₂) SENSOR

SAT-VAN-PM CLASS, B

PM Task	Description
PM006	BRAKES: PEDAL TRAVEL- BRAKE FLUID LEAKS AND STOPPING ABILITY
PM028	COOLANT LEVEL
PMHB113	ROTATE TIRES IF NEEDED
PM029	FLUID LEAKS
PM002	LIGHTS- SWITCHES- HORN- WIPERS- DOORS
PM027	WATER HOSES- ELECTRICAL WIRES- AIR LINES- HYDRAULIC LINES
PM024	CHECK BATTERY CABLES HOLD DOWNS AND BOOTS
PM035	ENGINE OIL FILTER CHANGE
PM078	BRAKE INSPECTION
PM030	AIR CLEANER FILTER; CLEAN OR REPLACE
PM037	POWER STEERING FLUID LEVEL
PM042	WHEELS: LUGS - RIMS AND AXLE BOLTS
PM075	BRAKE FLUID
PM076	WINDSHIELD WASHER FLUID
PM141	TRANSMISSION FLUID AND FILTER
PM147	DIAGNOSTIC TESTS
PM095	FRONT- AND REAR BRAKE PADS

SAT-VAN-PM CLASS, C

PM Task	Description
PM006	BRAKES: PEDAL TRAVEL- BRAKE FLUID LEAKS AND STOPPING ABILITY
PM007	SEATS- SEAT BELTS- WHEELCHAIR RESTRAINTS (IF APPLICABLE)
PM028	COOLANT LEVEL
PM033	DIFFERENTIAL FLUID LEVEL
PM018	CHASSIS LUBRICATION
PM035	ENGINE OIL FILTER CHANGE
PM036	BELTS: TENSION AND WEAR. A/C: _____ LBS.
PMHB113	ROTATE TIRES IF NEEDED
PM037	POWER STEERING FLUID LEVEL
PMSAC50	ENGINE TUNE-UP
PM042	WHEELS: LUGS - RIMS AND AXLE BOLTS
PM043	TIRE AIR PRESSURE; CONDITION; TREAD DEPTH
PM075	BRAKE FLUID
PM076	WINDSHIELD WASHER FLUID
PM084	LUBRICATE HINGES
PM141	TRANSMISSION FLUID AND FILTER
PM095	FRONT- AND REAR BRAKE PADS
PM098	DIFFERENTIAL FLUID
PM148	TRANSMISSION FLUID FLUSH

Records: When a vehicle completes maintenance work, the driver signs off on the bill. A copy is given to the driver, who will give it to the Office Manager. At that time, the original is given to the Financial Manager and a copy is filed in the Maintenance Log Book. This is done by either the Office Manager or Operations Supervisor. Files are not currently kept in the computer; they are kept in a single binder. Every vehicle has a section in the binder. There is a cover sheet for each section. The cover sheet contains the date of work, mileage, and what was done. This is also initialed by the person completing the form. The bill is then filed in order behind the cover sheet. Records are also kept by the garage.

Vehicle Lift Maintenance Policy

Vans with inside lifts will be serviced to the manufacturer's recommendations. The newer vans have an electronic counter, so service can be done on a per cycle plan. Older vans, with outside lifts, will have basic preventative maintenance till they have met useful lift and disposed. The schedule for the older vans is as follows:

Every 2 weeks or 100 cycles with light oil as needed:

- Outboard roll stop hinge
- Roll stop latch
- Fold actuator pivot points
- Bridge Plate/Pins
- Platform fold axles
- Horseshoe pivot points
- Handrail pivot points
- Inspect lift for rattles

This part can be done with the SAT staff or current vendor. For all other wheelchair service work, a certified Braun technician will provide the work. All lifts will be serviced every 750 cycles or every 3 months for those lifts without counters, abiding by the manufactures suggestions for preventative maintenance. SAT will be billed for the work and a copy of that will be placed in the vehicle maintenance binder for documentation. Drivers are required to cycle the lift one time on the pre/post trip inspection sheet. Any problem is to be noted on that form and immediately discussed with the Office Manager. Correct any potentially dangerous situations at once.

For the 750 cycle maintenance, the following shall be done:

- Change Pump Oil
- Inspect and replace pins, slots, lever, bearings as needed
- Check lift mount to make sure it is securely anchored
- Inspect cylinder, chains, bearings, hoses, and wiring

GENERAL SECURITY POLICY

Purpose

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

The security of passengers and employees is paramount to promoting the objectives of FTA, NCDOT and their partner organizations in developing a Security Program. Sampson Area Transportation will take all reasonable and prudent actions to minimize the risk associated with intentional acts against passengers, employees and equipment/facilities. To further this objective, Sampson Area Transportation has developed security plans and procedures and emergency response plans and procedures. The plans have been coordinated with local emergency services which addresses the conduct of exercises in support of their emergency plans, and assessment of critical assets and measures to protect these assets.

The Sampson Area Transportation General Security Policy has 4 main goals:

1. The Security Program's number one goal is the protection and safety of system employees, passengers, vehicles and equipment.
2. Ensure that security and emergency preparedness are addressed during all phases of system operation, including the hiring and training of agency personnel; the procurement and maintenance of agency equipment; the development agency policies, rules, and procedures; and coordination with local public safety and community emergency planning agencies.
3. Promote analysis tools and methodologies to encourage safe system operation through the identification, evaluation and resolution of threats and vulnerabilities, and the on-going assessment of agency capabilities and readiness.
4. Create a culture that supports employee safety, equipment/facility protection and security and safe system operation (during normal and emergency conditions) through motivated compliance with agency rules and procedures and the appropriate use and operation of equipment.

While every threat cannot be identified and resolved, Sampson Area Transportation can take steps to be more aware, to better protect passengers, employees, facilities and equipment, and to stand ready to support community needs in response to a major event. For this purpose, our Security Program has five objectives:

1. Achieve a level of security performance and emergency readiness that meets or exceeds our requirements.

2. Increase and strengthen community involvement and participation in the safety and security of our system.
3. Develop and implement a vulnerability assessment program, and based on the results of this program, establish a course of action for improving physical security measures and emergency response capabilities.
4. Expand our training program for employees, volunteers and contractors to address security awareness and emergency management issues.
5. Enhance our coordination with NCDOT/PTD regarding security and emergency preparedness issues.

Sampson Area Transportation will implement security plans and training from NCDOT and local law enforcement. Following are additional security items:

1. Provide a proactive, prevention-oriented approach to security.
2. Current thinking regarding bus/van transit security emphasizes the importance of identifying potential threats and areas of vulnerability, developing approaches that will minimize those threats and vulnerabilities and demonstrating a clear and proactive approach to security.
3. Maintain that Sampson Area Transportation is responsible for the protection of its passengers, personnel, and facilities.
4. Forging a strong working agreement with all law enforcement agencies.
5. Have quarterly security meetings with office staff and drivers. Any security issues or updated training opportunities will be discussed in this meeting.
6. Input a security section to the TAB quarterly agenda to discuss with the TAB members.
7. The radio base on all vans is monitored by the Sampson County Emergency Management Office. This allows constant contact with both the office and the emergency response team.
8. Work with Sampson County Emergency Management to train drivers on emergency evacuations and passenger/driver security. These will be documented in the Drivers Training Individual Logs. Also, training in the Defensive Driving class will touch on sections dealing with passenger security.

Management and Accountability

This policy was written by the Director and the Transportation Operations Supervisor based on local emergency plans, NCDOT Security Template and FTA's items listed as good security practices identified through FTA's Security Assessments and technical Assistance provided to the largest transit agencies.

Sampson County Board of Commissioners adopted the Sampson County Emergency Operations Plan on August 1999 as a regulation as guidance to provide for the protection of the residents of Sampson County. This plan outlines the coordinated actions to be taken by the County Officials and local agencies to protect lives and property in natural or man made disasters.

Sampson Area Transportation is a participating agency within this plan and follows the guidelines and direction of the local Emergency Management System. Security responsibilities are defined and delegated from management through to the front line employees.

Security Problem Identification

Sampson Area Transportation uses a workplace security assessment form annually (each January) to identify potential security issues.

Sampson County local government has quarterly safety committee meetings. If issues are present they are sent to the County Manager and then will be addressed with Department Heads. In turn issues will be addressed and policy changes made.

An annual review of all policy and procedures will be conducted by management and addressed with Transportation Advisory Board and then sent for approval by the Board of Commissioners.

Employee Selection

Background investigations are conducted on all new employees prior to employment. Background investigation includes criminal history, motor vehicle records and pre-employment drug testing.

Training

1. Security orientation and awareness materials are provided to all employees.
2. Ongoing training programs on safety, security and emergency procedures by work area are provided quarterly.
3. An Information Bulletin Board is in the driver's lounge with safety/security information. The Operations Supervisor will update this board as often as information is made available, but at least quarterly.

Audits and Drills

1. An annual review of all policy and procedures will be conducted by management and addressed with Transportation Advisory Board and then sent for approval by the Board of Commissioners.
2. Emergency Disaster drills are conducted by the local Emergency Management Office. Sampson Area Transportation participates in these drills.
3. One on one evaluation with drivers to review security measures and practices are done annually.

Documents and Access Control

1. All computers are password protected. These passwords are kept in a locked file cabinet.
2. Any other safety documents will be kept in a locked file cabinet.

3. All visitors, contractors, other county employees and delivery personnel are required to check in to the lobby and are escorted to Operations Supervisor and/or Office Manager if needed.
4. After hours the facility is locked and grounds protected by a locked fence. Lighting around facility is also used.
5. The County Complex is regularly controlled by the local Sheriff's Department.

Unauthorized Access to Computers/Records Policy

Sampson Area Transportation utilizes personal information to transport clients. When a client applies for transportation, an intake form is processed. Information such as birthday, address, Social Security Number, and directions are asked of the client and entered on the intake form and the scheduling computer software. The reason for this policy is to set forth guidelines to prevent unauthorized access to or destruction of these records. Financial records are kept in the Operations Supervisor office or the secretary's desk. SAT will also follow the county's "red flag" policy as well as allowing records to be available pursuant to the NC Public Records law.

All hard-copy intake forms are stored in the Office Manager's office. Drivers and office staff have access to the records for work purposes only. Examples would be to get addresses or directions, to see what programs the client is eligible for, to look up an emergency contact person, or any other valid reason. Under no circumstances shall any personal information be used for reasons that are not directly related to providing transportation to clients. Computer usage is restricted to the Operations Supervisor, Office Manager, and the secretary. The software for scheduling is password protected. SAT retains all financial records for a minimum of five years. These records are placed in filing boxes, sealed and stored in appropriate areas of the Sampson County Aging Department which are not accessible to the general public. Disposal of those records is through the process of shredding or burying them at the county landfill; after permission has been given by the Sampson County Board of Commissioners.

Homeland Security

1. The Emergency Operations Director will be responsible for the communication of any information from the Office of Homeland Security. This information will be distributed to Board of Commissioners, County Manager, Department Heads and then to all other personnel.

Opening and Closing Procedures

Monday through Friday AM—the Office Manager arrives between 4:30am to 5:00am to open the building and the gates to the parking lot. Office Manger checks messages for any cancellations and begins the operational aspects of transportation. Drivers and passengers are aware that Office Manager is in the office and can call on the phone or radio for any reason.

Monday through Friday PM - the Operations Supervisor is in the office until 5pm. If there are any vans still out on the road, the supervisor contacts these vans, tells them to call on the radio if need be, asks how long until they are off the road, and any other information needed. The supervisor checks the office and grounds, turns off office lights, locks doors, and locks the gate (drivers who are still out have gate keys). If the supervisor is off work due to vacation or sick time, the receptionist is required to stay until 5 PM and makes the same rounds dealing with building and lot security.

All drivers and office staff are responsible for insuring that the lot and building are secure at all times. The office manager will do a “walk-through” of the building and grounds daily (weather permitting). The operations manager, or the last driver to leave, will ensure the building and gates are locked, vans are accounted for, and no other security issues are lacking.

If an employee is at the office or on the road after business hours, the driver will have the home telephone numbers of the operations supervisor and office manager. The driver is to call for any emergency, no matter how small, and inform either administrative staff person they contact. At any time, the driver can make a decision to call 911 or the Sheriff’s office.

Vehicles: All Sampson Area Transportation vehicles shall remain locked when not on the road or being used. The driver shall be responsible for keeping the keys. Each driver should do a quick “walk-around” before starting the van, while doing the pre/post trip inspection sheet. Any items that may cause a security breach should be immediately reported to the office and/or law enforcement.

**SAMPSON AREA TRANSPORTATION
WORKPLACE SECURITY ASSESSMENT FORM**

Facility (Worksite): _____

Location: _____

Date: _____

Inspection No.: _____

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

Number/gender of employees on-site between 10 p.m. and 5 a.m. _____

Describe nature and frequency of client/customer/passenger/other contact: _____

Yes No

 Are cash transactions conducted with the public during working hours? If yes, how much cash is kept in the cash register or in another place accessible to a robber? _____

Yes No

 Is there safe or lock-box on the premises into which cash is deposited?

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

What physical security measures are present? _____

Yes No

 Has security training been provided to employees? If so, has the training been effective?

**SAMPSON AREA TRANSPORTATION
Security Incident Recording Form**

Date of Incident: _____

Time of Incident: _____ AM/PM

Location: _____

of Fatalities: _____ # of Injuries: _____

Property Damage Estimate: \$ _____

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

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

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

Recorded By: _____ Date: _____

Title: _____ Phone #: _____

JIMMY THORNTON
SHERIFF
SAMPSON COUNTY



112 FONTANA ST
CLINTON, NC 28328
www.sampsonsheriff.com

July 20, 2015

MEMORANDUM

To: Board of Commissioners

From: Sheriff Jimmy Thornton

A handwritten signature in black ink, appearing to read "Jimmy Thornton".

RE: Governor's Crime Commission Grant – AFIS System

I have recently talked with representatives from the Governor's Crime Commission regarding available funding for an Automated Fingerprint Identification System (AFIS). I have been advised that there is unencumbered funding remaining in their budget, which ends on September 30th. The proposed system will cost \$59,967, I would like permission to apply electronically for \$21,600 in GCC funding and I propose to use \$38,367 in Federal Seized Asset funds to cover the remainder of the cost. Your approval of this project would be beneficial to the citizens of Sampson County, NC.

Although the State Crime Lab has reduced their processing time from eighteen months to around eight months, we are limited in the amount of evidence that we can submit for a case. We currently have two investigators who are qualified to process the latent evidence however we do not have a system that will allow us to query state and federal databases. Currently, we are dependent upon the State Crime Lab to process latent prints for verification in the state and federal databases.

Purchasing the AFIS equipment and software will assist investigators in processing latent evidence in a more expedient manner with direct access to state and federal databases. The addition of this technology will be another tool to improve services to the citizens of Sampson County, NC, after all eight months is an eternity to a crime victim.

I have attached a Budget Amendment pending your action in this matter. If I can provide any additional information please do not hesitate to call upon me. I thank you in advance for your consideration in this matter.

Attachment (1)

cc: file

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

MEMO:

20-Jul-15

FROM: Sheriff Jimmy Thornton

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2015-2016

1. It is requested that the budget for the SHERIFF'S Department be amended as follows:

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243100-555000	Capital Outlay - Other Equipment	59,967.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11034310-403670	Governor's Crime Control Grant	21,600.00	
11034310-402603	Federal Asset Funds	38,367.00	

2. Reason(s) for the above request is/are as follows:
Purchase AFIS equipment and software.

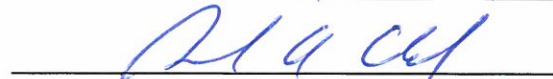


(Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

7/22, 2015

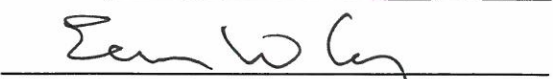


(County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 20____



(County Manager & Budget Officer)

Date of approval/disapproval by B.O.C.

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082 7001

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Daniel James Hall Jr.
_____ in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR		
2014	\$	
/	\$	
/	\$	
/	\$	
/	\$	
/	\$	
TOTAL REFUND	\$	253.45

These taxes were assessed through clerical error as follows.

23950468
CPX 8300 / turned in
2014 GMC / sold

G ¹² County Tax	227.42
School Tax	_____
F ¹⁹ Fire Tax	26.03
City Tax	_____
TOTAL \$	253.45

Yours very truly

x Daniel James Hall Jr.
Taxpayer

Mailing Address.

Daniel James Hall Jr.
14 Bay Kin Rd.
Clinton, NC 28328

x Social Security #: _____
RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

6969

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Prestage Farms, Inc in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR		
<u>2014</u>	\$ <u>V# 17</u>	<u>22.27</u>
<u>2014</u>	\$ <u>V# 49</u>	<u>16.87</u>
<u>2014</u>	\$ <u>V# 401</u>	<u>62.48</u>
<u>2014</u>	\$ <u>V# 498</u>	<u>118.27</u>
	\$ _____	
	\$ _____	
	TOTAL REFUND \$	<u>219.89</u>

These taxes were assessed through clerical error as follows.

Vehicle Sold Tags Turned In
1999 Freightliner - WF4968
993 International - 526442
2002 Kenworth - WV 4138
007 Kenworth - XN 8286

<u>G-02</u> County Tax	<u>202.79</u>
School Tax	_____
<u>F23</u> Fire Tax	<u>17.10</u>
City Tax	_____
TOTAL \$	<u>219.89</u>

Yours very truly

Jimmy Doughton
Corporate Controller
Taxpayer Prestage Farms Inc.

Mailing Address.

PO Box 438
Clinton, NC
28329

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

6996

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Elgie McLamb Stone in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	\$
2014	
TOTAL REFUND	\$ 102.87

These taxes were assessed through clerical error as follows.

gifted / 2005 Lexs
B1+B2468 / turned in
#16469168

Gas	County Tax	92.81
	School Tax	
Feb	Fire Tax	10.06
	City Tax	
	TOTAL \$	102.87

Yours very truly

Elgie McLamb Stone
*Taxpayer

Mailing Address.

Elgie McLamb Stone
7105 Manor Oaks Drive
Raleigh, NC 27615

* Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

7017

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Roger Dale Morris Jr.
_____ in _____ Township, Sampson County, for
the year(s) and in the amount(s) of:

YEAR	\$
2014	
TOTAL REFUND	\$ 210.61

These taxes were assessed through clerical error as follows.

#26381957

BKN6195 / turned in

2013 Dodge / Rapid

602 County Tax 153.34
 School Tax _____
 F10 Fire Tax 12.93
 Turkey City Tax 44.34
 TOTAL \$ 210.61

Yours very truly

Roger Dale Morris Jr.
Taxpayer

Mailing Address.

Roger Dale Morris Jr.
8370 Turkey Hwy
Turkey, NC 28393

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

7018

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Keeshonya J. Robinson in Franklin Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR		\$	
<u>2014</u>		\$	<u>225.50</u>
_____		\$	_____
_____		\$	_____
_____		\$	_____
_____		\$	_____
TOTAL REFUND		\$	<u>225.50</u>

These taxes were assessed through clerical error as follows.

2006 Freightliner
Return back to Dealer
Surrendered Tag
Tag # 2B496X3

<u>Co2</u>	County Tax	<u>206.81</u>
	School Tax	_____
<u>F09</u>	Fire Tax	<u>18.69</u>
	City Tax	_____
	TOTAL \$	<u>225.50</u>

Yours very truly

Keeshonya J. Robinson
Taxpayer

Mailing Address.

x2787 Ivanhoe Rd
Ivanhoe, NC 28447

Social Security # _____

RECOMMEND APPROVAL

Jim Johnson
Sampson County Tax Administrator

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

7016

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Timothy Earl Jackson & Paula Melissa Byrd Jackson in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
2014	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>106.66</u>

253 63272

These taxes were assessed through clerical error as follows.

CE 89561 / turned
3008 Sunn CT / traded in

Go2	County Tax	<u>98.36</u>
	School Tax	_____
Hells	Fire Tax	<u>8.30</u>
	City Tax	_____
	TOTAL \$	<u>106.66</u>

Yours very truly

X Timothy E. Jackson
Taxpayer

X Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Mailing Address: Paula Melissa Byrd Jackson
Timothy Earl Jackson
477 Shipp Rd.
Clinton, NC 28328

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

7028

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Arlene Elise Smith in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	\$
2014	
TOTAL REFUND	\$ 182.53

These taxes were assessed through clerical error as follows.

#244 08206
YTK 1615 / tag turned in
2012 Jeep / Rapid

Go2 County Tax 99.67
 School Tax _____
 Fire Tax _____
 Roseboro City Tax 82.86
 TOTAL \$ 182.53

Yours very truly

Arlene Elise Smith
Taxpayer

Mailing Address.

Arlene Elise Smith
219 Brantwood
Roseboro, NC 28382

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

7030

JIM JOHNSON
Tax Administrator

Telephone 910-592-8146
910-592-8147

SAMPSON COUNTY BOARD OF COMMISSIONERS
406 COUNTY COMPLEX ROAD, BUILDING C
CLINTON, NORTH CAROLINA 28328

Gentlemen:

Pursuant to North Carolina G. S. 105-381, I hereby demand refund and remission of taxes assessed and collected by Sampson County against the property owned by Richard Fletcher Pearson Jr. in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	\$
2014	
TOTAL REFUND	\$ 107.58

These taxes were assessed through clerical error as follows.

2005 Jeep / sold
ZVY4323 / tag turned in
18826482

02	County Tax	61.92
501	School Tax	10.82
5F	Fire Tax	5.00
702	City Tax	29.84
TOTAL \$		107.58

Yours very truly

X Richard F. Pearson Jr.
Taxpayer

X Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Mailing Address.

Richard Fletcher Pearson Jr.
207 Tomahawk Trail
Clinton, NC 28328

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

July 23, 2015

MEMO:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer
 SUBJECT: Budget Amendment for fiscal year 2015-2016

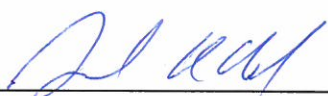
1. It is requested that the budget for the Economic Development Commission be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
11449200-519100	Professional services	2,500.00	
11449200-519100	Professional services	15,840.00	
11449200-519200	Professional services legal	1,373.00	
11449200-531101	Existing industry project	656.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
11034920-408920	NC Southeast Economic	2,500.00	
11039999-409800	Fund balance approp encumbrances	17,869.00	

2. Reason(s) for the above request is/are as follows:

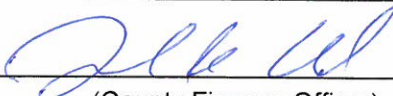
To budget funds received from NC Southeast to pay for professional services at the exit 355 site (\$2,500).
 Bring forward obligations incurred in the prior fiscal year but not completed until current fiscal year.



 (Signature of Department Head)

ENDORSEMENT


1. Forwarded, recommending approval/disapproval.

_____, 20 15


 (County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 20_____


 (County Manager & Budget Officer)

 Date of approval/disapproval by B.O.C.

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

MEMO: _____ 6/30/2015

FROM: JIM JOHNSON Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2014-2015

1. It is requested that the budget for the _____ TAX _____ Department
be amended as follows:

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11141400-519100	PROFESSIONAL SERVICES	16,593.10	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11141400-404125 11034140	LEGAL FEES COLLECTED	16,593.10	

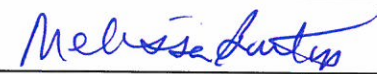
2. Reason(s) for the above request is/are as follows:



 (Signature of Department Head)

ENDORSEMENT

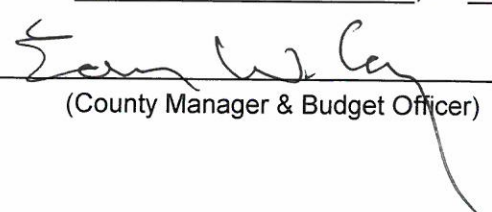
1. Forwarded, recommending approval/disapproval.

 6/30, 2015


 (County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 20____


 (County Manager & Budget Officer)

Date of approval/disapproval by B.O.C.

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

June 30, 2015

MEMO:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2014-2015

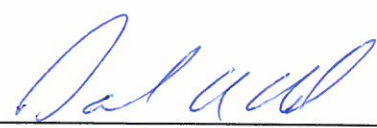
1. It is requested that the budget for the Finance Department be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
	Cost of issuance LOBs	448,000.00	
	Cost of issuance GO Bonds water	113,000.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
	Loan proceeds	448,000.00	
	Bond proceeds	113,000.00	

2. Reason(s) for the above request is/are as follows:

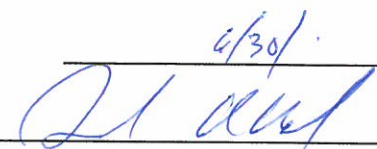
To budget loan proceeds to pay issuance costs for limited obligation bonds and general obligation bonds.



(Signature of Department Head)

ENDORSEMENT

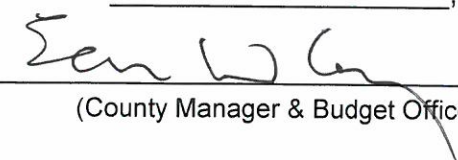
1. Forwarded, recommending approval/disapproval.

4/30/15, 2015


(County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 20____


(County Manager & Budget Officer)

Date of approval/disapproval by B.O.C.

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

July 22, 2015

MEMO:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer
 SUBJECT: Budget Amendment for fiscal year 2015-2016

1. It is requested that the budget for the Community College Capital Outlay be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
11659220-558000	Roofs/improvements Activities Center	237,977.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
11039999-409900	Fund balance appropriated	237,977.00	

2. Reason(s) for the above request is/are as follows:
 To bring forward unexpended funds to complete the repairs on the Sampson Community College Activities Center building. (HVAC replacement and building envelope replace/repair all exterior brick)



 (Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval. _____, 20 15

 (County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval. _____, 20____

 (County Manager & Budget Officer)

 Date of approval/disapproval by B.O.C.

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 4

Meeting Date: August 3, 2015	<input checked="" type="checkbox"/>	Information Only	<input type="checkbox"/>	Public Comment
	<input type="checkbox"/>	Report/Presentation	<input type="checkbox"/>	Closed Session
	<input type="checkbox"/>	Action Item	<input type="checkbox"/>	Planning/Zoning
	<input type="checkbox"/>	Consent Agenda	<input type="checkbox"/>	Water District Issue

INFORMATION ONLY

For all Board Information items, please contact the County Manager's Office if you wish to have additional information on any of the following.

- a. Atlantic Coast Pipeline - July 2015 Update
- b. Market Based Conservation Initiative Signing Celebration Announcement



Birds over the James River: We continue to refine the route using feedback from landowners, agencies and other stakeholders as well as field surveys to identify the best possible route with the least impacts.

From the Project Director

We continue to make progress on the Atlantic Coast Pipeline (ACP). We received tens of thousands of comment letters during the scoping period; hundreds of inquiries through social media, voice mail and email; and valuable information through discussions with landowners and other stakeholders at numerous open houses, scoping meetings, site visits and other outreach activities. Additional data is being collected by field surveys currently under way in many areas throughout the study corridor.

Feedback in all of these forms is helping us identify the best possible route for the ACP with the least impact to the environment and cultural and historic resources.

We thank you for your comments, questions and suggestions, and for your continued interest in the ACP. We look forward to sharing additional information with you via this newsletter and through our newest contact vehicle, ACP e-News. Email addresses that have been submitted at various outreach events have been used to develop an initial mailing list. If you have not shared your email address with us yet, we invite you to visit the ACP website (www.dom.com/ACPipeline) to subscribe.

Thank you.

Carole A. McCoy, Authorized Representative
Atlantic Coast Pipeline, LLC

Project Timeline

Activity	Timing
Survey/Route Planning	May 2014 - Ongoing
FERC Pre-Filing Request	October 2014
FERC Application	Late Summer 2015
FERC Certificate	Summer 2016
Construction	2016 - 2018
In-Service	Late 2018

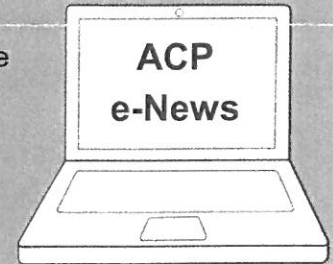


Sign up for ACP e-News

Visit the ACP website

**[www.dom.com/
ACPipeline](http://www.dom.com/ACPipeline)**

to sign up for the
electronic newsletter.
See inside for more details.



Contact Vehicles

Federal Energy Regulatory Commission

- U.S. Mail: **888 First Street, NE**
Washington, D.C. 20426
(Reference Docket#: **PF15-6-000**)
- Electronic submittals:
www.ferc.gov/help/how-to/ecomment.asp
(Subject line: Docket#: **PF15-6-000**)

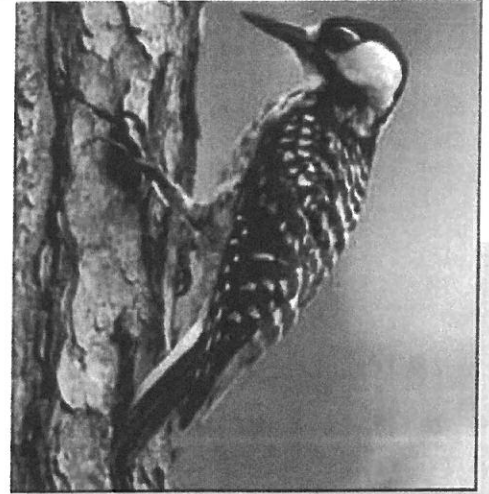
ACP Project Team

- Website: **www.dom.com/ACPipeline**
- Facebook: **Atlantic Coast Pipeline**
- Landowner toll-free number: **888-895-8716**
- General inquiry toll-free number: **844-215-1819**
- Email: **ACPipeline@dom.com**

Environmental Surveys: What We Do and Why

Resource surveys are crucial in pinpointing environmental and cultural resources present within the study corridor. Survey crews play an important role in studying the route to identify historical or archeological resources, threatened or endangered species, soil types and other important conditions or features. In addition, surveys are necessary to gather information required by the Federal Energy Regulatory Commission as part of its environmental review of the project.

No one knows the land better than the people who live on it. Input from landowners and residents is crucial in identifying features such as springs, family cemeteries, gardens and planned building sites. Granting survey permission does not imply agreement with pipeline construction; however, it does help the route planners avoid impacting sensitive areas on a property as much as possible. ACP field teams are currently conducting surveys throughout the study corridor.



Red-cockaded Woodpecker: This small black and white bird was listed as federally endangered in 1970. Field surveys were conducted this spring to identify potential foraging and nesting habitats.

Photo used with permission: Greg Lavaty and American Bird Conservancy.



Cheat Mountain Salamander: This species is known only to occur in West Virginia and was federally listed as threatened in 1989.

Photo used with permission: N. Karraker, Ph.D., Wetland Ecology Department, University of Rhode Island.

ACP's survey crew members are qualified technical experts in their subject area. In some cases, survey crew members' credentials must be reviewed and approved by state or local agencies. Some crews are specific to the project's geographical area and specialize in a specific species. For example, the ACP has salamander survey crews to review research and focus on identifying potential salamander habitat. There is also a botanical crew at work in the Monongahela National Forest, who walk ahead of the routing crew to identify and flag the locations of rare or endangered plants, and make sure the plants are not disturbed during surveys. Other specialized crews focus on identifying potential karst features, wetlands and water resources.

Survey crews are easily identifiable. Their vehicles will typically list the project name and a phone number to

call with questions. Crews wear high visibility vests and safety glasses, and always carry a photo ID that lists their name and the project they are working on. At the end of the day, survey crews complete progress reports. The reports point out safety issues or potential hazards, describe landowner encounters, detail the field data collected that day and list the parcels surveyed. The reports also identify anticipated progress, including the parcels scheduled to be surveyed in the coming days. Land agents use the information to notify landowners about surveying at least 24 hours in advance and record specific landowner requests related to surveying.

The information collected during surveys serves many purposes, including:

- supplying Geographic Information Systems (GIS) data to ensure maps are drawn accurately;
- providing critical data to engineers who are creating and adjusting the proposed route; and
- providing information to local, state and federal agencies who help regulate and oversee the project.



Survey Crew: This crew is conducting a shovel test in a field within the ACP study corridor. Shovel tests are used to look for cultural artifacts.

Ultimately, surveys make sure the project team and regulatory agencies have the most accurate information to select the best route possible with the least impact to the environment and cultural and historic resources.

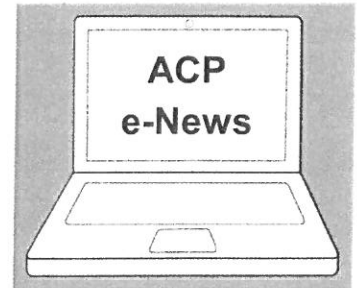
Safety First: Drive to Arrive



Safety is the number one priority of the Atlantic Coast Pipeline, LLC. As the summer season gets into full swing, many of us find ourselves spending extra time on the road heading to a ball game, a weekend at the cabin, a family reunion or a trip to the beach. We want to make sure our employees, contractors, families, friends and the communities we serve arrive safely to their destinations. We urge everyone to put cell phones and other distractions aside, concentrate and Drive to Arrive.

Introducing...ACP e-News

A number of landowners and other stakeholders have shared their email addresses with us at various outreach events over the past few months. Several have indicated that email is their preferred method of receiving information on the project. In response to that feedback, we are pleased to announce that we will be rolling out a brand new contact vehicle this summer, ACP e-News. The electronic newsletter will be distributed about once a month, or as needed depending on project milestones or announcements. If you would like to subscribe to the ACP e-News, visit the ACP website at www.dom.com/ACPipeline. Click on "Project Status" or "Contact Us" to see the subscribe button.



Frequently Asked Questions

How will the ACP generate \$25 million in local property taxes across three states? Landowners are already paying property taxes, so how does the project generate more property tax money?

The current, proposed route for the ACP covers more than 550 miles through a three-state region. If approved, just like landowners pay property taxes for their home and land, ACP will pay property taxes on the physical assets we would install underground. The property owner is still responsible for paying property taxes on the land above the pipeline. ACP would also pay property taxes on the compressor stations proposed in Lewis County, WV; Buckingham County, VA and Northampton County, NC.

Where can I find the ACP project team's response to a comment I submitted during the scoping period?

The ACP project team is responsible for responding to all comments, written and verbal, received during scoping. The responses appear in the Responses to Issues Raised During Scoping (Scoping Response) documents and in the Environmental Resource Reports. The original Scoping Response was filed in May and a supplemental edition in June.

All documents filed with FERC are available for review on the ACP website (www.dom.com/ACPipeline).

All comments received were reviewed, categorized, coded and entered into a database. Comments were grouped according to their corresponding Environmental Resource Report. If several comments involved the same issue, a single response was prepared to address that group of comments. Comment letters or verbal statements involving several issues were broken down by category and each issue was added to the appropriate group. Individual commenters' names and affiliations are not included in the reports. In some cases, a commenting agency or organization is identified.

To find a response to a specific issue, review either the corresponding section of the Scoping Response or the appropriate Environmental Resource Report.



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Project Update: July 2015

Atlantic Coast Pipeline

Billy Lockamy
Chairman
Sampson County
District 2
406 County Complex Rd.
Clinton, NC 28328-4780



Regulatory Update

Supplemental Scoping Comment Report

As we reported in the May newsletter, the official scoping period for the ACP project ended April 28 and the project team filed an initial response to scoping comments on May 12. A supplemental response document was filed on June 11 to address additional comments received at the end of the scoping period. FERC will continue to accept comments throughout the term of the project. (See Contact Vehicles on front panel.)

Next steps for ACP

- Continue surveys: currently proposed / alternative routes
- Continue outreach: landowners and other stakeholders
- Monitor stakeholder feedback and input for potential inclusion in resource reports
- File formal application with FERC (Late Summer 2015)

Anticipated next steps for FERC

- Review draft resource reports
- Review ACP application and issue Notice of Application (NOA) - this ends the Pre-filing Phase and begins the Application Phase
- Analyze data and prepare Draft Environmental Impact Statement (DEIS)
- Open public comment period for DEIS
- Prepare final EIS
- If project approved: issue Certificate of Public Convenience and Necessity

About Atlantic Coast Pipeline, LLC

Atlantic Coast Pipeline, LLC is a company formed by four major U.S. energy companies — Dominion (NYSE: D), Duke Energy (NYSE: DUK), Piedmont Natural Gas (NYSE: PNY) and AGL Resources (NYSE: GAS). The company was created to develop, own and operate the Atlantic Coast Pipeline (ACP), an interstate natural gas transmission pipeline designed to meet growing energy needs in Virginia and North Carolina. The ACP would be capable of delivering about 1.5 billion cubic feet per day of natural gas through access to multiple supply basins throughout the U.S., to be used to generate electricity as well as heat homes and run local businesses. The underground pipeline project will facilitate cleaner air, increase the reliability and security of natural gas supplies and provide a significant economic boost in Virginia and North Carolina. For more information about the ACP, visit the company's website at www.dom.com/ACPipeline.



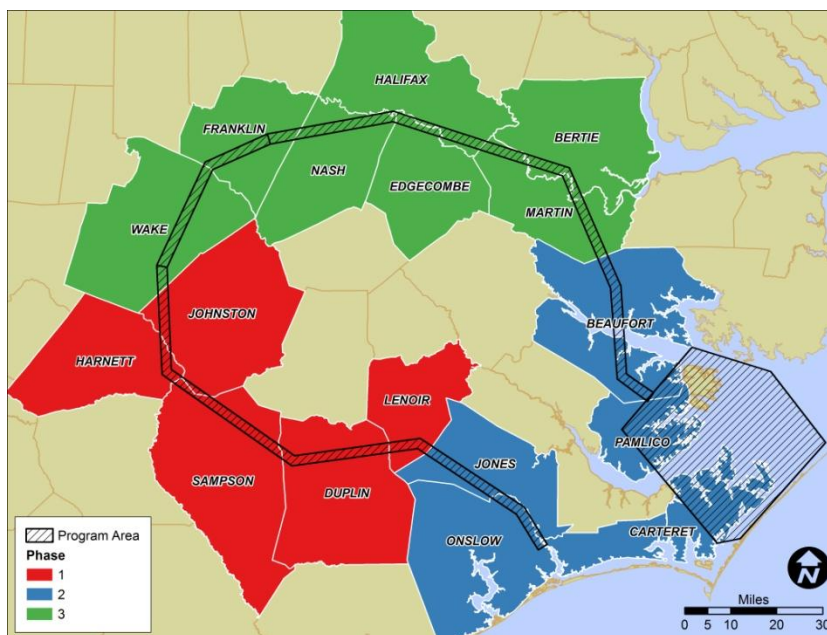
SAVE THE DATE – MBCI Signing Event

WHAT: The Market Based Conservation Initiative will hold a signing celebration to recognize participating landowners and project partners

WHEN: August 28, 2015 10AM – 11:30AM

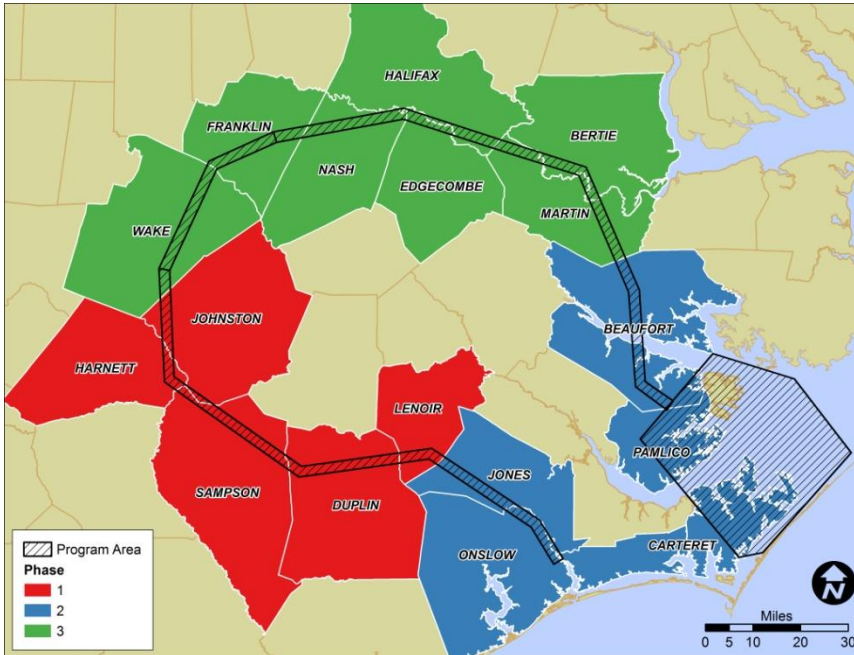
WHERE: Sampson County Agri-Exposition Center, 414 Warsaw Road, Clinton NC 28328

RSVP: Please RSVP by August 19 to nfswc@gmail.com or call 919.510.4599



The project partners invite you to join us in celebrating completion of the contracting phase of the pilot project!

Join us to honor the private landowners that have signed contracts and learn more about the NC Sentinel Landscapes Initiative.



**NC Foundation for Soil and Water
Conservation
Market Based Conservation Initiative (MBCI)
Project Results Summary 5.5.15**

The Foundation is partnering with the US Department of Defense, the Navy, the Marine Corps and several NC agribusiness and conservation partners to test ways of working with private landowners to protect a military flight training route and special use airspace that crosses over eighteen eastern counties. The Market Based Conservation Initiative pilot project focuses on three primary purposes:

- Promote Profitable and Sustainable Family Farms and Forests*
- Promote Natural Resource Conservation*
- Support of Military Mission*

Promote Profitable and Sustainable Family Farms and Forests – Provide economic incentives to rural landowners and leverage county level deferred land use taxes to promote agriculture, forestry and other natural resource sustainability by protecting existing land use underlying a specific military flight path and special use airspace. The NC Agribusiness economy annually accounts for \$78 billion statewide and is the largest employer in the state. The program area includes two of the top five county level agricultural economies nationwide, Sampson and Duplin, and 90% of the land is privately owned.

Promote Natural Resource Conservation – The program will be the first time the Marines have direct programmatic ties with local soil and water conservation districts. The conservation partnership will target other state and federal conservation program dollars for the area. For all parcels enrolled in the program a management plan for agriculture, forestry, natural resources or wildlife is required to be maintained by the landowner.

Support of Military Mission – The military mission will be supported by testing tools to ensure preservation of a vital flight training route and special use airspace in eastern NC for thirty years, based on the military’s projected needs. Since the 1950s, the military has lost access to 85% of its NC air space training routes. The military adds \$25 billion annually to NC economy and the program will elevate the state’s military support network in preparation for the next round of Defense Base Realignment and Closure Commission actions. The uniqueness of the program for the military is that it will be 1) the first to test the use of conservation performance based contracts with private landowners and 2) the first time directly partnering with Districts on a regional scale project.

Pilot Program Requirements - An enrolled parcel is required to be located under a specific military training route or special use airspace crossing portions of 18 counties (600,000 acres and 4,000 landowners impacted). Awarded Landowner Contracts will require that land maintain enrollment in Present Use Valuation Taxation Program or sister Wildlife Tax Deferral Program, maintain a natural resource / land management plan, limit future development to agriculture or forestry related enterprises, have no lights shining upward and not build any permitted landfills or structures over 100 feet. Awarded contracts will target parcels identified by conservation partnership data as having significant farmland preservation and natural resource values as well as addressing specific military needs.

History of the Pilot Program - The original Steering Committee was convened in June of 2010 and met regularly until June 2011, when the original Agreement and Landowner Contract were forwarded to military representatives. The Steering Committee’s primary purpose was to create a better partnership between the military presence in North

Carolina and the Agricultural sector, the largest part of the state’s economy. After conducting research on state-military partnerships in other states and analyzing natural resource needs as well as military training needs, the Steering Committee outlined the basic details of the Market Based Conservation Program. Original supporters included Marine Corps Installations East, NC Department of Agriculture and Consumer Services, NC Farm Bureau Federation, NC Department of Environment and Natural Resources, Environmental Defense Fund, and NC State University. The partners also supported the creation of the NC Sentinel Landscapes Initiative, housed at NC State University, an initiative that includes the Market Based Conservation Pilot Program and several other sister programs. Visit <http://sentinellandscapes.wordpress.ncsu.edu/> for additional details on sister programs.

The current Steering Committee’s structure formed from guidance in the Foundation’s Encroachment Protection Agreement with the US Navy, overseeing program development and contract selections. Current Steering Committee members include the following agencies; Marine Corps Installations East, Naval Facilities Engineering Command Mid-Atlantic, NC Department of Agriculture and Consumer Services, NC Farm Bureau Federation, NC Department of Environment and Natural Resources, NC State University College of Natural Resources, Environmental Defense Fund, NC Foundation for Soil and Water Conservation, NC Association of Soil and Water Conservation Districts, NC Forestry Association and the NC State Grange. In addition several other agencies have provided technical support to the Steering Committee at different times including the following; Air Force / Seymour Johnson Base, Army / Fort Bragg, Marine Corps Installation Command, Office of Secretary of Defense, USDA Natural Resources Conservation Service, NC Governor’s Office, NC Congressional Representatives, NC Association of County Commissioners, NC Department of Commerce, NC Department of Transportation, NC Forest Service, NC Cooperative Extension, NC Wildlife Resources Commission, USDA Rural Development, Texas A&M University, and the South Atlantic Landscapes Conservation Cooperative

Program Delivery - Seventeen local soil and water conservation districts (Bertie, Carteret, Craven, Duplin, Edgecombe, Franklin, Halifax, Harnett, Johnston, Jones, Lenoir, Martin, Nash, Onslow, Pamlico, Sampson, and Wake) held outreach workshops and collected applications utilizing a reverse auction bidding process. A bid round was held in all participating counties in a staggered timeline. The Phase 1 counties held the bid round first, then Phase 2, and Phase 3. Phase 1 counties hosted a second bid round. Landowners submitted a bid price per acre per year for 10, 20 or 30 year requests. As the bid rounds progressed landowners were provided with data from earlier bid rounds to determine the economic drivers of keeping the land in compatible uses of agriculture, forestry or wildlife management. *For additional program information visit www.ncsoilwater.org.*

Summary Data of MBCI Bid Rounds

Phase / Bid Round	Number of Applications	Number of Acres	Number of 10 year requests	Number of 20 year requests	Number of 30 year requests
PH 1 / BR 1	385	> 15,700	29%	27%	44%
PH 2 / BR 1	117	> 10,800	42%	30%	27%
PH 3 / BR 1	399	> 38,600	30%	50%	27%
PH 1 / BR 2	264	> 10,300	31%	50%	19%

Summary Data from Requested Bids at \$50 or less per acre per year

Phase / Bid Round	Number of Applications	Percentage of Total App #s	Number of Acres	Agricultural Land	Forestry Land
PH 1 / BR 1	80	20%	> 5,100	50%	47%
PH 2 / BR 1	47	42%	> 2,900	26%	71%
PH 3 / BR 1	324	81%	> 32,900	33%	60%
PH 1 / BR 2	260	97%	> 10,300	49%	46%



POLICIES AND PROCEDURES REGARDING PUBLIC COMMENT

A period reserved for comments from the public on topics not otherwise included on that evening's agenda will be included as an item of business on all agendas of regularly-scheduled Board of Commissioners meetings and shall be deemed the "Public Comment" segment of the agenda. The Public Comment segment of the agenda will be placed at the end of the agenda, following the conclusion of all other open session business.

As with Public Hearings, the Chair (or presiding officer) will determine and announce limits on speakers at the start of the Public Comment period. Generally, each speaker will be allocated five (5) minutes. **Speakers may not allocate their time to another speaker.** The Chairman (or presiding officer) may, at his discretion, decrease this time allocation, if the number of persons wishing to speak would unduly prolong the meeting.

The Public Comment period shall not exceed a total of thirty (30) minutes unless the Board entertains a successful majority vote to extend this period.

An individual wishing to address the Board during the Public Comment period shall register with the Clerk to the Board prior to the opening of the meeting by signing his or her name, address and a short description of his or her topic on a sign-up sheet stationed in the lobby of the County Auditorium.

If time allows, those who fail to register before the meeting may speak during the Public Comment period. These individuals will speak following those who registered in advance. At this time in the agenda, an individual should raise his or her hand and ask to be recognized by the Board Chair (or presiding officer); and then state his or her name, address and introduce the topic to be addressed.

Items of discussion during the Public Comment segment of the meeting will be only those appropriate to Open Meetings. Closed Meeting topics include, but are not limited to, such subjects as personnel, acquisition of real property, and information protected by the client-attorney privilege. Closed Meeting subjects will not be entertained.

Because subjects of Special and Emergency Meetings are often regulated by General Statutes, there will be no Public Comments segment reserved on agendas of these meetings; however, Special and Emergency Meetings are open for public attendance.

The Public Comments segment of the agenda is intended to provide a forum for the Board of Community to listen to citizens; **there shall be no expectation that the Board will answer impromptu questions.** However, Board members, through the presiding officer, may ask the speaker questions for clarification purposes. The Board will not take action on an item brought up during the Public Comments segment of the agenda and, when appropriate, items will be referred to the Manager or the proper Department Head.