



**SAMPSON COUNTY
BOARD OF COMMISSIONERS
MEETING AGENDA
November 5, 2018**

6:00 pm	Convene Regular Meeting (County Auditorium)	
	Invocation and Pledge of Allegiance	
	Approve Agenda as Published	
Tab 1	Presentations and Reports	
	a. Recognition of Retirees	1
Tab 2	Planning and Zoning	2 - 12
	a. <u>R18-000001</u> Request to Rezone 1.26 Acres Located at 60 Olde Store Road from MRD-Mixed Residential District to C-Commercial District	
	b. <u>R18-000002</u> Request to Rezone 5.37 Acres Located on Spivey's Corner Hwy from C-Commercial to R-Residential	
Tab 3	Action Items	
	a. Presentation of Market Schedule of Values and Present-Use Schedule of Values for 2019 Revaluation	13 - 14
	b. Designation of Voting Delegation for NCACC Legislative Goals Conference	15 - 16
	c. Public Hearing - Naming of Private Road	17 - 19
	d. Appointments - Library Board of Trustees	20
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	a. Approve the minutes of September 10, 2018; September 24, 2018; October 1, 2018; and October 9, 2018 meetings	23 - 47
	b. Adopt a resolution proclaiming November as Native American Heritage Month	48
	c. Approve the Designation of Applicant's Agent and Applicant Disaster Assistance Agreement documents to apply for FEMA Public Assistance (Hurricane Florence)	49 - 57
	d. Award the bid for disaster debris removal to the lowest responsive, responsible bidder, DRC Emergency Services LLC, in the amount of \$117.38 per ton, and authorize County Manager to execute the contract for services	58 - 60
	e. Approve the Sampson County Local Government Holiday Schedule for Calendar Year 2019	61

Tab 4 Consent Agenda, continued

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| f. Approve the Board of Commissioners Meeting Schedule for Calendar Year 2019 | 62 |
| g. Approve the contract between the Sampson County Department of Social Services and Sampson Area Transportation for non-emergency medical transportation | 63 - 91 |
| h. Approve the System Safety Plan for Sampson Area Transportation | 92 - 264 |
| i. Adopt the Procurement Policy Governing Purchases Made with Federal Money | 265 - 276 |
| j. Adopt the Conflicts of Interest and Gift Policy Governing Purchases Made with Federal Money | 277 - 278 |
| k. Approve delinquent disabled veteran applications for Donald Allen and Butler James Kendrick, Jr. | 279 - 284 |
| l. Approve tax refunds and releases as submitted | 285 - 299 |
| m. Approve budget amendments as submitted | 300 - 310 |

Consent Agenda, Board of Health items

- | | |
|--|-----------|
| n. Adopt Fiscal Services Policy and Procedures | 311 - 350 |
| o. Adopt revised Operating Procedures of Board of Commissioners sitting as Board of Health | 351 - 355 |
| p. Approve new Lab Corp and State Lab Fees | 356 |

Tab 5 Board Information

- | | |
|--|-----------|
| a. UNC School of Government - Elected Officials Needs Assessment Invitation | 357 |
| b. Sampson County Convention and Visitors Bureau Resolution Supporting Agriculture | 358 |
| | 359 - 360 |

Board Information, Board of Health

- | | |
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| c. 2018 State of County (Health) Report | 361 |
| d. Health Advisory Board Minutes, August 21, 2018 | 362 - 375 |
| | 376 - 380 |

County Manager's Reports**Public Comment Period (see policies and procedures in agenda)**

381 - 382

Closed Session - GS 143-318.11(a)(4) Matters Related to Industry Location**Recess to Reconvene****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: November 5, 2018 Information Only Public Comment
 Report/Presentation Closed Session
 Action Item Planning/Zoning
 Consent Agenda Water District Issue

SUBJECT: Recognition of Retirees

DEPARTMENT: Governing Body

PUBLIC HEARING: No

CONTACT PERSON: Vice Chairperson Sue Lee

PURPOSE: To recognize County employees for their dedicated service

ATTACHMENTS: None

BACKGROUND: Retirees for November:
Robert Ballance, Sheriff's Office: December 2012 - October 2018
Jeffrey Culbreath, Public Works: March 2000 - October 2018

RECOMMENDED
ACTION OR MOTION: Present retirees with a County plaque in recognition of their years of service to
the County

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 2 (a-b)

Meeting Date: November 5, 2018	<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 checked="" type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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SUBJECT: Planning Issues

DEPARTMENT: Inspections and Planning Office

PUBLIC HEARING: Yes (a & b)

CONTACT PERSON: Anita Lane, Senior Planner

PURPOSE: To consider actions on planning and zoning items as recommended by Planning Board

ATTACHMENTS: Planning Staff Memorandum; Maps

BACKGROUND:

The Chairman should open the public hearing(s) separately and call upon staff. Once all comments are received on each matter, the hearing(s) should be closed and the rezoning request(s) considered for approval, with the recommended zoning consistency statement(s).

- a. R18-000001: Ms. Lane will review the request to rezone approximately 1.26 acres located at 60 Olde Store Road from MRD-Mixed Residential District to C-Commercial, which was unanimously recommended for approval by the Planning Board, having found the request to be consistent the goals and objectives of the Sampson County Land Use Plan other long-range planning documents due to the fact this property is located in close proximity of a major thoroughfare.
- b. R18-000002: Ms. Lane will review the request to rezone approximately 5.37 acres located on Spivey’s Corner Highway from C-Commercial to R-Residential, which was unanimously recommended for approval by the Planning Board, having found the request to be consistent the goals and objectives of the Sampson County Land Use Plan for residential growth due to the fact this area is located within a portion of the county designated as a Residential Growth Area in Section 2 of the Sampson County Land Use Plan.

RECOMMENDED ACTION OR MOTION:

- a. Approve the request to rezone approximately 1.26 acres located at 60 Olde Store Road from MRD-Mixed Residential District to C-Commercial, accepting the provided findings of fact and adopting the following zoning consistency statement: *Whereas, in accordance with the provisions of North Carolina General Statute 153A-341, the Sampson County Board of Commissioners does hereby find and determine that the recommendation of the ordinance amendment R18-000001 is consistent with the goals and objectives of the*

continued next page

Sampson County Land Use Plan and other long-range planning documents due to the fact that this property is located in close proximity of a major thoroughfare.

- b. Approve the request to rezone approximately 5.37 acres located on Spivey's Corner Hwy from C-Commercial to R-Residential, accepting the provided findings of fact and adopting the following zoning consistency statement: *Whereas, in accordance with the provisions of North Carolina General Statute 153A-341, the Sampson County Board of Commissioners does hereby find and determine that the recommendation of the ordinance amendment R18-000002 is consistent with the goals and objectives of the Sampson County Land Use Plan for residential growth due to the fact this area is located within a portion of the county designated as a Residential Growth Area in Section 2 of the Sampson County Land Use Plan.*

Sampson County Inspections & Planning Department

405 County Complex Rd. STE 110
Clinton, North Carolina 28328
(910) 592-0146 (T) (910) 596-0773 (F)



To: Ed Causey, County Manager
From: Anita H. Lane, Senior Planner
Subject: October 15, 2018 Sampson County Planning Board Meeting
Sampson County Board of Commissioners Meeting November 5, 2018 – Agenda Items
Date: October 16, 2018

The following request were addressed by the Sampson County Planning and Zoning Board at their October 15, 2018 meeting.

R18-000001- A rezoning request by JPF Properties, LLC to rezone approximately 1.26 acres located at 60 Olde Store Road, Dunn, North Carolina, from MRD-Mixed Residential District to C-Commercial. The request was unanimously recommended for approval with the following findings of fact and zoning consistency statement: (see attached maps)

1. Paul Junior Faircloth has signed the rezoning application as the owner.
2. The rezoning will include approximately 1.26 acres as shown on the location map.
3. The property is currently zoned MRD-Mixed Residential District. (see attached map)
4. The area of the property that is proposed to be rezoned is located at 60 Olde Store Road, Dunn, just off of Plainview Hwy.
5. The properties to the south & east of this property are zoned MRD-Mixed Residential District. The property to the west is zoned RA-Residential Agriculture, and the property to the north is zoned C-Commercial.
6. All adjacent property owners within 100' have been notified by mail and the property has been posted.
7. In section 1 of the Sampson County Land Use Plan, economic growth and commercial activities are encouraged at locations with access to major thoroughfares. The proposed property is with 400' of Hwy. 421.

Zoning Consistency Statement:

Whereas, in accordance with the provisions of North Carolina General Statute 153A-341, the Sampson County Planning Board does hereby find and determine that the recommendation of the ordinance amendment R19-000001 is consistent with the goals and objectives of the Sampson County Land Use Plan and other long range planning documents due to the fact this property is located in close proximity of a major thoroughfare.

Sampson County Inspections & Planning Department

405 County Complex Rd. STE 110

Clinton, North Carolina 28328

(910) 592-0146 (T) (910) 596-0773 (F)

R18-000002- A rezoning request by Edwards Enterprises of Dunn, LLC to rezone approximately 5.37 acres located on Spivey's Corner Hwy. from C-Commercial to R-Residential. The request was unanimously recommended for approval with the following findings of fact and zoning consistency statement (see attached map)

1. Ann E. Naylor has signed the rezoning application as a manager of Edwards Enterprises of Dunn, LLC.
2. The rezoning will include approximately 5.37 acres as shown on the location map.
3. The property is currently zoned C-Commercial District. (see attached map)
4. The area of the property that is proposed to be rezoned is located on Hwy. 421, Spivey's Corner Hwy.
5. The properties to the North, South, East and West are zoned RA-Residential Agriculture, there is a parcel to the South East within approximately 115' that is zoned C-Commercial.
6. This property is located in the northern part of Sampson County. In section 2 of the Sampson County Land Use Plan, this portion of the county is designated as a residential growth area.
7. All adjacent property owners within 100' have been notified by mail and the property has been posted.

Zoning Consistency Statement:

Whereas, in accordance with the provisions of North Carolina General Statute 153A-341, the Sampson County Planning Board does hereby find and determine that the recommendation of the ordinance amendment R18-000002 is consistent with the goals and objectives of the Sampson County Land Use Plan for residential growth due to the fact this area is located within a portion of the county designated as a Residential Growth Area in Section 2 of the Sampson County Land Use Plan.

attachments

cc: Susan Holder, Assistant County Manager

Staff Notes

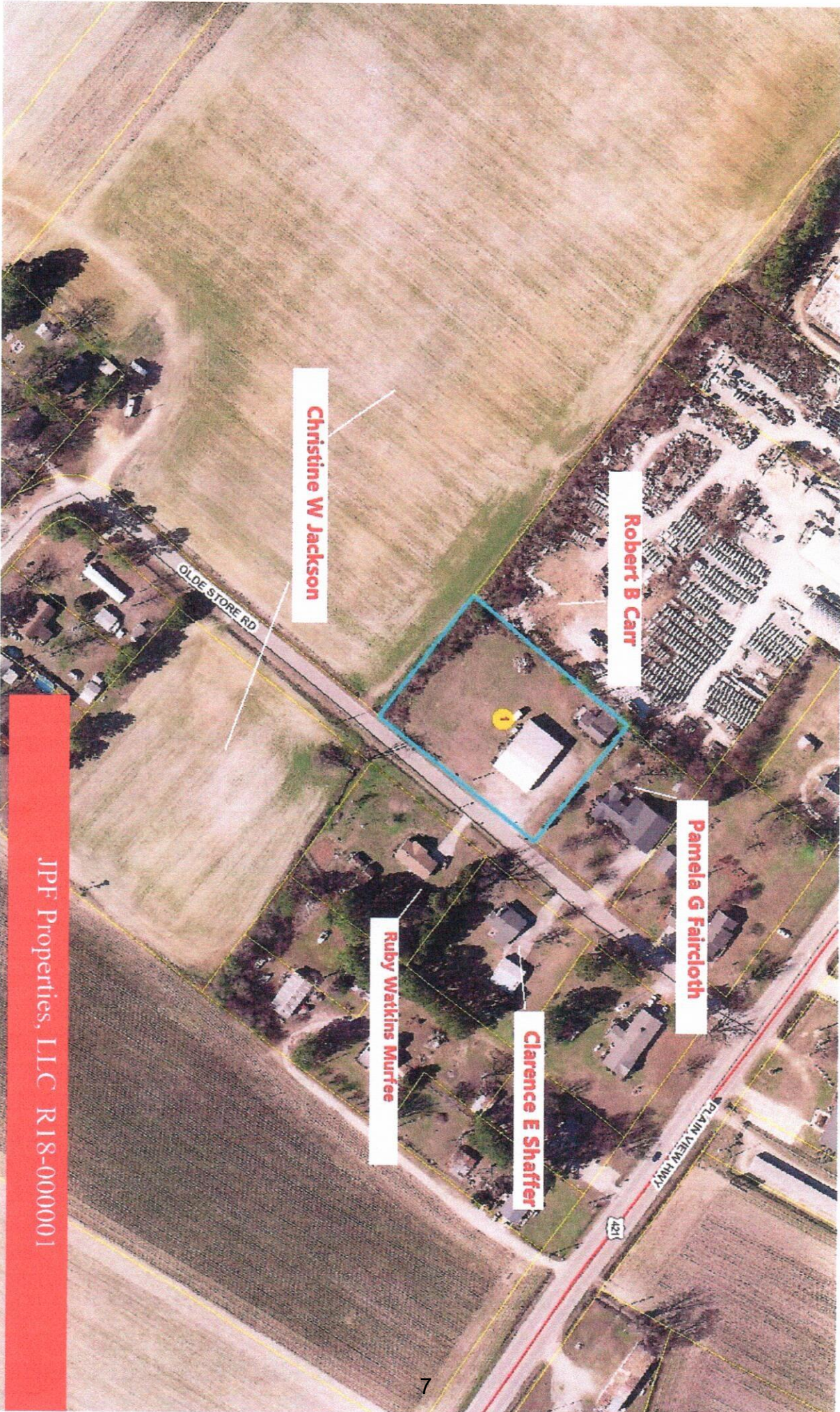
R18-000001 – A rezoning request by JPF Properties, LLC to rezone approximately 1.26 acres located at 60 Olde Store Road, Dunn, North Carolina, from MRD-Mixed Residential to C-Commercial.

Staff has prepared the following findings of fact for consideration by the Planning Board.

1. Paul Junior Faircloth has signed the rezoning application as the owner.
2. The rezoning will include approximately 1.26 acres as shown on the location map.
3. The property is currently zoned MRD-Mixed Residential District. (see attached map)
4. The area of the property that is proposed to be rezoned is located at 60 Olde Store Road, Dunn, just off of Plainview Hwy.
5. The properties to the south & east of this property are zoned MRD-Mixed Residential District. The property to the west is zoned RA-Residential Agriculture, and the property to the north is zoned C-Commercial.
6. All adjacent property owners within 100' have been notified by mail and the property has been posted.
7. In section 1 of the Sampson County Land Use Plan, economic growth and commercial activities are encouraged at locations with access to major thoroughfares. The proposed property is within 450' of Hwy. 421.

Zoning Consistency Statement:

Whereas, in accordance with the provisions of North Carolina General Statute 153A-341, the Sampson County Planning Board does hereby find and determine that the recommendation of the ordinance amendment R18-000001 is consistent with the goals and objectives of the Sampson County Land Use Plan and other long range planning documents due to the fact this property is located in close proximity of a major thoroughfare.



Christine W Jackson

Robert B Carr

Pamela G Faircloth

Clarence E Shaffer

Ruby Watkins Murfee

JPF Properties, LLC R18-000001



Search

Excel 2000/2003

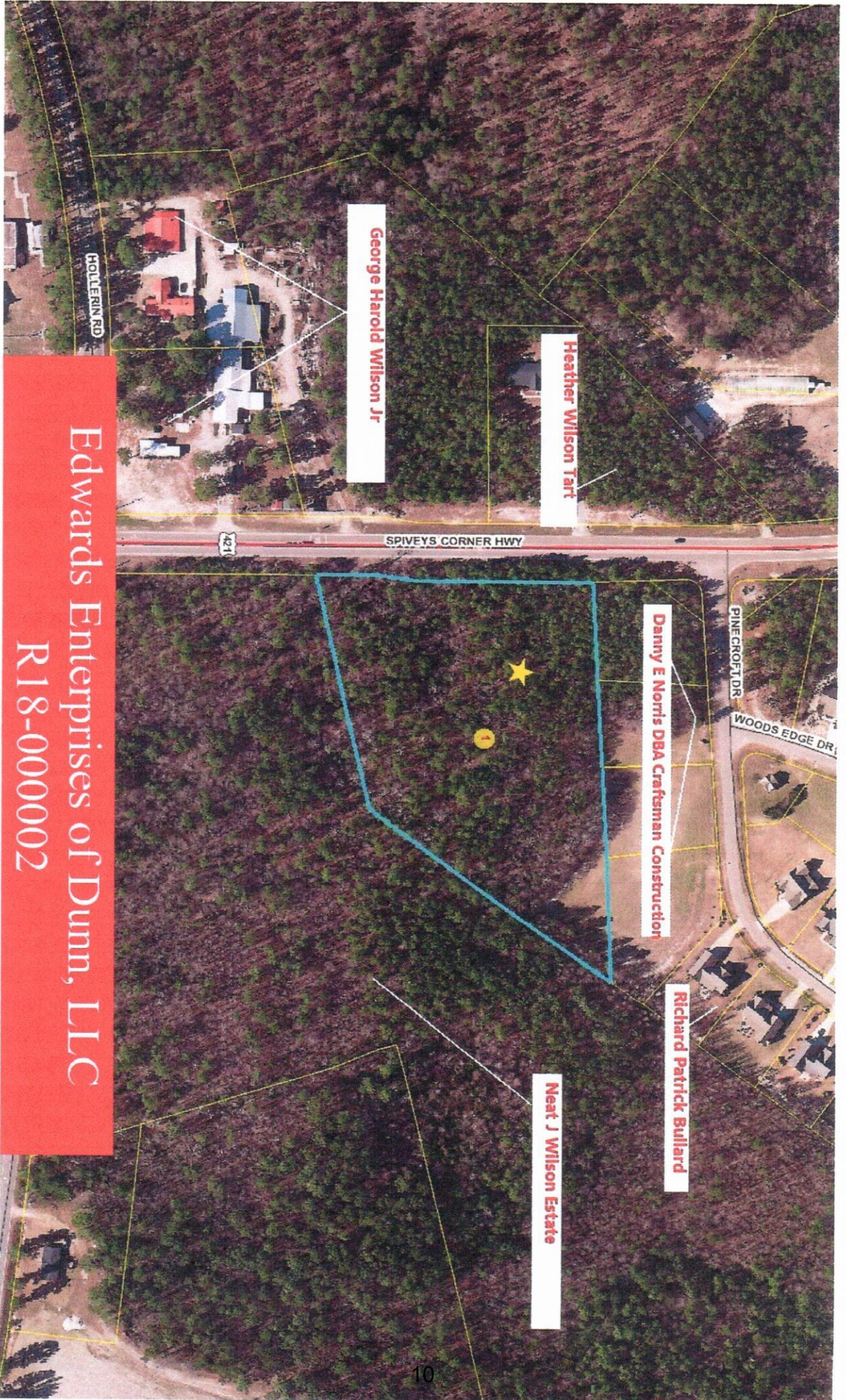
Results

R18-000002 – A rezoning request by Edwards Enterprises of Dunn, LLC to rezone approximately 5.37 acres located on Spivey's Corner Hwy. from C-Commercial to R-Residential.

1. Ann E. Naylor, has signed the rezoning application as a manager of Edwards Enterprises of Dunn, LLC.
2. The rezoning will include approximately 5.37 acres as shown on the location map.
3. The property is currently zoned C-Commercial District. (see attached map).
4. The area of the property that is proposed to be rezoned is located on Spivey's Corner Hwy.
5. The properties to the North, South, East and West are zoned RA-Residential Agriculture, there is a parcel to the South East within approximately 115' that is zoned C-Commercial.
6. This property is located in the northern part of Sampson County. In section 2 of the Sampson County Land Use Plan, this portion of the county is designated as a residential growth area.
7. All adjacent property owners within 100' have been notified by mail and the property has been posted.

Zoning Consistency Statement:

Whereas, in accordance with the provisions of North Carolina General Statute 153A-341, the Sampson County Planning Board does hereby find and determine that the recommendation of the ordinance amendment R18-000002 is consistent with the goals and objectives of the Sampson County Land Use Plan for residential growth due to the fact this area is located within a portion of the County designated as a Residential Growth Area in Section 2 of the Sampson County Land Use Plan.



Edwards Enterprises of Dunn, LLC
R18-000002

George Harold Wilson Jr

Heather Wilson Tart

Danny E Norris DBA Craftsman Construction

Richard Patrick Bullard

Nest J Wilson Estate

SPIVEYS CORNER HWY

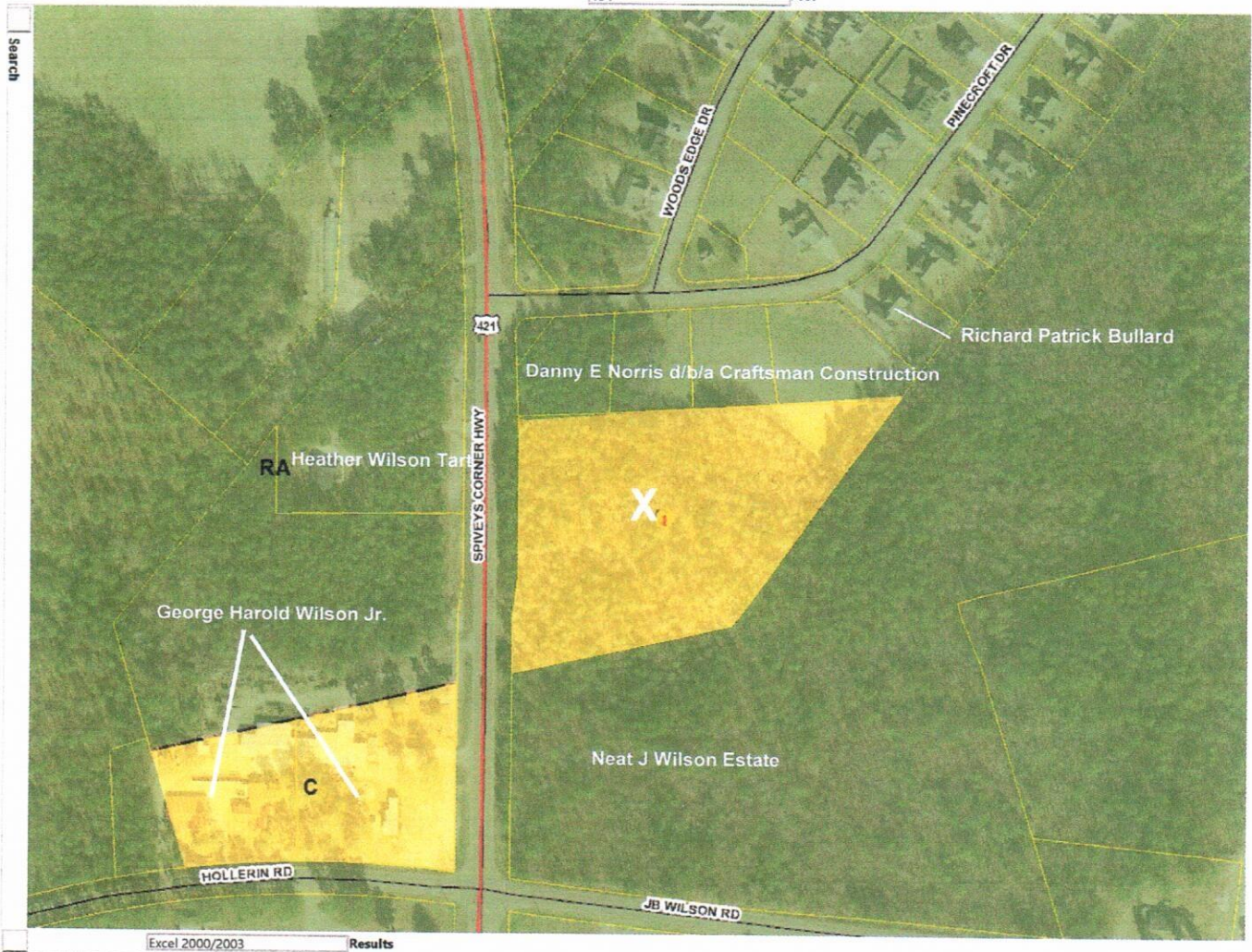
HOLVERIN RD

PINECROFT DR

WOODS EDGE DR

421

1:194 Feet





THE UNDERSIGNED HEREBY ACKNOWLEDGES THAT THE LAND SHOWN ON THIS PLAN IS WITHIN THE SUBDIVISION REGULATION JURISDICTION OF SAMPSON COUNTY AND THAT AND DEED AND ALIGNMENT IS (BY OR GARD) FREE ACT

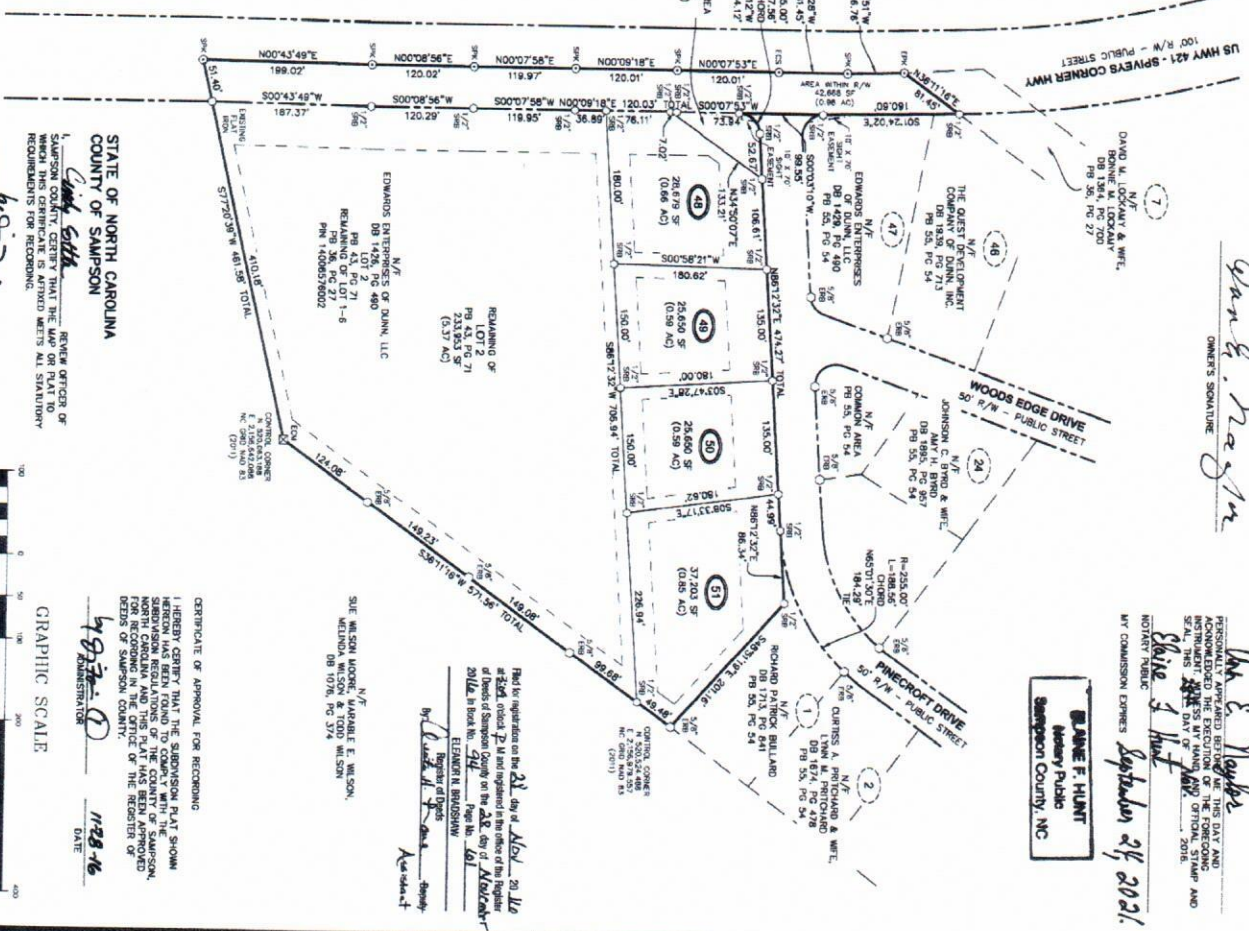
David E. Magnin
OWNER'S SIGNATURE

DAVID E. MAGNIN
COUNTY, NORTH CAROLINA
A NOTARY PUBLIC OF THE COUNTY AND STATE OF NORTH CAROLINA, CERTIFY THAT PERSONALLY APPEARED BEFORE ME ON THIS DAY AND ACKNOWLEDGED THE EXECUTION OF THE FOREGOING INSTRUMENT BY SAID PARTY AND OFFICIAL STAMP AND SIGNATURE OF SAID PARTY ON SEPTEMBER 24, 2021.

MY COMMISSION EXPIRES September 24, 2021.
NOTARY PUBLIC
Elaine F. Hunt
Elaine F. Hunt

ELAINE F. HUNT
Notary Public
Sampson County, NC

- TOTAL AREA, (BY COORDINATE COMPUTATION)
397541 SF (9.13 AC)
- ENL NO. 14008578002
- ZONING: NA
- FRONT: 15' SIDE (FOR SIDE ABUTTING STREET) 25' REAR
- SOURCE OF TITLE
DB 1426, PG 480
DB 1434, PG 700
DB 1173, PG 841
DB 1888, PG 957
PG 43, PG 71
PG 55, PG 54
- DEEDS:
DB 1076, PG 374
DB 1434, PG 700
DB 1173, PG 841
DB 1888, PG 957
PG 43, PG 71
PG 55, PG 54
- NOTES:
1. BENCHMARK STATIONS ARE HORIZONTAL, GROUND DISTANCES
2. COMBINED SCALE FACTOR: 0.99997338
3. CONTROL POINT: 200808000 E, 2196278.510
4. VERTICAL REFERENCE SYSTEM: CANADIAN GEODETIC
5. HORIZONTAL REFERENCE SYSTEM: CANADIAN GEODETIC
6. SURVEY VERTICAL CONTROL FOR THIS SURVEY: SURVEY VERTICAL REFERENCE SYSTEM, CANADIAN GEODETIC
7. INFORMATION REFERENCE: THIS SURVEY WAS CONDUCTED BY MEASUREMENTS TAKEN FROM A BENCH MARK CREATED BY THE STATE OF NORTH CAROLINA. THIS SURVEY WAS CONDUCTED WITHIN THE BOUNDARIES OF A TITLE SEARCH AND IS BASED ON REFERENCED INFORMATION SHOWN HEREON. AFFECT THIS SURVEY FOR ANY CONDITIONS WHICH MAY PRESENTLY EXIST BUT NOT LIMITED TO FLOODS OR INTERFERENCES ON SUCH AS EASEMENTS, EASEMENTS, AND FLOOD AREAS.
8. THIS SURVEY WAS DONE WITHOUT BENEFIT OF A TITLE SEARCH AND IS BASED ON REFERENCED INFORMATION SHOWN HEREON. AFFECT THIS SURVEY FOR ANY CONDITIONS WHICH MAY PRESENTLY EXIST BUT NOT LIMITED TO FLOODS OR INTERFERENCES ON SUCH AS EASEMENTS, EASEMENTS, AND FLOOD AREAS.
9. ACCORDING TO MAP 2010-01 OF THE FLOOD INSURANCE RATE, DATED JANUARY 8, 2007.



THE UNDERSIGNED HEREBY ACKNOWLEDGES THAT THE LAND SHOWN ON THIS PLAN IS WITHIN THE SUBDIVISION REGULATION JURISDICTION OF SAMPSON COUNTY AND THAT AND DEED AND ALIGNMENT IS (BY OR GARD) FREE ACT

David E. Magnin
OWNER'S SIGNATURE

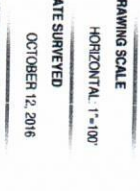
DAVID E. MAGNIN
COUNTY, NORTH CAROLINA
A NOTARY PUBLIC OF THE COUNTY AND STATE OF NORTH CAROLINA, CERTIFY THAT PERSONALLY APPEARED BEFORE ME ON THIS DAY AND ACKNOWLEDGED THE EXECUTION OF THE FOREGOING INSTRUMENT BY SAID PARTY AND OFFICIAL STAMP AND SIGNATURE OF SAID PARTY ON SEPTEMBER 24, 2021.

MY COMMISSION EXPIRES September 24, 2021.
NOTARY PUBLIC
Elaine F. Hunt
Elaine F. Hunt

ELAINE F. HUNT
Notary Public
Sampson County, NC

STATE OF NORTH CAROLINA
COUNTY OF SAMPSON
I, SEAN R. SEEVER, CERTIFY THAT THE CONTROL FOR THIS SURVEY WAS OBTAINED THROUGH A TITLE SEARCH AND IS BASED ON REFERENCED INFORMATION SHOWN HEREON. AFFECT THIS SURVEY FOR ANY CONDITIONS WHICH MAY PRESENTLY EXIST BUT NOT LIMITED TO FLOODS OR INTERFERENCES ON SUCH AS EASEMENTS, EASEMENTS, AND FLOOD AREAS.
DATE: 11-28-16
SEAN R. SEEVER
REGISTERED PROFESSIONAL SURVEYOR

CERTIFICATE OF APPROVAL FOR RECORDING
I HEREBY CERTIFY THAT THE SUBDIVISION PLAN SHOWN HEREON HAS BEEN FOUND TO COMPLY WITH THE SUBDIVISION REGULATIONS OF THE COUNTY OF SAMPSON, NORTH CAROLINA. THIS SURVEY WAS CONDUCTED BY MEASUREMENTS TAKEN FROM A BENCH MARK CREATED BY THE STATE OF NORTH CAROLINA. THIS SURVEY WAS CONDUCTED WITHIN THE BOUNDARIES OF A TITLE SEARCH AND IS BASED ON REFERENCED INFORMATION SHOWN HEREON. AFFECT THIS SURVEY FOR ANY CONDITIONS WHICH MAY PRESENTLY EXIST BUT NOT LIMITED TO FLOODS OR INTERFERENCES ON SUCH AS EASEMENTS, EASEMENTS, AND FLOOD AREAS.
DATE: 11-28-16
REGISTERED PROFESSIONAL SURVEYOR



PROJECT INFORMATION
SUBMITTED BY: JASON
DRAWN BY: SEAN
CHECKED BY: JIMMY
PROJECT NUMBER: 1288

DRAWING SCALE
HORIZONTAL: 1"=100'

DATE SURVEYED
OCTOBER 12, 2016

SHEET NUMBER
1 OF 1

CLIENT
EDWARDS ENTERPRISES OF DUNN, LLC

TAX ID# 14008578002
PINECROFT DRIVE
PLAINVIEW/TOWNSHIP
SPIVETS CORNER
SAMPSON COUNTY
NORTH CAROLINA

RD 894-207
Dunn, North Carolina 28836
Phone (919) 991-9702



**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 3 (a)

Meeting Date: November 5, 2018	<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

SUBJECT: Presentation of Market Schedule of Values and Present-Use Schedule of Values for 2019 Revaluation

DEPARTMENT: Tax Office

PUBLIC HEARING: No

CONTACT PERSON(S): Jim Johnson, Tax Administrator

PURPOSE: To comply with the statutory process for the presentation of schedule(s) of values that will be used for 2019 revaluation

ATTACHMENTS: The large booklets will be provided at the meeting

BACKGROUND:

North Carolina General Statutes require that counties reappraise real properties at least once every eight years. The purpose is to assure all properties reflect current market value and to promote equity and fairness within the tax base. The date of Sampson County's last revaluation was January 1, 2011, and we have contracted with Pearson's Appraisal Service to complete the next reappraisal that will be effective January 1, 2019. As part of the reappraisal process, uniform schedules of values, standards, and rules to be used in appraising real property at its true value and at its present-use value are prepared and are sufficiently detailed to enable those making appraisals to adhere to them in appraising real property. The values, standards, and rules shall be reviewed and approved by the board of county commissioners before January 1 of the year they are applied.

Once the proposed schedule(s) are delivered, the Board must set a date for a public hearing and advertise that the schedule(s) of values are available for public inspection. The schedule(s) are adopted not less than 7 days after the public hearing and at least 21 days after presented.

Staff recommends the date of November 26, 2018 for the public hearing.

RECOMMENDED ACTION OR MOTION:

Schedule public hearing for November 26 at 6 pm

Sampson County
Office of Tax Assessor
PO Box 1082
Clinton, NC 28329

Phone 910-592-8146

Fax 910-592-1227

TO: Ed Causey- County Manager
FROM: Jim Johnson- Tax Administrator
DATE: October 22, 2018
SUBJECT: 2019 Reappraisal Schedule of Values

The 2019 revaluation market Schedule of Values and present-use Schedule of Values are to be delivered to the Board of Commissioners on Monday November 5, 2018.

Please include on the agenda for Monday November 5, 2018.

Schedule to be followed after the Schedule of Values are delivered to the Board of Commissioners:

- Set a date for a Public Hearing
- Advertise the date of the Public Hearing and that the Schedule of Values are available for public inspection
- Adoption of the Schedule of Values not less than seven days after the public hearing and at least twenty-one after delivering the Schedule of Values to the Board of Commissioners
- After the adoption of the Schedule of Values, four notices are to be published stating that the Schedule of Values have been adopted and are open for appeal for thirty days after the publication of the first notice

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 3 (b)

Meeting Date: November 5, 2018	<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: Designation of Voting Delegate for NCACC Legislative Goals Conference

DEPARTMENT: Governing Body

PUBLIC HEARING: No

CONTACT PERSON(S): Edwin W. Causey, County Manager

PURPOSE: To designate one commissioner to serve as voting delegate at the NCACC Legislative Goals Conference, January 10-11, 2019

ATTACHMENTS: Voting Delegate Designation Form

BACKGROUND:

The final stage of the NCACC's Legislative Goals process is the Legislative Goals Conference, scheduled this year on January 10-11, 2019 (Thursday - Friday), at the Raleigh Marriott Crabtree Valley. The conference is spread over a day and a half, assuring time for thorough discussion, deliberation and debate. The conference is conducted according to rules designed to encourage participation, to provide a balance between inclusiveness and respect for the process and efforts of the committees and the Board up to this point. The conference begins with a pre-lunch non-voting discussion of the proposed goals. This allows commissioners not previously involved in the deliberations, particularly newly elected commissioners, to improve their understanding of the issues. Every member county appoints a voting delegate to the conference, and every county in attendance has one vote. The voting delegate can be any county official, including non-elected officials, and a county may choose an alternate. No proxies are allowed.

The Board needs to discuss which member to delegate as its voting member.

RECOMMENDED ACTION OR MOTION:

Designate a voting delegate



Voting Delegate Designation Form
Legislative Goals Conference
January 10-11, 2019 (Thursday – Friday)
Raleigh Marriott Crabtree Valley – Wake County

NOTE: Please place this action on your board meeting agenda.

Each Board of County Commissioners is hereby requested to designate a commissioner or other official as a voting delegate for the 2019 Legislative Goals Conference. Each voting delegate should complete and sign the following statement and **return it to the Association no later than Friday, December 28, 2018.**

Please return form to Alisa Cobb, Executive Assistant, by email at alisa.cobb@ncacc.org or by fax at 919-733-1065.

I, _____, hereby certify that I am the duly designated voting delegate for _____ County at the North Carolina Association of County Commissioners 2019 Legislative Goals Conference.

Signed: _____

Title: _____

Article VI, Section of the Association's Constitution provides:

"On all questions, including the election of officers, each county represented shall be entitled to one vote, which shall be the majority expression of the delegates of that county. The vote of any county in good standing may be cast by any one of its County Commissioners who is present at the time the vote is taken; provided, if no commissioner be present, such vote may be cast by another county official, elected or appointed, who holds elective office or an appointed position in the county whose vote is being cast and who is formally designated by the Board of County Commissioners. These provisions shall likewise govern district meetings of the Association. A county in good standing is defined as one which has paid the current year's dues."

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. **3 (c)**

Meeting Date: November 5, 2018	<input type="checkbox"/>	Information Only	<input checked="" 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

SUBJECT: Public Hearing – Naming of Private Roads

DEPARTMENT: Emergency Management (Addressing)/Administration

PUBLIC HEARING: Yes

CONTACT PERSON(S): Susan J. Holder, Assistant County Manager

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

ATTACHMENTS: Memo

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 1624 1259 Thunder Way Lane

RECOMMENDED ACTION OR MOTION:

Name private roads as recommended



**SAMPSON COUNTY
EMERGENCY
MANAGEMENT
SERVICES**

**RONALD BASS
DIRECTOR
(910) 592-8996**

107 UNDERWOOD ST., CLINTON, NORTH CAROLINA 28328

MEMORANDUM:

TO: Ms. Susan Holder, Assistant County Manager

FROM: ^{RB} Ronald Bass, Emergency Management

DATE: October 9, 2018

SUBJECT: Private Road Names/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 1624 1259

Thunder Way 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 6:00 p.m. (or as soon as possible thereafter) on Monday, November 5, 2018, in the County Auditorium, Sampson County Complex, Building A to consider public input on the naming of the following private roads:

PVT ROAD CODE

PVT 1624 1259

PROPOSED NAME

Thunder Way 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, 406 County Complex Road, Clinton, NC 28328 (tel: 910/592-6308)

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. **3 (d)**

Meeting Date: November 5, 2018	<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

SUBJECT: Appointments

DEPARTMENT: Governing Body

PUBLIC HEARING: No

CONTACT PERSON: Vice Chairperson Sue Lee

PURPOSE: To consider appointments to various boards and commissions

Library Board of Trustees

Cynthia Asante is recommended for reappointment. Karen Kinlaw is recommended for appointment, replacing Susan Hunt.

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 4

Meeting Date: November 5, 2018	<input 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 checked="" type="checkbox"/>	Consent Agenda	<input type="checkbox"/>	Water District Issue

SUBJECT: Consent Agenda

DEPARTMENT: Administration/Multiple Departments

ITEM DESCRIPTIONS/ATTACHMENTS:

- a. Approve the minutes of September 10, 2018; September 24, 2018; October 1, 2018; and October 9, 2018 meetings
- b. Adopt a resolution proclaiming November as Native American Heritage Month
- c. Approve the Designation of Applicant’s Agent and Applicant Disaster Assistance Agreement documents to apply for FEMA Public Assistance (Hurricane Florence)
- d. Award the bid for disaster debris removal to the lowest responsive, responsible bidder, DRC Emergency Services LLC, in the amount of \$117.38 per ton, and authorize County Manager to execute the contract for services
- e. Approve the Sampson County Local Government Holiday Schedule for Calendar Year 2019
- f. Approve the Board of Commissioners Meeting Schedule for Calendar Year 2019
- g. Approve the contract between the Sampson County Department of Social Services and Sampson Area Transportation for non-emergency medical transportation
- h. Approve the System Safety Plan for Sampson Area Transportation
- i. Adopt the Procurement Policy Governing Purchases Made with Federal Money
- j. Adopt the Conflicts of Interest and Gift Policy Governing Purchases Made with Federal Money
- k. Approve delinquent disabled veteran applications for Donald Allen and Butler James Kendrick, Jr.
- l. Approve tax refunds and releases as submitted
- m. Approve budget amendments as submitted

continued next page

Consent Agenda, Board of Health items

- n. Adopt Fiscal Services Policy and Procedures
- o. Adopt revised Operating Procedures of Board of Commissioners sitting as Board of Health
- p. Approve new Lab Corp and State Lab Fees

RECOMMENDED ACTION OR MOTION:

Motion to approve Consent Agenda as presented.

The Sampson County Board of Commissioners convened for their regular meeting at 6:00 p.m. on Monday, September 10, 2018 in the County Auditorium, 435 Rowan Road in Clinton, North Carolina. Members present: Chairman Clark Wooten, Vice Chairperson Sue Lee, and Commissioners Jerol Kivett, and Harry Parker. Absent: Commissioner Thaddeus Godwin.

Chairman Wooten convened the meeting. He called upon Vice Chairperson Lee for the invocation. Assistant County Manager Susan Holder then led the Pledge of Allegiance.

Approval of Agenda

Upon a motion made by Chairman Wooten and seconded by Commissioner Parker, the Board voted unanimously to approve the agenda with the following changes: Removed Item 1 (a) Recognition of Retirees; added Hurricane Florence Preparation Update; added a Disaster Relief Budget Amendment; added a Proclamation of a State of Emergency.

Proclamation of a State of Emergency (Walk On) In preparation of Hurricane Florence and the associated hazardous weather conditions expected to precede, accompany, and follow the storm, the Board has presented a Proclamation of a State of Emergency for adoption. Upon a motion made by Chairman Wooten and seconded by Vice Chairperson Lee, the Board voted unanimously to adopt the Proclamation of a State of Emergency (Copy filed in Inc. Minute Book ____, Page ____).

Disaster Relief Budget Amendment (Walk On) In preparation of Hurricane Florence and the associated hazardous weather conditions expected to precede, accompany, and follow the storm, a disaster relief budget amendment was presented to the Board for approval. Upon a motion made by Chairman Wooten and seconded by Commissioner Parker, the Board voted unanimously to approve the following Disaster Relief Budget Amendment:

<u>EXPENDITURE</u>		<u>Disaster Relief</u>	
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	
			<u>Increase</u> <u>Decrease</u>
11141300	599900	Disaster Relief	\$100,000.00
11999000	509700	Contingency	\$100,000.00

Hurricane Florence Preparation Update (Walk On) Emergency Management Director Ronald Bass provided the Board with a Hurricane Florence preparation update and stated that the National Weather Service in Raleigh anticipated that Hurricane Florence would make landfall near the Wrightsville Beach/Wilmington area Thursday morning as a Category 4 hurricane, with sustained winds at approximately 145 miles per hour. He noted that the weather in Sampson County would begin deteriorating during the afternoon hours on Wednesday, September 12th and that National Weather Service officials have advised all citizens to refrain from traveling past 7 p.m. that evening. He continued by stating that the high sustained winds could result in power outages due to downed trees and cause structural damage. He also noted the threat for isolated tornadoes and rainfall amounts ranging 7-15 inches, depending on the storm path. He noted that the forecasted path has changed, but the latest weather briefing had the eye of the storm heading directly over Sampson County. The forecast also showed a great chance for flooding in the areas that experienced flooding during Hurricane Matthew, in addition to other areas. Mr. Bass informed the Board that the Emergency Medical Services staff were preparing for the opening of the Emergency Operations Center at 7 a.m. on Wednesday, October 12th, and the opening of five general population shelters (Clinton High, Hobpton Middle, Lakewood High, Midway High, and Union Elementary), one special needs shelter (Adult Day Care Center), and a pet shelter (Sampson Livestock Arena) at 1 p.m. Mr. Bass noted that there was still a possibility for the storm to turn, but advised all to prepare nonetheless. He informed the Board that there would be more weather briefings in the upcoming days and that he would keep the Board updated.

Item 1: Reports and Presentations

Recognition of Retirees The item was removed from the agenda due to the absence of retiree Deborah Dudley.

Recognition of NC Senior Games State Finals Participants Aging Director Lorie Sutton provided information regarding the NC Senior Games, which is a state-wide organization designed to provide health awareness, wellness, and physical competition opportunities for citizens age 50 and above. Ms. Sutton then acknowledged Garland Senior Center Director Mary Faircloth to introduce two of Sampson County's senior athletes, Sabina Gamas and Charles Powell, who have both participated for more than 10 years in the Mid Carolina Senior Games. In April 2018, Ms. Gamas, at 91 years old, was the oldest participant at the Fayetteville games, taking home gold in 4 of her 5 events. She continued by noting that Mr. Powell, at age 83, had medaled in several events during the year. Both participants will represent Sampson County at the NC Senior Games State Finals held in the Triangle area the week of September 17-23, participating in events such as basketball shooting, football and softball throw, shotput/discuss and shuffleboard. Both participants thanked the

Board and Ms. Faircloth for the opportunity to represent the County at the upcoming event. The Board congratulated Ms. Gamas and Mr. Powell on their accomplishments and wished them success in future events.

Introduction of New Sampson Area Transportation Director County Manager Ed Causey introduced the new Transportation Director, Rosemarie Oates. Mr. Causey noted that Ms. Oates had previously worked with the Duplin County Transportation Department for 17 years, with five of those years as the director. The Board welcomed Ms. Oates.

Recognition of Human Resources Director for Achieving Certification County Manager Ed Causey presented Human Resources Director Nancy Dillman to the Board for achieving her IPMA-SCP credentials. Ms. Dillman had recently met the specific educational and work experience criteria and demonstrated her skills and knowledge by passing the test required for credentialing as a Senior Certified Professional by the International Public Management Association for Human Resources. The Board re-presented Ms. Dillman with the IPMA-HR Senior Certified Professional certificate and congratulated her on the accomplishment.

Item 2: Planning and Zoning

Approval of Final Subdivision Plat – Mill Ridge Subdivision, Phase III Chairman Wooten acknowledged Senior Planner Anita Lane, who presented the final subdivision plat to the Board, per the recommendation of the Planning Board. Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Kivett, the Board voted unanimously to approve the final subdivision plat for Mill Ridge Subdivision Phase III.

Item 3: Action Items

Public Works – Request to Install Water Lines, McKenzie Road Public Works Director Lin Reynolds presented a request to install water lines on a portion of McKenzie Road in Water District II. He noted that the County would run a water line of 1,500 feet to service the 10 remaining customers on the road, fulfilling the targeted benefit/cost ratio of 10 customers minimum per mile. Upon a motion made by Commissioner Kivett and seconded by Chairman Wooten, the Board voted unanimously to approve the water line installation.

Sampson County Schools – Request for Funding for Start-Up Costs for School Resource Officer (SRO) Grant Project Sampson County Schools Superintendent Eric Bracy and Mark Hammond, Executive Director of Auxiliary Services presented a request for funding start-up costs for three additional SROs to be placed at the middle school level noting that the school system had received \$100,000.00 in grant funding, provided \$50,000.00 of matching funds, and is requesting County

funding in the amount of \$187,615.00 to assist with the startup costs for the positions. The Board assigned staff to research the request and to present the Board with a method that will be beneficial to the school system, yet not negative to the County. Upon a motion made by Chairman Wooten and seconded by Commissioner Parker, the Board voted unanimously to table the item until the October regularly scheduled meeting.

Public Hearing – Consideration of Performance Based Incentives for Economic Development Project, Rheinfelden Americas, LLC The Chairman opened the hearing and acknowledged Economic Developer John Swope, who presented a request from Rheinfelden Americas, LLC, to have a second grant back incentive provided to them for proposed expansion. He noted that under the agreement, the County would provide performance-based business incentive payments to the company over a 5-year period in the amount of \$101,393. The company would commit to make certain capital investments in the County and that the potential public benefits anticipated to be derived from this agreement include a taxable investment of \$8,000,000, and tax revenues of \$334,950 over a 5-year period. The company proposes to invest in new manufacturing equipment for the manufacture of aluminum slugs at their existing manufacturing site at 520 Railroad Street in Clinton. Upon a motion made by Commissioner Kivett and seconded by Vice Chairperson Lee, the Board voted unanimously to adopt the resolution approving the incentive agreement (Copy filed in Inc. Minute Book ____ Page ____).

Public Hearing – Naming of Private Roads The Chairman opened the hearing and called upon Assistant County Manager Susan Holder who reviewed the recommendations for naming certain private roads. The floor was opened for public comments and none were received. The hearing was closed. Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Parker, the Board voted unanimously to name private roads as follows:

PVT 1291 160	Barnstormers Lane
PVT 1291 160 58	Pilot Row Lane

Appointment – Child Fatality Team/Community Child Protection Team Upon a motion made by Vice Chairperson Lee and seconded by Chairman Wooten, the Board voted unanimously to appoint Clinton City Police Chief Donald Edwards to the Community Child Fatality Task Force/Community Child Protection Team.

Item 4: Consent Agenda

Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Kivett, the Board voted unanimously to approve the Consent Agenda as follows:

- a. Approved the minutes of the August 6, 2018 meeting (Copy filed in Inc. Minute Book ____ Page ____.)
- b. Scheduled a public hearing regarding FY 2020 CTP Grant Funding for October 1, 2018
- c. Approved the execution of the Memorandum of Understanding between Clinton City Schools and Sampson County EMS regarding High School Emergency Medical Technician Program (Copy filed in Inc. Minute Book ____ Page ____.)
- d. Approved the request for destruction of certain Expo Center records pursuant to the Records Retention and Disposition Schedule (Rental Contract/Lease Agreements 2012-2013; Paid Invoice Files 2012-2013; CenterStage Invoices/Documents 2012-2013).
- e. Approved the request for destruction of certain Public Works records pursuant to the Records Retention and Disposition Schedule (Daily Reports, Bill Tab Receipts, Bill Register Reports, Meter Reading Reports, Cutoff Reports, Work Orders - 2014-15)
- f. Approved the contract for school health nursing services between Clinton City Schools and the Sampson County Health Department (Copy filed in Inc. Minute Book ____ Page ____.)
- g. Approved the extension of the contract between Sampson County and Waste Industries, LLC for solid waste recyclables and collection (Copy filed in Inc. Minute Book ____ Page ____.)
- h. Approved the Home and Community Care Block Grant Budget Revision 1 (Copy filed in Inc. Minute Book ____ Page ____.)
- i. Adopted a resolution authorizing the conveyance of real property (Book 1547, Page 699 Sampson County Registry) to the Sampson County Board of Education (Copy filed in Inc. Minute Book ____ Page ____.)
- j. Approved the Assistance Policy and the Procurement Policy for the 2018 funding cycle of the Urgent Repair Program (Copy filed in Inc. Minute Book ____ Page ____.)
- k. Approved delinquent disabled veteran exclusion applications for Dennis W. Sutton, Larry E. Williams, Michael W. McLymore, William O. Harris, Dwight D. Miller, and Darious G. Lassiter
- l. Approved tax refunds and releases as submitted:

#8685	Sandra Carroll	\$149.30
#8695	Linwood Reynolds	\$109.13
#8672	Elizabeth Carter	\$175.26
#8676	Walter Mitchel	\$122.93
#8662	Aubrey Crumpler	\$127.59

#8671	Joyce Simmons	\$100.20
#8674	Lesli Martinez	\$198.77
#8660	Toni Sampson	\$176.79
#8680	Bradley Herring	\$154.81
Tax Release	Sheila McNeill	\$337.34
Tax Release	Somerset Capital Group, Ltd.	\$226.57
Tax Release	Sheila Robinson	\$490.26
Tax Release	CNH Capitol America LLC	\$175.36
Tax Release	Dewey Williams	\$6,219.52

m. Approved budget amendments as submitted:

<u>EXPENDITURE</u>		<u>Aging</u>		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
02558670	252000	HR-Construction/Repairs united Way	\$2,773.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
02035876	409900	Fund balance appropriated	\$2,773.00	

<u>EXPENDITURE</u>		<u>Sheriff's</u>		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
11243100	554000	Capital Outlay – Vehicles	\$70,853.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
11034310	408900	Insurance Settlement	\$70,853.00	

<u>EXPENDITURE</u>		<u>Aging</u>		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
82558750	524100	URP – Materials	\$30,800.00	
82558750	529901	URP – Soft Costs	\$7,200.00	
82558750	544000	URP – Contracted Services	\$27,000.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
82035875	403605	URP – NCHFA	\$65,000.00	

<u>EXPENDITURE</u>		<u>Aging</u>		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
02558790	526200	I/R – Dept Supplies	\$1,000.00	
02558790	526201	I/R – Dept Supplies – Equipment	\$1,500.00	
02558790	531100	I/R – Travel	\$500.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
02035879	403602	I/R – Mid-Carolina Health Promotion	\$3,000.00	

<u>EXPENDITURE</u>		NCEM Hazard Mitigation Program		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
29549460	562004	Acquisition and Elevation	\$510,519.00	
29549460	519049	Admin and Legal	\$53,669.00	
29549460	519900	Other Professional Costs	\$47,324.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
29034946	403614	Grant-NC Emergency Management	\$611,512.00	

<u>EXPENDITURE</u>		Aging		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
02558680	526200	Senior Center – Department Supplies	\$234.00	
02558680	532100	Senior Center – Telephone & Postage	\$408.00	
02558680	544000	Senior Center – Contracted Services	\$3,343.00	
02558800	522100	Nutrition – Food & Provisions	\$2,196.00	
02558800	526200	Nutrition – Departmental Supplies	\$3,000.00	
02558800	596000	Nutrition – Transfer to SAT	\$4,528.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
02035868	403601	Senior Center – State Grant – Mid-Ca	\$3,985.00	
02035880	403601	Nutrition – Sate Grant – Mid-Carolin	\$8,238.00	
02035880	402300	Nutrition – USDA Fed/State School L	\$1,486.00	

<u>EXPENDITURE</u>		Cooperative Extension		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
04449560	555000	Capital Outlay	\$2,666.00	
04449560	526200	Departmental Supplies	\$3,185.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
04034956	404010	Lagoon Management & Ag Programs	\$5,851.00	

<u>EXPENDITURE</u>		Sheriff's		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
11243100	526279	Dept Supplies – Narcotics Squad	\$18,000.00	

<u>REVENUE</u>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
11034310	403631	State Substance Abuse Tax	\$18,000.00	

<u>EXPENDITURE</u>		County Schools		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
11659140	555030	Capital Outlay Category 1	\$788,794.00	

11659140	555031	Capital Outlay Category 2	\$11,493.00	
11659140	555032	Capital Outlay Category 3	\$757.00	
19959140	582096	Transfer to General Fund	\$801,044.00	
11659140	555030	Capital Outlay Category 1	\$1,087,174.00	
11659140	555031	Capital Outlay Category 2	\$144,693.00	
11659140	550000	Unallocated Capital Outlay		\$831,867.00
19959140	582096	Transfer to General Fund	\$400,000.00	

REVENUE

<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
19932320	409900	Fund Balance Appropriated	\$1,101,044.00	
11035914	409612	Trans from School Capital Reserve	\$1,101,044.00	

(Board of Health Items, approved in capacity as Board of Health)

- n. Approved the revised Health Insurance Portability and Accountability Act (HIPAA) Policy and Procedure (Copy filed in Inc. Minute Book ____ Page ____.)
- o. Approved the annual updates to the Sampson County Administrative Manual

Item 5: Board Information Items

The Board was provided with the following items for information only:

- a. June 18, 2018 Health Advisory Committee Meeting Minutes
- b. 2017 Annual Child Fatality Prevention Team Report
- c. Notice of Joint Meeting with SRMC Board of Trustees September 24, 2018

County Manager Reports

County Manager Ed Causey reminded the Board of the Sampson Regional Medical Center Budget Presentation scheduled on September 24, 2018, at 6:00 p.m. at Sampson Regional Medical Center and of the Water Work Session scheduled for Monday, September 17, at 6:00 p.m. in the Administration Board Room. He then gave a report on the NCACC Conference and noted that there was a lot of discussion regarding the Medicaid management, and that the Board will likely discuss the matter in the future. He concluded by commending the joint efforts of the County, City of Clinton, school systems, and local agencies as they are preparing for Hurricane Florence.

Public Comments

The Chairman opened the floor for comments and the following were received:

Lethia Lee: We thank you for this opportunity to speak with you tonight on behalf of the Harrells Community Center. My husband Russell was supposed to be speak tonight, but unfortunately, he is in the hospital. He is so passionate about this building and about us fixing it up for the residents of Harrells until he couldn't stand it if I didn't come and represent. So, I am here to say some of the things he was going to say and some of the things I would like to say. The Harrells Community Center is a Community Center in which senior citizens can come and allow them to have that meal that they do for senior citizens. On the first week of every month we have a food distribution program that we give food to all the residents of Ivanhoe, Harrells, and Garland area. We are so proud of all the things that we have accomplished so far, and we know that we would not have accomplished them without your input and your help, and we thank you for that tonight. We know that in years past you have given us \$10,000.00 and with that \$10,000.00 we have purchased a roof for that building, and if you wouldn't have done that in those years it probably would not be standing now. We are so glad of that donation. We invite all of you to come down and look at what we're talking about. The Harrells Community Center is sitting back there in the woods where we are with nothing there. And we are just asking that you come down and look at it and see if it is something you want to invest some tax dollars in. We feel like we deserve our fair share of the tax dollars we are paying to the County. So, we are asking you to come down and take a look at what we are talking about. This is very important to us because this is our home. It's where we live and eat and breathe. And want to see it aspire and be something that we can be proud of. Thank you.

Kim Newton: I just want to add to what was said as far as the Harrells Community Center. When I speak I am talking about the Ivanhoe area as well. First thing, when we talk about our seniors, I'm very passionate about the seniors as well. They're very dear to my heart. And most of the seniors that attend the center are anywhere from 65 to 90 years old and they do live alone. When we talk about living alone we're talking about EMS service as well. Our EMS service is kind of split. It's split between the Garland area and Harrells area, but what about our Ivanhoe area? It's a little bit farther away. So that is a dear concern to me. If something happens to a senior, can we get there in time? So, I just want to mention that there. These ladies come to the center 4 days per week and a lot of the things that we do at the center we do based on fundraising. We just don't have the funds coming in, so they make quilts and we take some quilts and we try to sell them. So, some of the activities and some of the games, we purchase them as well. So, they are kind of like self-serving themselves. I'm also asking for a \$20,000.00 grant for this building as I am adding on to what Ms. Lee said. That \$20,000.00 can go towards a lot of things that we need in the building, such as air conditioning, heating, comfortable chairs. A lot of the chairs are hard, but we've got seating for them. And windows. Like I said, I know we got a \$10,000.00 grant but we still need some more. And we know that will not cover all of our expenses, but it would help, and we'd appreciate it in our area down there. Also, I want to talk about some other things. We're talking about the hurricane that is coming up, and we're talking about Matthew from last year. Some of

the ditches in our area, down there in the Harrells community and Ivanhoe, probably need cleaning up. The debris in the ditches probably doesn't allow the water to flow through and is probably the reason our low-lying areas are normally flooded. I know speaking from last year, it's a tough time getting out of Ivanhoe and over there in that area. Trees, I know that on the end of the road they come and cut that real well but way back in the Ivanhoe area, not so well. As far as grass, sometimes grass is standing that talk before it is cut. I don't know if it is oversight or if they're working their way to my area, or what, but we might need some attention to the grass area. Also, it has been talked about a public water system in Ivanhoe, but I haven't heard anything else about it. We're excited about that. A lot of these questions that I am giving out I know won't be answered tonight or next week, but it's something to think about, and we do hope to get an answer in due time. Mainly, I am here just to speak on behalf of the Harrells Community Center, the Ivanhoe area, and such areas of everyday living for the seniors, and not just the seniors, but generally people like myself. But, more or less the seniors. I just want to say I am glad you allowed me to speak.

The Chairman thanked both Ms. Lee and Mr. Newton and assured them that the comments would be reviewed.

Recess to Reconvene

Upon a motion made by Chairman Wooten and seconded by Commissioner Kivett, the Board voted unanimously to recess to reconvene on September 17, 2018, at 6 p.m. in the Administration Board Room for the Water Work Session.

Clark H. Wooten, Chairman

Susan J. Holder, Clerk to the Board

Hospital Budget Presentation

The Sampson County Board of Commissioners reconvened at 6:00 p.m. on Monday, September 24, 2018, in the Third Floor Classroom at Sampson Regional Medical Center for a joint meeting with the Sampson Regional Medical Center Board of Trustees. Members present: Chairman Clark Wooten (delayed arrival), Vice Chairperson Sue Lee, and Commissioners Harry Parker and Jerol Kivett. Absent: Commissioner Thaddeus Godwin.

Vice Chairperson Lee called the Board of Commissioners to order and thanked the hospital trustees for their hospitality. Chairman Wooten arrived shortly thereafter. Following a budget presentation by CFO Jerry Heinsman, the Board voted unanimously to approve the budget as presented on a motion made by Vice Chairperson Sue Lee and a second by Commissioner Parker.

Adjourn

Upon a motion made by Commissioner Kivett and seconded by Commissioner Parker, the Board voted unanimously to adjourn.

Clark H. Wooten, Chairman

Susan J. Holder, Clerk to the Board

The Sampson County Board of Commissioners convened for their regular meeting at 6:00 p.m. on Monday, October 1, 2018 in the County Auditorium, 435 Rowan Road in Clinton, North Carolina. Members present: Vice Chairperson Sue Lee, and Commissioners Thaddeus Godwin, Jerol Kivett, and Harry Parker. Absent: Chairman Clark Wooten.

Vice Chairperson Lee convened the meeting. She called upon Deputy Clerk Richard Carr for the invocation. Commissioner Kivett then led the Pledge of Allegiance.

Approval of Agenda

Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Kivett, the Board voted unanimously to approve the agenda with the following changes: Division of Public Health Agreement Addendum FY 18-19 (for mosquito abatement) was added as Item 1 (e).

Reports and Presentations

Hurricane Florence Response and Recovery Update NCDOT District/Residential Engineer Keith Jackson provided the Board with a Hurricane Florence response and recovery update. Mr. Jackson noted that NCDOT began working on the more than 90 road closures on Saturday 15, 2018, just one day after Florence made landfall, and as of Monday, October 1, there were only four road closures remaining, each having repair plans in place. He also noted that one of the remaining closures was Ivanhoe Road and that NCDOT would begin reconstruction on Tuesday, October 2, 2018, to repair the critical section near the county line which would prevent certain residents from having to detour into Pender County. He then made mention of the other closures on Garland Airport Road, Ezzell Road, and Moltonville Road, which were currently having studies conducted and would be serviced shortly afterwards. Mr. Jackson stated that NCDOT conducted 25 temporary repairs in effort to quickly reopen the roads so that the school systems could reopen as soon as possible, and that NCDOT would continue to monitor the repairs until permanent repairs were made. He then noted that according to FEMA there were more than 200 damaged site locations needing repair. There were 5 local repair crews working on the response and recovery projects immediately following the storm, with 3 crews focused on placing and monitoring barricades at damaged sites for the first 3 days; one crew was currently monitoring the barricades that remained. Mr. Jackson informed the Board that he received assistance from multiple NCDOT divisions and organizations throughout the state, including Asheville, Buncombe

County, and Raleigh, totaling nine construction crews. There were 20 cut and shove crews involved. He mentioned the support received from Holland Paving, Barnhill Construction and particularly American Materials of Harrells for materials, and the five consulting firms that assisted with assessment and paperwork. He then noted that the Governor had issued an executive order permitting NCDOT to provide debris removal assistance for debris placed on the right-a-way of state roads, including debris such as vegetative, household, destruction, and white goods.

The Board lauded the progress and effort of NCDOT. Commissioner Parker then asked what percentage of the roads had been repaired. Mr. Jackson stated that there were more than 200 site locations with damage of some nature and that there were only 4 road closures remaining. He continued by noting that NCDOT staff were currently in the second phase of road system analysis which would include detailed study of all the site locations in attempt to locate and repair repairs that may cause future issues. Commissioner Parker then shared his concerns regarding non-storm-related littering on White Woods Road in Salemburg and asked Mr. Jackson for assistance in having the debris removed. Mr. Jackson noted that in conjunction with the Sheriff's Offices, there were cameras placed along the road to catch the litterers. He informed the Board that NCDOT had acquired funding which would fund monthly visits to certain sites to remove debris and that White Woods Road would continue to be monitored and cleaned. Mr. Jackson then reiterated that NCDOT would began servicing Ivanhoe Road on October 2, and that it would take approximately two weeks to complete. Commissioner Parker asked if the road failures were in the same locations as the failures that occurred during Hurricane Matthew. Mr. West stated that Hurricane Florence caused similar bridge failures; however, the areas that were repaired from Hurricane Matthew only suffered partial failures due to Hurricane Florence. He stated that the pipes at those sites were still in good shape and only needed refilling and repaving. He continued by providing details on how the pipes are constructed, noting that they are made specifically for each site and are designed to remain in place during flooding. He stated that because the pipes are remaining in place NCDOT was able to repair a road in one day when it would have taken 2-3 weeks had the pipe repair was needed. Commissioner Godwin then asked if the Ivanhoe Road repair would be bridge constructed and Mr. Jackson replied it would be pipe constructed. Commissioner Parker shared that constituents are voicing complaints regarding the issues. Mr. Jackson acknowledged the concerns and noted that he would relay the concerns to NCDOT officials and the interest in having the Ivanhoe Road repair being a bridge structure.

Vice Chairperson Lee opened the floor for comment and the following were received:

Donna Sykes: Our community of Ivanhoe has always been extremely self-sufficient because we are so far from towns and help, and we have always come together as a

community and helped each other. But during this Florence storm we found that we need some outside help. And there are some things that really need to change. The citizens that live down toward the end of McKoy Loop Road need another route out. Right now, they either have to go all the way to Atkinson and turn back and come back into Ivanhoe, or either risk going through an old woods row to get stuck. And it's just not good. I mean if something happens, you can't get to them. They need another road out. And Juniper Springs Lane needs to be extended out to Jumping Run Road. That's what needs to happen. My house during the storm had three feet of water in it. We have torn out everything and thank God we have great family and friends, and we're just waiting on it to dry, but we need dumpsters and something to put this drywall and insulation in. Other counties I hear of people that have dumpsters, and they are wondering why we don't; I'm wondering why we don't. Mosquitoes, please get rid of the mosquitoes. I worked outside, and I literally feel like I gave up a pint of blood this morning. I mean, it's horrible. You're completely fogged. Bug spray does not deter these things at all. So, we desperately need spraying for mosquitoes because that is a health issue for us. That is the number two cause of death during a flood, diseases transmitted by mosquitoes. So, these are the things that we need, and I feel like Ivanhoe gets forgotten about. This is the time that we really need outside help. Thank you.

Lorraine Moore: This road that we're talking about has been a road for a long, long time that goes from Beatty's Bridge up to Wildcat Bridge, which goes to Harrells and the other road goes down to Atkinson. And this pond that you're talking about has been a mill pond since 1887. My children's great-grandfather owned the land on each side. They had a mill there when I first married my husband, and they've had trouble ever since the hurricane we had when my oldest son was 3 years old. We had a hurricane that blew the mill pond out for the first time and ever since then the thing has been getting weaker and weaker. And as they come and reinforce, the next time we have a bad storm/hurricane, the thing goes out again. Now, they're talking about where people are located. This road that we're living on down there divides the community. There were some that were 4 to 5 days without communications of any kind. We were on the other side without communications of any kind. I apologize, Mr. McGill (Chief of Harrells Fire Department) did carry a firetruck to one side of the road but it wasn't for everybody. If children were sick or people gotten sick and needed to go to the hospital they would have had no way out. We couldn't go out to 421, we couldn't go the Harrells, we couldn't go to Atkinson. The only way we could go out was through this woods row that my sons and the others helped build. Enough so that we could get across. Well, that fell through. And now we're having a time now. We're alright as far as getting around now. They finally fixed the one going out to 421 and finally got together the one that's between where I live in the corner of Ivanhoe to where there is a curve in the road where the road washed out. My brother-in-law fell in with his pickup, and it stayed there 2-3 days because people couldn't get to him. I'm not saying they were the blame because they couldn't get to him because

it seemed like every access to us was washed out. They could not get to us. And we need some kind of communications. And two, whenever I read in the paper that Ivanhoe had received supplies; well not all of Ivanhoe received supplies. They were about 50-60 of us that didn't receive anything and didn't know that there were supplies being carried to Ivanhoe at all. So, I just wanted to bring that to your attention. I used to be on the Board of Education in Sampson County and when we had problems, we stuck to it until we solved them, I thought. I'm asking you to please look at these. We have some serious problems besides just the roads, such as communications if tragedy happens we need to be able to look after it while a storm is going on. We never know when they are going to happen.

Frankie Imes: I want to just reiterate what has just been said. First of all, I want to thank the County and staff that did the survey, and also the Department of Transportation, I want to thank those guys as well for coming down to the north end of Ivanhoe. I really appreciate that. If I am not mistaken here, there were three sections of Ivanhoe that were totally isolated. The Department of Transportation was at this section here within 30 hours, and I thank the Department of Transportation. The next area that was flooded was Dr. Kerr Road. Dr. Kerr Road is 1105 (State Road). The community was divided there as well and the recommendation for that road is the old railroad tracks to Newkirk Road. We need for DOT to extend that road. The next thing that we want to speak about is Ivanhoe Road. The bottom of Ivanhoe Road and Beatty's Bridge. Like we said, once it is flooded, everybody is isolated. Southeastern Ivanhoe was totally isolated, and what we would like to do is recommend the same as Ms. Moore and Ms. Sykes have said, that Spring Lane be extended to Jumping Run Road. God knows they need to be fixed before the next event. All these sections here, the people of Ivanhoe would love for something to be done before the next event occurs. It's just that critical. If you don't do something, you watch, there'll be a chance of loss of life because we failed to do something. So, Spring Lane Extension Road need to be fixed. I'm going to take two more minutes. I was going down there on Saturday afternoon visiting and Red Cross was down there, and first of all, I have spent 34 years in service and spent 26 years defending this beautiful country. I've been all over the world and in third-world countries. When I went down there last Saturday and saw people eat and get food in trucks and buses in that branch where she was staying. I'm telling you something. The only thing that has changed in Ivanhoe is that we have a tractor. Other than that, it was an ox. The only difference is we have a tractor. So, we need to fix Ivanhoe quickly. Or it is going to be on your own watch when the next event comes. I won't take up your time, but it is serious business. Thanks for your time.

Harold Corbett: I was born and raised in Ivanhoe. The Corbetts are probably the oldest family from Ivanhoe. I own about 600 acres on the river. And the last time you all did the appraisal, I came up here and told you that it was all swamp, 44 percent swamp land. We've had 4-5 floods in the last several years. How come it hasn't been

declared a flood zone? If it was known that it was a flood zone people couldn't have built a house, and they would have a house now. If it was a flood zone you couldn't have built chicken houses and then the chickens wouldn't have died. One chicken house was inside of the river. And this is the same river that you all want to make a state park out of. The very same river. Like I said, that don't make a lot of sense. Rivers flood. That's twice in two years. It's going to happen again. I said the last time it was going to happen again. Asphalt and cement does not absorb water. It's going to run off. And all the dams are not holding. But I've got some beavers on my property that have built some dams, and they haven't broke yet. If you'd hire them to do it for you, they'd build some for you. You need to declare it a flood zone so people won't build these new houses. And if it is a flood zone, if they've got a house they can get insurance. As of right now they can't get insurance. That is all I've got to say.

Audrey Taylor: I just want to say to you guys that I am one of them guys on the other side of the bridge. I was just listening to what he (Harold Corbett) was just saying about that bridge. It's going to be the same fix up as on 1100 McKoy Loop Road. According to what I can recollect, that same pipe is going to go in there, the same thing is going to keep happening. But I tell you what, I might not live to see the next storm, but there is one thing I know and I'm going to tell you all this right here, if you all would have been down there in those woods when I had to load all those people on that tractor to get them out, and I was praying Lord please don't let something happen because we can't get out of here. Finally, it did. About 9 o'clock this young girl broke her leg, and we had a time getting her out of there. Alright, what if it was something more serious than that? I just want to ask something. It seems like, and I would hate to feel like this because we live in what we call great America, but some people don't feel like that. And you all are up here as leadership, but I'm going to tell you all something, God is sick and tired of all us even in the churches and community that is supposed to be leading, sitting up here blowing somebody off. Let me tell you something when this next storm come through here it might not be like none of us think. But I'm just saying, that little path down there that they are talking about, it will help get emergency vehicles to where you can save lives and if you all ignore that, guess what, it's on you all. That's an emergency route. We understand that all the roads are messed up, God knows we understand that, and that it is a big fix. But this has been happening every time a storm comes. This isn't like it is something brand new. And I didn't come down here to fuss at you all. You all have a job to do just like all of us, but please hear what I said. We can get everything done together. It isn't about you all and it isn't about us, but it's about working together. And it's still about every now and then looking down there in that corner. There's something down there to see. If you don't think it's much, guess what, the same thing can come around your neighborhood. Because none of us out here exempt from what God is trying to show us and what we need to be doing. I didn't come get up here to preach but I'm going to tell you something, back down there in the woods, if you would have had to put them people on the front end of that tractor and get them out it would give

you a different look from what we all trying to see. And I just pray to God. And I thank you all for being the leaders of this great nation and county, and whatever you want to call it. Just do what you can for us and God bless you and may heaven smile upon you.

Brenda Corbett: We are on the other side of the bridge from where they are, and we couldn't get to that end of Ivanhoe at all. And the other end was completely washed out. We had no way to get out at all. I fell and broke my arm during the storm. I couldn't get to the doctors until Sunday. I fell on Monday and I couldn't get to the doctor since Monday. So, something really needs to be done about these roads. And every time there's a storm it washes out on Dr. Kerr Road and the other end. The bridge is that way and it will always wash it out on the other end. So, something really needs to be done on Dr. Kerr Road also. Thank you for your time.

After hearing the comments, Mr. Keith Jackson reiterated that he would relay the concerns and ideas to NCDOT, including the ideas regarding connecting the various roads as means of alternate exit routes. Mr. Jackson noted that property owners would need to engage with NCDOT leadership regarding right-a-ways and property usage. Commissioner Godwin asked Mr. Jackson to note that the bridges that were cement constructed withstood the storm better and Mr. Jackson noted that those repairs were long-term repairs that would require closures and detours, and he agreed to note it when reporting to NCDOT officials. Commissioner Kivett enquired of how the property owners would best get in touch with NCDOT officials. Mr. Jackson provided the Board with information regarding the process for having a road project added to the list, noting that there were more than 600 roads currently on the list, and that he would connect the property owners in that area to appropriate personnel in the NCDOT Rights-of-Way Unit to have the suggested projects added to the list. Commissioner Kivett noted that it is disappointing that it takes as long as it does to get critical projects such as this one completed, and then asked if the proposed projects had the criteria for NCDOT to consider them priority. Mr. Jackson answered that he could not answer that but would work to make the projects a priority. Commissioner Kivett noted that he understood that NCDOT had many roads needing repairing and that there are financial burdens that hinder the process and noted that this caused him concern. He then asked who the Board would need to speak with regarding prioritizing the road repair projects mentioned. Mr. Jackson stated that he would have the appropriate NCDOT officials contact the Board and left business cards for the citizens.

Hurricane Florence Response and Recovery Update - EMS Emergency Management Director Ronald Bass provided the Board with an update on the response and recovery efforts, noting that the Emergency Operations Center was opened on Wednesday, September 12th, along with several general population shelters, a special needs shelter, and a pet shelter, for a total of 11 shelters opened

throughout the storm event, which was the highest number of shelters opened in Sampson County. The 11 general population shelters had approximately 3,200 evacuees, the special needs shelter had approximately 30 evacuees, and the pet shelter had 125 pets. The EOC went into monitoring phase on Saturday, September 21. The last shelter closed on Sunday, September 23rd. There was a total of 77 persons rescued from the southern end of Sampson County either by swift water rescue boats or National Guard helicopter evacuations. There were two confirmed deaths indirectly associated with Hurricane Florence, one being due to COPD complications and the other was reportedly a heart attack victim. He then noted the vast number of federal and state resources that assisted during the response and recovery phase of the storm event, including: 3 helicopters; 2 ambulance strike teams, which totaled 10 additional ambulance vehicles; 9 National Guard High Clearance Vehicles accompanied with National Guard crews; 5 swift water rescue teams; 8 telecommunicators from Georgia; 3 wildlife units; 3 forestry units; and an Emergency Operations Center Overhead Team from Santa Clara County, California to assist with managing the EOC. There was assistance received from 7 states. There were 19,292 Meals Ready-To-Eat distributed throughout the County. Mr. Bass noted that recovery efforts were ongoing and that the County had established a Donation Distribution Center in the former Southern States Building, located at 200 Westover Road, Clinton, and that donated goods and supplies were being stored and distributed from there as needed. Mr. Bass informed the Board that FEMA has assigned two Disaster Survival Assistance Crews, an Intergovernmental Affairs Specialist, and a Volunteer Liaison crew to Sampson County, and that a Disaster Recovery Center would open shortly to house FEMA and Small Business Administration (SBA) agents who will provide disaster assistance from one location. He noted that the American Red Cross continued support in delivering supplies and aid throughout the county. Mr. Bass informed the Board that the primary goal was to continue delivering supplies to those in need. Mr. Bass noted that he would provide the Board with an update in the upcoming weeks. He also noted that the EMS staff would review the processes for managing emergency events to find ways to improve the way emergency response is provided. While concluding, Mr. Bass commended the overall efforts of all parties involved in providing response and recovery assistance, including county employees, support agencies, volunteers, and citizens. The Board commended the efforts of the county employees, support agencies, volunteers, and citizens as well.

Item 1: Action Items

Public Hearing – FY20 Community Transportation Program Grants Vice Chairperson Lee opened the public hearing and acknowledged Aging Director Lorie Sutton who explained that Sampson Area Transportation was requesting permission to submit grant requests for FY20 CTP 5311 Administrative/Capital grants (federal allocation to non-urbanized areas), which included an Administrative Grant Request for \$229,736 (Fed/State 85%, local match 15% \$34,460) and a Capital Grant request for

\$62,500 (Fed/State 90%, local match 10% \$6,250), which will be used to purchase a lift van; and a FY20 CTP 5310 Enhanced Mobility of Seniors/Individuals with Disability Program (competitive grant) grant request for \$50,000 (local match 50% \$25,000, with ROAP funding used as match). Vice Chairperson Lee opened the floor for public comment, and none were received. The hearing was closed. Upon a motion made by Commissioner Kivett and seconded by Commissioner Godwin, the Board voted unanimously to adopt the resolutions authorizing submission of grant and making the assurances and certifications regarding compliance with federal and state requirements. (Copy filed in Inc. Minute Book ____ Page ____.)

Rescheduling Water Work Session County Manager Ed Causey informed the Board of the need to reschedule the September 17, 2018, water work session which was canceled due to Hurricane Florence. The Board rescheduled the water work session to October 9, 2018, at 5 p.m. in the Administration Office Board Room.

Sampson County Schools - Request for Funding for Start-Up Costs for School Resource Officer (SRO) Grant Project Ed Causey reminded the Board of the Sampson County Schools fund request in the amount of \$187,615.00 which will be used to assist with the startup costs for three additional school resource officers. He proposed that the funding request be approved and that the officers be funded with lapsed salaries currently in the approved budget. He then noted that the plan will not cause an increase in the employee base and informed the Board that the plan could be reconsidered in February during the budget work sessions. He also noted that the proposed plan would not adversely affect the Sheriff's Office budget and could allow for some savings. Commissioner Parker asked for clarification on how the positions will be funded. Mr. Causey stated that the three positions will be funded with the salaries of unfilled positions in the current budget, could be evaluated and readjusted at the February planning session as needed and that the Board could elect to continue or discontinue funding the positions in the FY 19-20 budget if needed. He also noted that in addition to the \$187,615.00 funded by the County, Sampson County Schools will contribute \$100,000.00 in grant monies and \$50,000.00 of their own monies in the required match. Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Parker, the Board voted unanimously to consider the funding allocation as recommended.

Appointment - Social Services Advisory Committee Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Godwin, the Board voted unanimously to reappoint Pam McGuirt to the DSS Advisory Committee.

Division of Public Health Agreement Addendum FY 18-19 Health Director Wanda Robinson presented a request for approval of the addendum, informing the Board that on September 27, 2018, the Governor announced that mosquito control funding would be provided for Sampson and other counties under major disaster

declaration due to Hurricane Florence. She stated that Sampson County had been allotted \$95,660.00 and that the Health Department and County Administration staff were developing a plan to immediately address the increase in the mosquito population. She noted that the funds could be used to provide or subcontract aerial or ground mosquito application services, establish or enhance an existing local mosquito management program, provide education on mosquito bite avoidance, or purchase mosquito control materials and supplies, such as pellets, permethrin treated clothing, BTI mosquito dunks, and other educational materials. The funding could also be used by health officials in collecting mosquito related data and information such as increase in phone calls or reported diseases or illnesses, though at the time there have not been any confirmed cases of the West Nile Virus related to the storm. Upon a motion made by Commissioner Kivett and seconded by Commissioner Godwin, the Board voted unanimously to approve that the appropriate County officials be authorized to execute the Agreement Addendum between the Sampson County Health Department and the Division of Public Health which provides funding for mosquito abatement, and any and all documents necessary to accomplish the intended purposes of the addendum, provided all federal, state and local procurement policies are followed. (Copy filed in Inc. Minute Book ____ Page ____.)

Item 2: Consent Agenda

Upon a motion made by Commissioner Kivett and seconded by Commissioner Parker, the Board voted unanimously to approve the Consent Agenda as follows:

- a. Approved the revised Drug and Alcohol Policy for Sampson Area Transportation (Copy filed in Inc. Minute Book ____ Page ____.)
- b. Approved a delinquent disabled veteran exclusion application for Janie T. Holmes (surviving spouse of Colonel Holmes).
- c. Approved tax refunds and releases as submitted:

#8711	Angel Ortiz	\$202.02
#8720	Nicolas Espinoza	\$365.68
#8721	Kristina Sullivan	\$154.08
#8667	Canal Wood LLC	\$141.26
#8708	William and Barbara Furmidge	\$406.87
#8736	Lucy Burnette	\$115.48
#8697	Steven Burnham	\$130.71
Tax Release	Donna Strickland	\$2,272.41

- d. Approved budget amendments as submitted:

EXPENDITURE		<u>Convention and Visitors Bureau</u>	
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	
84761800	529900	Misc Expense	<u>Increase</u> \$2,295.00
			<u>Decrease</u>
REVENUE			
<u>Code Number</u>		<u>Source of Revenue</u>	
84036180	408900	Misc Revenue	<u>Increase</u> \$2,295.00
			<u>Decrease</u>

(Board of Health Items)

- e. Approved the Operating Procedures of the Board of Commissioners sitting as Board of Health (Copy filed in Inc. Minute Book ____ Page ____.)

Item 3: Board Information Items

Invitation to Clinton Garden Club Ribbon Cutting, Adult Day Care Center Gardens Vice Chairperson Lee invited everyone to attend the event on Tuesday, October 2, 2018 at 2 p.m. at the Adult Day Care Center Gardens (210 Fisher Drive, Clinton, NC).

County Manager’s Reports

County Manager Ed Causey commended the efforts or the people in the Ivanhoe community for their resilience and their professionalism in relaying their concerns to the Board after undergoing the devastation they experienced during the storm event. In addition to the comments previously made regarding the joint efforts of county employees, support agencies, and volunteers, Mr. Causey noted the great efforts and support provided by the Clinton City and Sampson County Schools systems during the storm and their willingness and ability to meet the constantly changing needs. He concluded by reiterating that the County fully understands the urgency of the mosquito ordeal and assured everyone that County staff is working as diligent and expeditiously as possible.

Commissioners Parker and Godwin commented on their visits to the Ivanhoe community following the storm and lauded the citizens of the Ivanhoe community for their cohesiveness, sense of pride, and their remarkable efforts throughout the storm event.

Public Comments

The Vice Chairperson opened the floor for comments and the following were received:

Nathan Freeman: I’m not native to North Carolina but from Missouri. I lived through the flood of 1993. One of the things that Missouri has that helps with the Mississippi

River is they have levees that also double as highways. When you talk about having access roads against the river it makes sense to have access roads on top of a levee. That way it will serve its general purpose and save you money and you won't have two projects going on.

Russell Devane: I'd like to thank the commissioners, and especially the County Manager for his remarks. He said he is trying to get to Ivanhoe. By all means, if you can get there again we'd love to have you. And to our commissioner, Commissioner Parker and Commissioner Godwin, we appreciate you guys coming down and looking after us. If you guys don't recognize me I am the first face you saw on Channel 5. That was me, down on Hoover Road. And great job to our DOT. The next morning, they were right down there, and I was right down there with them. They were filling in that hole and doing what they needed to do to get us a route to get out. We appreciate everything that you are doing for Ivanhoe. We ask that you continue to do it for us and we'll be forever grateful. Thank you.

Janet Hosey: We just got our water today. And we don't have AC yet. We can't receive phone calls, but we can call out. We do have internet now as of last Thursday. That man that just spoke, Russell Devane, is a hero. He saved some people during swift water rescue. He commanded the Hoover Road that was washed out and helped get those supplies that we needed in Ivanhoe. He's a miracle worker. He provided at his Royal Chapel Church with supplies for the community. My two questions are; somebody mentioned about the dumpsters, but I am trying to find out who do we talk to about this? I understand that DOT is taking care of the road situation, but I have tried to call different people and have not gotten return calls, and that may be due to the phone service. But, who do we talk to about the dumpsters? This all fits together with the public health and mosquito thing. We're all piling up our debris and insulation that we've had to pull out from under our houses because they were flooded. Our post office was flooded completely. And our fire house was flooded. What do we do with that debris. My husband took some thing to our local landfill today and now we're being told that there are certain things that we are not allowed to put in there like the insulation. Who is in charge of this debris that we need to get rid of, and if it sits wet it's just breeding grounds for the mosquitoes and you're still working with the public health issue as well. My second question is. We all know that it was declared a federal disaster and that Sampson County was part of that declared disaster area. What is that money being used for and are you getting it here in Sampson County? How is it being used to help the people that are still struggling? Are there any answers? Like the dumpsters, we're not asking people to come down and help us pick up the debris. We've got tractors and we've got bulldozers and scoops. As long as we've got a dumpster at the firehouse or post office we can gather it up and put it in. We had people come from Raleigh because they have decided that Ivanhoe is their mission work. From the Raleigh Presbyterian Church and they came Saturday, and they helped us. And I don't know if you know it but we're on world news, the New York Times, a

video of Ivanhoe. That little community that was established in 1704. How do I get an answer?

Commissioner Parker asked Assistant County Manager Susan Holder if she could provide information on acceptable items at the landfill and do some research on getting some dumpsters placed in the Ivanhoe community. Ms. Holder reiterated that the NCDOT will pick up debris from the right-a-way of state roads. Ms. Holder noted that the beginning dates will be publicized once determined. She then noted that the rules of the landfill are state rules, not local rules. She then clarified that the declaration means that the federal government has set aside monies to provide individual and business assistance programs, and that the monies did not go to the local government agencies. She then provided the public the FEMA Disaster Assistance phone number (1-800-621-3362) and directed the public the county website where more assistance information is housed, such as SBA, USDA, and houses of worship assistance programs and noted that individuals could apply for any of those assistant programs. She stated that the NCDOT will publicize more information on the debris pickup and that the county's social media platforms and website, and local major news media outlets will be used to help publicize.

Recess to Reconvene

Upon a motion made by Vice Chairperson Lee and seconded by Commissioner Godwin, the Board voted unanimously to recess to reconvene on October 9, 2018, at 5 p.m. in the Administration Board Room for the rescheduled Water Work Session.

Sue Lee, Vice Chairperson

Susan J. Holder, Clerk to the Board

The Sampson County Board of Commissioners reconvened at 5:00 p.m. on Tuesday, October 9, 2018 in the County Administration Building Conference Room, Bldg. C, 406 County Complex Road in Clinton, North Carolina. Members present: Chairman Clark H. Wooten, Vice Chairperson Sue Lee, and Commissioners Thaddeus Godwin, Jerol Kivett and Harry Parker.

Water Work Session

Chairman Wooten reconvened the Board and called upon Public Works Director Lin Reynolds and Dewberry Engineer Matthew West for an update on water projects. (See PowerPoint presentation attached.) Mr. Reynolds discussed the reduced tap fee and new water line installation initiatives, the savings achieved by switching water south of Clinton (though delayed by state approval processes), and the challenges of the new testing requirements of Public Water Supply (PWS). He noted that the movement to tie systems together and reduce meter vaults will allow for savings given the PWS requirement to test each entry point (vault). Mr. Reynolds reviewed various projects including the new well at I40/NC 403, the well treatment plant, and the potential project of interconnection with Johnston County (in the contract review phase), explaining the need for additional funding for each (a total of \$4,567,000 additional). He explained that low-interest monies were available (2.5%), but applications were due by October 31, 2018. County Manager Ed Causey and Engineer Matthew West reviewed the project funding as originally anticipated and the steps to apply for additional loan funding. The loans would be pay for from water revenues. The Board discussed the need to exhaust all potential grant sources and to ensure that water would be sold at a high enough rate to make the investments worthwhile. It was noted that if applications were successful, the offer would come back to the Board for acceptance. Upon a motion made by Chairman Wooten and seconded by Commissioner Kivett, the Board voted unanimously to adopt resolutions making assurances for loan applications submissions for the drinking water treatment works project, a drinking water distribution system project (Johnston County Interconnection Phase I booster pump station and water main extension), and a drinking water distribution system project (completion of well head and installation of iron and manganese treatment system). (Copies filed in Inc. Minute Book _____, Page _____.)

Tax Administration - Present Use Value Explained

Tax Administrator Jim Johnson provided information explaining present use value and the process for adopting a schedule of values for revaluation.

Adjournment

Upon a motion made by commissioner Kivett and seconded by Commissioner Godwin, the Board voted unanimously to adjourn.

Clark H. Wooten, Chairman

Susan J. Holder, Clerk to the Board



**RESOLUTION PROCLAIMING NOVEMBER AS
NATIVE AMERICAN HERITAGE MONTH IN SAMPSON COUNTY**

Whereas the Richard Clinton Chapter of the National Society Daughters of the American Revolution have requested that the Board of Commissioners adopt a resolution proclaiming the month of November as Native American Heritage Month, joining a national initiative to celebrate rich and diverse cultures, traditions, and histories and to particularly acknowledge the important contributions of Native Americans; and

Whereas, what started at the turn of the century as an effort to gain a day of recognition for the significant contributions the first Americans have made to the establishment and growth of the United States has resulted in a whole month being designated for that purpose, including President George H. W. Bush's approval of a joint resolution in 1990 to declare November as National American Indian Heritage Month; and

Whereas, Native Americans are descendants of the original, indigenous inhabitants of what is now the United States and the history and culture of our great nation has been significantly impacted by the American Indians and indigenous peoples; and

Whereas, the history of our own county includes the vibrant culture and traditions of the Coharie Indians of Sampson and Harnett, who have been recognized as an official tribe by the North Carolina state legislature since 1971.

Now, Therefore, Be It Resolved by the Board of Commissioners of the County of Sampson County that the month of November is proclaimed Native American Heritage Month in Sampson County in recognition of the important contributions of Native Americans to the culture of the United States and to the County of Sampson.

Adopted this 5th day of November, 2018.

Clark H. Wooten, Chairman

ATTEST:

Susan J. Holder, Clerk to the Board

**RESOLUTION
DESIGNATION OF APPLICANT'S AGENT**

North Carolina Division of Emergency Management

Organization Name (hereafter named Organization) County of Sampson	Disaster Number: FEMA-4393-DR-NC
Applicant's State Cognizant Agency for Single Audit purposes (If Cognizant Agency is not assigned, please indicate): State of NC, Dept of Public Safety, Division of Emergency Management	
Applicant's Fiscal Year (FY) Start Month: July Day: 1	
Applicant's Federal Employer's Identification Number 56 - 6000338	
Applicant's Federal Information Processing Standards (FIPS) Number 163 - 99163 - 00	

PRIMARY AGENT	SECONDARY AGENT
Agent's Name David K. Clack	Agent's Name Ronald Bass
Organization County of Sampson	Organization County of Sampson
Official Position Finance Officer	Official Position EM Director
Mailing Address 406 County Complex Road #	Mailing Address 107 Underwood Street #
City ,State, Zip Clinton, NC 28328	City ,State, Zip Clinton, NC 28328
Daytime Telephone (910) 592-6308	Daytime Telephone (910) 592-8996
Facsimile Number (910) 592-1945	Facsimile Number (910) 592-5383
Pager or Cellular Number (910) 379-2115	Pager or Cellular Number (910) 990-2815

BE IT RESOLVED BY the governing body of the Organization (a public entity duly organized under the laws of the State of North Carolina) that the above-named Primary and Secondary Agents are hereby authorized to execute and file applications for federal and/or state assistance on behalf of the Organization for the purpose of obtaining certain state and federal financial assistance under the Robert T. Stafford Disaster Relief & Emergency Assistance Act, (Public Law 93-288 as amended) or as otherwise available. BE IT FURTHER RESOLVED that the above-named agents are authorized to represent and act for the Organization in all dealings with the State of North Carolina and the Federal Emergency Management Agency for all matters pertaining to such disaster assistance required by the grant agreements and the assurances printed on the reverse side hereof. BE IT FINALLY RESOLVED THAT the above-named agents are authorized to act severally. PASSED AND APPROVED this _____ day of _____, 20__.

GOVERNING BODY	CERTIFYING OFFICIAL
Name and Title	Name Susan J. Holder
Name and Title Clark H. Wooten	Official Position Assist. County Mgr/Clerk to Board
Name and Title Chairman, Board of Commissioners	Daytime Telephone (910) 592-6308

CERTIFICATION

I, Susan J. Holder, (Name) duly appointed and Assist. County Mgr/Clerk to Board (Title) of the Governing Body, do hereby certify that the above is a true and correct copy of a resolution passed and approved by the Governing Body of the County of Sampson (Organization) on the 5th day of November, 2018.

Date: _____ Chairman, Board of Commissioners **Signature:** _____

APPLICANT ASSURANCES

The applicant hereby assures and certifies that it will comply with the FEMA regulations, policies, guidelines and requirements including OMB's Circulars No. A-95 and A-102, and FMC 74-4, as they relate to the application, acceptance and use of Federal funds for this Federally assisted project. Also, the Applicant gives assurance and certifies with respect to and as a condition for the grant that:

1. It possesses legal authority to apply for the grant, and to finance and construct the proposed facilities; that a resolution, motion or similar action has been duly adopted or passed as an official act of the applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of the applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with the provisions of: Executive Order 11988, relating to Floodplain Management and Executive Order 11990, relating to Protection of Wetlands.
3. It will have sufficient funds available to meet the non-Federal share of the cost for construction projects. Sufficient funds will be available when construction is completed to assure effective operation and maintenance of the facility for the purpose constructed.
4. It will not enter into a construction contract(s) for the project or undertake other activities until the conditions of the grant program(s) have been met.
5. It will provide and maintain competent and adequate architectural engineering supervision and inspection at the construction site to insure that the completed work conforms with the approved plans and specifications; that it will furnish progress reports and such other information as the Federal grantor agency may need.
6. It will operate and maintain the facility in accordance with the minimum standards as may be required or prescribed by the applicable Federal, State and local agencies for the maintenance and operation of such facilities.
7. It will give the grantor agency and the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
8. It will require the facility to be designed to comply with the "American Standard Specifications for Making Buildings and Facilities Accessible to, and Usable by the Physically Handicapped," Number A117.1-1961, as modified (41 CFR 101-17-7031). The applicant will be responsible for conducting inspections to insure compliance with these specifications by the contractor.
9. It will cause work on the project to be commenced within a reasonable time after receipt of notification from the approving Federal agency that funds have been approved and will see that work on the project will be prosecuted to completion with reasonable diligence.
10. It will not dispose of or encumber its title or other interests in the site and facilities during the period of Federal interest or while the Government holds bonds, whichever is the longer.
11. It agrees to comply with Section 311, P.L. 93-288 and with Title VI of the Civil Rights Act of 1964 (P.L. 83-352) and in accordance with Title VI of the Act, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance and will immediately take any measures necessary to effectuate this agreement. If any real property or structure is provided or improved with the aid of Federal financial assistance extended to the Applicant, this assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits.
12. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
13. It will comply with the requirements of Title II and Title III of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and Federally assisted programs.
14. It will comply with all requirements imposed by the Federal grantor agency concerning special requirements of law, program requirements, and other administrative requirements approved in accordance with OMB Circular A-102, P.L. 93-288 as amended, and applicable Federal Regulations.
15. It will comply with the provisions of the Hatch Act which limit the political activity of employees.
16. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act, as they apply to hospital and educational institution employees of State and local governments.
17. (To the best of his/her knowledge and belief) the disaster relief work described on each Federal Emergency Management Agency (FEMA) Project Application for which Federal Financial assistance is requested is eligible in accordance with the criteria contained in 44 Code of Federal Regulations, Part 206, and applicable FEMA Handbooks.
18. The emergency or disaster relief work therein described for which Federal Assistance is requested hereunder does not or will not duplicate benefits received for the same loss from another source.
19. It will (1) provide without cost to the United States all lands, easements and rights-of-way necessary for accomplishments of the approved work; (2) hold and save the United States free from damages due to the approved work or Federal funding.
20. This assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, reimbursements, advances, contracts, property, discounts of other Federal financial assistance extended after the date hereof to the Applicant by FEMA, that such Federal Financial assistance will be extended in reliance on the representations and agreements made in this assurance and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the applicant, its successors, transferees, and assignees, and the person or persons whose signatures appear on the reverse as authorized to sign this assurance on behalf of the applicant.
21. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, Public Law 93-234, 87 Stat. 975, approved December 31, 1973. Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Director, Federal Emergency Management Agency as an area having special flood hazards. The phrase "Federal financial assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
22. It will comply with the insurance requirements of Section 314, PL 93-288, to obtain and maintain any other insurance as may be reasonable, adequate, and necessary to protect against further loss to any property which was replaced, restored, repaired, or constructed with this assistance.
23. It will defer funding of any projects involving flexible funding until FEMA makes a favorable environmental clearance, if this is required.
24. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966, as amended, (16 U.S.C. 470), Executive Order 11593, and the Archeological and Historic Preservation Act of 1966 (16 U.S.C. 469a-1 et seq.) by (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic places that are subject to adverse effects (see 36 CFR Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
25. It will, for any repairs or construction financed herewith, comply with applicable standards of safety, decency and sanitation and in conformity with applicable codes, specifications and standards; and, will evaluate the natural hazards in areas in which the proceeds of the grant or loan are to be used and take appropriate action to mitigate such hazards, including safe land use and construction practices.

STATE ASSURANCES

The State agrees to take any necessary action within State capabilities to require compliance with these assurances and agreements by the applicant or to assume responsibility to the Federal government for any deficiencies not resolved to the satisfaction of the Regional Director.



**North Carolina Department of Crime Control and Public Safety
Division of Emergency Management**

APPLICANT: County of Sampson DISASTER: Hurricane Florence
FEMA- 4393 -DR-NC

STATE – APPLICANT DISASTER ASSISTANCE AGREEMENT

This Agreement made by and between the State of North Carolina, Dept. of Crime Control and Public Safety, Division of Emergency Management (“the State”) and the County of Sampson (“the Applicant”) shall be effective on the date signed by the State and the Applicant. It shall apply to all disaster assistance funds provided by or through the State to the Applicant as a result of the disaster called Hurricane Florence, and pursuant to the Disaster Declaration made by the President of the United States numbered FEMA - 4393 - DR-NC.

The designated representative of the Applicant (Applicant’s Agent) certifies that:

1. He/She has legal authority to apply for assistance on behalf of the Applicant pursuant to a resolution duly adopted or passed by the Applicant’s governing body.
2. The Applicant shall provide all necessary financial and managerial resources to meet the terms and conditions of receiving Federal and State disaster grant assistance.
3. The applicant shall use disaster assistance funds solely for the purpose for which these funds are provided and as approved by the Governor’s Authorized Representative (GAR).
4. The Applicant is aware of and shall comply with cost-sharing requirements of Federal and State disaster assistance: specifically that Federal assistance is limited to 75% of eligible expenditures, and that State assistance is limited to 25% of the eligible costs. Alternate projects selected by the Applicant may be eligible for only 75% of the approved Federal share of estimated eligible costs.
5. The Applicant shall provide the following completed documentation to the State:
 - Designation of Applicant’s Agent;
 - State-Applicant Disaster Assistance Agreement
 - Private Non-Profit Organization Certification (if required);
 - Summary of Documentation Form itemizing actual costs expended for large project payment requests;
 - Monthly Progress Reports;
 - Copies of Single Audit Reports as applicable.

If the Applicant fails to provide any of the above documentation, the State will be under no obligation to reimburse the Applicant for eligible expenses.

6. The Applicant shall establish and maintain a proper accounting system to record expenditures of disaster assistance funds in accordance with generally accepted accounting principals or as directed by the Governor's Authorized Representative. If applicable, the Applicant shall conduct audit(s) pursuant to the Single Audit Act of 1984, 31 U.S.C. §7501 et. seq., 44 C.F.R. Part 14, OMB Circular A-133, "Audits of States, Local Governments and Non-profit Organizations," and applicable North Carolina laws, rules and regulations.
7. The Applicant shall provide to the State monthly Progress Reports for all open large projects funded by State and Federal disaster assistance grants. The first Progress Report will be due on the 10th day of the first month following initiation of the project and subsequent Progress Reports will be due on the 10th day of each and every month thereafter until project completion. Forms and reporting requirements will be provided by the Governor's Authorized Representative.
8. The Applicant, its employees and agents, including consultants, contractors and subcontractors to be paid with funds provided under this Agreement, shall give State and Federal agencies designated by the Governor's Authorized Representative, full access to and the right to examine all records and documents related to the use of disaster assistance funds.
9. The Applicant shall return to the State, within thirty (30) days of a request by the Governor's Authorized Representative, any funds advanced to the Applicant that are not supported by audit or other Federal or State review of documentation maintained by the Applicant.
10. The Applicant shall comply with all applicable codes and standards in the completion of eligible work to repair or replace damaged public facilities.
11. The Applicant shall comply with all applicable provisions of Federal and State statutes, rules and regulations regarding the procurement of goods and services and regarding contracts for the repair and restoration of public facilities.
12. The Applicant shall begin and complete all items of work within the time limits established by the Governor's Authorized Representative and in accordance with applicable Federal and State statutes, rules and regulations.
13. The Applicant shall request a final inspection within ninety (90) days after completion of each and every large project funded under this Agreement, or within ninety (90) days after the expiration of the time limit established for each project under Paragraph 12 above, whichever occurs first. Applicant shall present all supporting documentation to State and/or Federal inspectors at the time of final inspection. **The State, as Grantee, reserves the right to conduct a final inspection of any large project after expiration of the ninety- (90) day period and to reimburse Applicant only for costs documented at the time of final inspection.**
14. The Applicant shall comply with all applicable Federal and State statutes, rules and regulations for publicly financed or assisted contracts including, but not limited to, non-discrimination, labor standard, and access by the physically handicapped.
15. The Applicant's Designated Agent shall execute and comply with the Lobbying Prohibition document incorporated herein as Attachment A.

16. The Applicant's Designated Agent shall execute and comply with the Statement of Assurances (SF 424D) document incorporated herein as Attachment B.
17. The Applicant shall not enter into cost-plus-percentage-of-cost contracts for debris removal, emergency protective measures, or completion of disaster restoration or repair work.
18. The Applicant shall not enter into contracts for which payment is contingent upon receipt of State or Federal funds.
19. The Applicant shall not enter into any contract with any entity that is debarred or suspended from participation in Federal Assistance. The State and/or FEMA will not be under any obligation to reimburse Applicant for payments made to a debarred or suspended contractor. Applicant may search for debarred or suspended contractors at the following website:
http://epls.arnet.gov/epl/owa/eplsearch_menu.
20. The Applicant shall comply with the provisions of 42 U.S.C. §5155 (Section 312 of the Stafford Act) which prohibits duplication of benefits. Applicant shall notify State immediately if any other source of funds is available to offset disaster assistance provided pursuant to this Agreement. Applicant agrees that eligible costs under this Agreement will be reduced by duplicate benefits received from any other source.
21. The Applicant shall comply with all uniform grant administration requirements required by State and Federal statutes, rules and regulations, including but not limited to, the Robert T. Stafford Disaster Relief and Emergency assistance Act, Public Law 93-288, as amended, Title 44 of the Code of Federal Regulations, applicable OMB Circulars, and policy guidance issued by the Federal Emergency Management Agency (FEMA).
22. If the Applicant pays contractors, subcontractors or consultants with funds provided through this Agreement, then the Applicant shall include language in all contracts that binds the contractor, subcontractor or consultant to the terms and conditions of this Agreement with the State. Contractual arrangements with contractors, subcontractors or consultants shall in no way relieve the Applicant of its responsibilities to ensure that all funds provided through this Agreement are administered in accordance with all State and Federal requirements.

November 5, 2018

Date

56-6000338

Applicant's Federal Tax I.D. Number (required)

FOR THE APPLICANT:

BY:

Signature

David K. Clack

Typed Name

Finance Officer

Title

FOR THE STATE:

BY:

Signature

Typed Name

Title

Date

ATTACHMENT A

LOBBYING PROHIBITION

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence either directly or indirectly an officer or employee of any State or Federal agency, a member of the N.C. Legislature, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form-L. "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (c) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all recipients of funds under this Agreement shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any persons who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each failure.

Name of Applicant

BY: _____
Signature of Applicant's Designated Agent

ATTACHMENT B-1

OMB Approval No. 0348-0042

ASSURANCES-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0042), Washington DC 20503

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the Awarding Agency. Further, certain Federal assistance awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of the project costs) to ensure proper planning, management and completion of the project described in this application
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the assistance; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will not dispose of, modify the use of, or change the terms of the real property title, or other interest in the site and facilities without permission and instructions from the awarding agency. Will record the Federal interest in the title of real property in accordance with awarding agency directives and will include a covenant in the title of real property acquired in whole or in part with Federal assistance funds to assure non-discrimination during the useful life of the project.
4. Will comply by the requirements of the assistance awarding agency with regard to the drafting, review and approval of construction plans and specifications.
5. Will provide and maintain competent and adequate engineering supervision at the construction site to ensure that the complete work conforms with the approved plans and specifications and will furnish progress reports and such other information as may be required by the assistance awarding agency or State.
6. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
7. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
8. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-2763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
9. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
10. Will comply with all Federal statutes relating to non-discrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee 3), as amended relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

ATTACHMENT B-2

11. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal and federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
12. Will comply with the provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
13. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S. C. §§276a to 276a-7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333) regarding labor standards for federally-assisted construction subagreements.
14. Will comply with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L.93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
15. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of under ground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
16. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
17. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
18. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
19. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	TITLE
APPLICANT ORGANIZATION	DATE SUBMITTED

Memo

To: David Clack, Finance Officer
From: Juanita Brewington, Purchasing & Contracting Officer
Date: October 29, 2018
Re: Disaster Debris Removal

Request for Proposals (RFP) were sent out to the fifteen (15) Debris Removal Contractors on October 18, 2018. The RFP was posted on North Carolina's Historically Underutilized Businesses (HUB) website and the County's website.

This RFP was for Disaster Debris Removal primarily from the right of ways of private non restricted roads with consideration of state and federal roads if necessary. The RFP requested an estimate on the tonnage and per ton cost for removal and disposal at the Landfill.

At the bid opening on October 29, 2018, we received a total of six bids. The bids received as listed below.

Submitted By:	Ton Estimate	Cost per Ton
DRC Emergency Services, LLC	none provided	\$117.38
Custom Tree Care, Inc.	none provided	\$132.00
Russell Enterprises, LLC	none provided	\$134.00
Looks Great Services, Of MS, Inc.	none provided	\$175.00
Action Backhoe & Construction	175	\$200.00
LA Landscaping	none provided	\$650.00

This contract will be paid according to the actual number of tons dumped at the Landfill. The Landfill will provide the Contractor with load tickets showing the number of tons dumped which will be provided to the County for

payment. Tipping fees are not included in the per ton unit cost provided by the Contractors and will be paid based on tipping fees charged by the Landfill on the load tickets provided to the County.

In evaluating the bids received, the recommendation is to award the Contract for Disaster Debris Removal to DRC Emergency Services, LLC as the lowest responsive, responsible bidder. DRC Emergency Services, LLC representative has stated they can begin the debris removal within five days of awarding the Contract.

Sampson County Board of Commissioners reserves the right to reject any or all bids, including without limitation, nonconforming, nonresponsive, not responsible, unbalanced, or conditional bids and to award contract in part or complete.

BID TALLY
DISASTER DEBRIS REMOVAL
MONDAY, OCTOBER 29. 2018
10:00AM

<u>Contractor</u>	<u>Single Price for C&D debris removal from ROW to Landfill</u>		
	Estimated Quantity (Tons)	Unit Price	Total
Custom Tree Care, Inc.		\$ 132 ⁰⁰	
Looks Great Services of MS, Inc.		\$ 175 ⁰⁰	
DRC Emergency Services, LLC		\$ 117 ³⁸	
LA Landscaping		\$ 650 ⁰⁰	
Russell Enterprises, LLC		\$ 134 ⁰⁰	
Action Backhoe & Construction	175	\$ 200 ⁰⁰	

Witness: 

Witness: 60

Witness: _____

NORTH CAROLINA'S
SAMPSON COUNTY

DRAFT HOLIDAY SCHEDULE – 2019

Holiday	Observance Date	Day of Week
New Year's Day	January 1, 2019	Tuesday
Martin Luther King, Jr. Birthday	January 21, 2019	Monday
Good Friday	April 19, 2019	Friday
Memorial Day	May 27, 2019	Monday
Independence Day	July 4, 2019	Thursday
Labor Day	September 2, 2019	Monday
Veterans Day	November 11, 2019	Monday
Thanksgiving	November 28 & 29, 2019	Thursday & Friday
Christmas	December 24, 25 & 26, 2019	Tuesday, Wednesday & Thursday



BOARD OF COMMISSIONERS MEETING SCHEDULE – 2019

All meetings held at 6:00 pm in the County Auditorium unless otherwise noted.

January

Monday, January 7, 2019

February

Monday, February 4, 2019

March

Monday, March 4, 2019

April

Monday, April 1, 2019

May

Monday, May 6, 2019

June

Monday, June 3, 2019

July

Monday, July 1, 2019

August

Monday, August 5, 2019

September

Monday, September 9, 2018
(delayed one week to avoid Labor Day holiday)

October

Monday, October 7, 2019

November

Monday, November 4, 2019

December

Monday, December 2, 2019

**Contract # 1 Fiscal Year Begins July 1, 2018 Ends June 30, 2019
Non-Emergency Medical Transportation**

This contract is hereby entered into by and between the Sampson County Department of Social Services (the "County") and Sampson Area Transportation (the "Contractor") (referred to collectively as the "Parties"). The Contractor's federal tax identification number or is 56-6000338 and DUNS Number 040044067 (required if funding from a federal funding source).

- 1. Contract Documents:** This Contract consists of the following documents:
- (1) This contract
 - (2) The General Terms and Conditions (Attachment A)
 - (3) The Scope of Work, description of services, and rate (Attachment B)
 - (4) Federal Certification Regarding Drug-Free Workplace & Certification Regarding Nondiscrimination (Attachment C)
 - (5) Conflict of Interest (Attachment D)
 - (6) Federal Certification Regarding Environmental Tobacco Smoke (Attachment F)
 - (7) Federal Certification Regarding Lobbying (Attachment G)
 - (8) Federal Certification Regarding Debarment (Attachment H)
 - (9) HIPAA Business Associate Addendum (Attachment I)
 - (10) Certification of Transportation (Attachment J)
 - (11) State Certification (Attachment M)
 - (12) Certification – Iran Divestment Act (Attachment N)
 - (13) Contract Determination Questionnaire (required)

These documents constitute the entire agreement between the Parties and supersede all prior oral or written statements or agreements.

- 2. Precedence among Contract Documents:** In the event of a conflict between or among the terms of the Contract Documents, the terms in the Contract Document with the highest relative precedence shall prevail. The order of precedence shall be the order of documents as listed in Paragraph 1, above, with the first-listed document having the highest precedence and the last-listed document having the lowest precedence. If there are multiple Contract Amendments, the most recent amendment shall have the highest precedence and the oldest amendment shall have the lowest precedence.
- 3. Effective Period:** This contract shall be effective on July 1, 2018 and shall terminate on June 30, 2019. This contract must be twelve months or less.
- 4. Contractor's Duties:** The Contractor shall provide the services and in accordance with the approved rate as described in Attachment B, Scope of Work.
- 5. County's Duties:** The County shall pay the Contractor in the manner and in the amounts specified in the Contract Documents. The total amount paid by the County to the Contractor under this contract shall not exceed \$1,357,642.00 for the fiscal year. This amount consists of \$1,357,642.00 in Federal funds (CFDA #93.645), \$ 0. in State Funds, \$0. in County funds

- a. There are no matching requirements from the Contractor.
- b. The Contractor's matching requirement is \$ _____, which shall consist of:
- | | |
|---|--|
| <input type="checkbox"/> In-kind | <input type="checkbox"/> Cash |
| <input type="checkbox"/> Cash and In-kind | <input type="checkbox"/> Cash and/or In-kind |

The contributions from the Contractor shall be sourced from non-federal funds.

- 6. Reversion of Funds:**
Any unexpended grant funds shall revert to the County Department of Social Services/Human Services upon termination of this contract.

7. Reporting Requirements:

Contractor shall comply with audit requirements as described in N.C.G.S. § 143C-6-22 & 23 and OMB Circular- CFR Title 2 Grants and Agreements, Part 200, and shall disclose all information required by 42 USC 455.104, or 42 USC 455.105, or 42 USC 455.106.

8. Payment Provisions:

Payment shall be made in accordance with the Contract Documents as described in the Scope of Work, Attachment B.

9. Contract Administrators: All notices permitted or required to be given by one Party to the other and all questions about the contract from one Party to the other shall be addressed and delivered to the other Party's Contract Administrator. The name, post office address, street address, telephone number, fax number, and email address of the Parties' respective initial Contract Administrators are set out below. Either Party may change the name, post office address, street address, telephone number, fax number, or email address of its Contract Administrator by giving timely written notice to the other Party.

For the County:

IF DELIVERED BY US POSTAL SERVICE		IF DELIVERED BY ANY OTHER MEANS	
Name & Title	Sarah W. Bradshaw, Director	Name & Title	Sarah W. Bradshaw, Director
County	Sampson	County	Sampson
Mailing Address	360 County Complex Rd, Suite 100	Street Address	360 County Complex Rd, Suite 100
City, State, Zip	Clinton, NC 28328	City, State, Zip	Clinton, NC 28328
Telephone	910-592-7131		
Fax	910-592-4297		
Email	sarah.bradshaw@sampsondss.net		

For the Contractor:

IF DELIVERED BY US POSTAL SERVICE		IF DELIVERED BY ANY OTHER MEANS	
Name & Title	Rosemarie Oates	Name & Title	Rosemarie Oates
Company Name	Sampson Area Transportation	Company Name	Sampson Area Transportation
Street Address	311 County Complex Road	Street Address	311 County Complex Road
City State Zip	Clinton, NC 28328	City State Zip	Clinton, NC 28328
Telephone	910-299-0127		
Fax	910-590-2142		
Email	roates@sampsonnc.com		

10. Supplementation of Expenditure of Public Funds:

The Contractor assures that funds received pursuant to this contract shall be used only to supplement, not to supplant, the total amount of federal, state and local public funds that the Contractor otherwise expends for contract services and related programs. Funds received under this contract shall be used to provide additional public funding for such services; the funds shall not be used to reduce the Contractor's total expenditure of other public funds for such services.

11. Disbursements:

As a condition of this contract, the Contractor acknowledges and agrees to make disbursements in accordance with the following requirements:

- (a) Implement adequate internal controls over disbursements;
- (b) Pre-audit all vouchers presented for payment to determine:
 - Validity and accuracy of payment
 - Payment due date
 - Adequacy of documentation supporting payment
 - Legality of disbursement
- (c) Assure adequate control of signature stamps/plates;

- (d) Assure adequate control of negotiable instruments; and
- (e) Implement procedures to insure that account balance is solvent and reconcile the account monthly.

12. Outsourcing to Other Countries:

The Contractor certifies that it has identified to the County all jobs related to the contract that have been outsourced to other countries, if any. The Contractor further agrees that it will not outsource any such jobs during the term of this contract without providing notice to the County.

13. Federal Certifications:

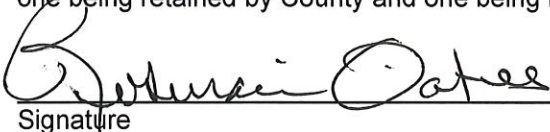
Individuals and Organizations receiving federal funds must ensure compliance with certain certifications required by federal laws and regulations. The contractor is hereby complying with Certifications regarding Nondiscrimination, Drug-Free Workplace Requirements, Environmental Tobacco Smoke, Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions, and Lobbying. These assurances and certifications are to be signed by the contractor's authorized representative.

14. Specific Language Not Previously Addressed:

This contract is conditioned upon DSS verifying that the Contractor meets all Contract requirements. No units will be referred to the Contractor until DSS has verified all Contract requirements are met. After the initial verification, if it becomes apparent the requirements are no longer being met, the Contract will be suspended until such time that the requirements are met.

15. Signature Warranty: The undersigned represent and warrant that they are authorized to bind their principals to the terms of this agreement.

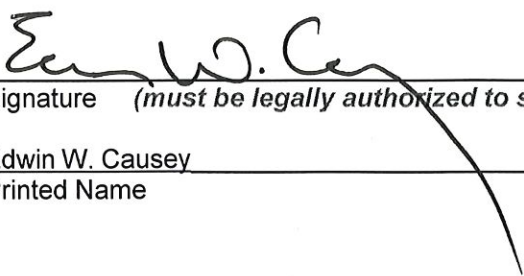
The Contractor and the County have executed this contract in triplicate originals, with one original being retained by Contractor one being retained by County and one being retained by the County Finance Officer.

 _____ 10/23/18
 Signature Date

Rosemarie Oates _____ Transportation Director
 Printed Name Title

COUNTY
 _____ 10/23/18
 Signature *(must be legally authorized to sign contracts for DSS)* Date

Sarah W. Bradshaw _____ DSS Director
 Printed Name Title

 _____
 Signature *(must be legally authorized to sign contracts for County)* Date

Edwin W. Causey _____ County Manager
 Printed Name Title

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

 Signature of County Finance Director Date

**Attachment A
General Terms and Conditions**

Relationships of the Parties

Independent Contractor: The Contractor is and shall be deemed to be an independent contractor in the performance of this contract and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. The Contractor represents that it has, or shall secure at its own expense, all personnel required in performing the services under this agreement. Such employees shall not be employees of, or have any individual contractual relationship with the County.

Subcontracting: The Contractor shall not subcontract any of the work contemplated under this contract without prior written approval from the County. Any approved subcontract shall be subject to all conditions of this contract. Only the subcontractors specified in the contract documents are to be considered approved upon award of the contract. The County shall not be obligated to pay for any work performed by any unapproved subcontractor. The Contractor shall be responsible for the performance of all of its subcontractors.

Assignment: No assignment of the Contractor's obligations or the Contractor's right to receive payment hereunder shall be permitted. However, upon written request approved by the issuing purchasing authority, the County may:

- (a) Forward the Contractor's payment check(s) directly to any person or entity designated by the Contractor, or
- (b) Include any person or entity designated by Contractor as a joint payee on the Contractor's payment check(s).

In no event shall such approval and action obligate the County to anyone other than the Contractor and the Contractor shall remain responsible for fulfillment of all contract obligations.

Beneficiaries: Except as herein specifically provided otherwise, this contract shall inure to the benefit of and be binding upon the parties hereto and their respective successors. It is expressly understood and agreed that the enforcement of the terms and conditions of this contract, and all rights of action relating to such enforcement, shall be strictly reserved to the County and the named Contractor. Nothing contained in this document shall give or allow any claim or right of action whatsoever by any other third person. It is the express intention of the County and Contractor that any such person or entity, other than the County or the Contractor, receiving services or benefits under this contract shall be deemed an incidental beneficiary only.

Indemnity and Insurance

Indemnification: The Contractor agrees to indemnify and hold harmless the County and any of their officers, agents and employees, from any claims of third parties arising out of or any act or omission of the Contractor in connection with the performance of this contract.

Insurance: During the term of the contract, the Contractor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the contract. As a minimum, the Contractor shall provide and maintain the following coverage and limits:

- (a) **Worker's Compensation** - The contractor shall provide and maintain Worker's Compensation Insurance as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$500,000.00, covering all of Contractor's employees who are engaged in any work under the contract. If any work is sublet, the Contractor shall require the subcontractor to provide the same coverage for any of his employees engaged in any work under the contract.
- (b) **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$1,000,000.00 Combined Single Limit. (Defense cost shall be in excess of the limit of liability.)
- (c) **Automobile Liability Insurance:** The Contractor shall provide automobile liability insurance with a combined single limit of \$500,000.00 for bodily injury and property damage; a limit of \$500,000.00 for uninsured/under insured motorist coverage; and a limit of \$2,000.00 for medical payment coverage. The Contractor shall provide this insurance for all automobiles that are:
 - (a) owned by the Contractor and used in the performance of this contract;
 - (b) hired by the Contractor and used in the performance of this contract; and
 - (c) Owned by Contractor's employees and used in performance of this contract ("non-owned vehicle insurance"). Non-owned vehicle insurance protects employers when employees use their personal vehicles for work purposes. Non-owned vehicle insurance supplements, but does not replace, the car-owner's liability insurance.

The Contractor is not required to provide and maintain automobile liability insurance

on any vehicle – owned, hired, or non-owned -- unless the vehicle is used in the performance of this contract.

- (d) The insurance coverage minimums specified in subparagraph (a) are exclusive of defense costs.
- (e) The Contractor understands and agrees that the insurance coverage minimums specified in subparagraph (a) are not limits, or caps, on the Contractor's liability or obligations under this contract.
- (f) The Contractor may obtain a waiver of any one or more of the requirements in subparagraph (a) by demonstrating that it has insurance that provides protection that is equal to or greater than the coverage and limits specified in subparagraph (a). The County shall be the sole judge of whether such a waiver should be granted.
- (g) The Contractor may obtain a waiver of any one or more of the requirements in paragraph (a) by demonstrating that it is self-insured and that its self-insurance provides protection that is equal to or greater than the coverage and limits specified in subparagraph (a). The County shall be the sole judge of whether such a waiver should be granted.
- (h) Providing and maintaining the types and amounts of insurance or self-insurance specified in this paragraph is a material obligation of the Contractor and is of the essence of this contract.
 - (i) The Contractor shall only obtain insurance from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in the State of North Carolina. All such insurance shall meet all laws of the State of North Carolina.
 - (j) The Contractor shall comply at all times with all lawful terms and conditions of its insurance policies and all lawful requirements of its insurer.
 - (k) The Contractor shall require its subcontractors to comply with the requirements of this paragraph.
 - (l) The Contractor shall demonstrate its compliance with the requirements of this paragraph by submitting certificates of insurance to the County before the Contractor begins work under this contract.

Transportation of Clients by Contractor:

The contractor will maintain Insurance requirements if required as noted under Article 7 Rule R2-36 of the North Carolina Utilities Commission.

Default and Termination

Termination Without Cause: The County or the Contractor may terminate this contract without cause by giving 30 days written notice to the other party.

Termination for Cause: If, through any cause, the Contractor shall fail to fulfill its obligations under this contract in a timely and proper manner, the County shall have the right to terminate this contract by giving written

notice to the Contractor and specifying the effective date thereof. In that event, all finished or unfinished deliverable items prepared by the Contractor under this contract shall, at the option of the County, become its property and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such materials, minus any payment or compensation previously made. Notwithstanding the foregoing provision, the Contractor shall not be relieved of liability to the County for damages sustained by the County by virtue of the Contractor's breach of this agreement, and the County may withhold any payment due the Contractor for the purpose of setoff until such time as the exact amount of damages due the County from such breach can be determined. In case of default by the Contractor, without limiting any other remedies for breach available to it, the County may procure the contract services from other sources and hold the Contractor responsible for any excess cost occasioned thereby. The filing of a petition for bankruptcy by the Contractor shall be an act of default under this contract.

Waiver of Default: Waiver by the County of any default or breach in compliance with the terms of this contract by the Provider shall not be deemed a waiver of any subsequent default or breach and shall not be construed to be modification of the terms of this contract unless stated to be such in writing, signed by an authorized representative of the County and the Contractor and attached to the contract.

Availability of Funds: The parties to this contract agree and understand that the payment of the sums specified in this contract is dependent and contingent upon and subject to the appropriation, allocation, and availability of funds for this purpose to the County.

Force Majeure: Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations by any act of war, hostile foreign action, nuclear explosion, riot, strikes, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

Survival of Promises: All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitation.

Intellectual Property Rights Copyrights and Ownership of Deliverables: All deliverable items produced pursuant to this contract are the exclusive property of the County. The Contractor shall not assert a claim of copyright or other property interest in such deliverables.

Federal Intellectual Property Bankruptcy Protection Act: The Parties agree that the County shall be entitled to all rights and benefits of the Federal Intellectual Property Bankruptcy Protection Act, Public Law 100-506, codified at 11 U.S.C. 365 (n) and any amendments thereto.

Compliance with Applicable Laws

Compliance with Laws: The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority.

Title VI, Civil Rights Compliance: In accordance with Federal law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. Under the Food Stamp Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs.

Equal Employment Opportunity: The Contractor shall comply with all federal and State laws relating to equal employment opportunity.

Health Insurance Portability and Accountability Act (HIPAA): The Contractor agrees that, if the County determines that some or all of the activities within the scope of this contract are subject to the Health Insurance Portability and Accountability Act of 1996, P.L. 104-91, as amended ("HIPAA"), or its implementing regulations, it will comply with the HIPAA requirements and will execute such agreements and practices as the County may require to ensure compliance.

- (a) **Data Security:** The Contractor shall adopt and apply data security standards and procedures that comply with all applicable federal, state, and local laws, regulations, and rules.
- (b) **Duty to Report:** The Contractor shall report a suspected or confirmed security breach to the local Department of Social Services/Human Services Contract Administrator within twenty-four (24) hours after the breach is first discovered, provided that the Contractor shall report a breach involving Social Security Administration data or Internal Revenue Service data within one (1) hour after the breach is first discovered.
- (c) **Cost Borne by Contractor:** If any applicable federal, state, or local law, regulation, or rule requires the Contractor to give written notice of a security breach to affected persons, the Contractor shall bear the cost of the notice.

Trafficking Victims Protection Act of 2000 :

The Contractor will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act of 2000, as amended (22 U.S.C. 7104)

Executive Order # 24: It is unlawful for any vendor, contractor, subcontractor or supplier of the state to make gifts or to give favors to any state employee. For additional information regarding the specific requirements and exemptions, contractors are encouraged to review Executive Order 24 and G.S. Sec. 133-32.

Confidentiality

Confidentiality: Any information, data, instruments, documents, studies or reports given to or prepared or assembled by the Contractor under this agreement shall be kept as confidential and not divulged or made available to any individual or organization without the prior written approval of the County. The Contractor acknowledges that in receiving, storing, processing or otherwise dealing with any confidential information it will safeguard and not further disclose the information except as otherwise provided in this contract.

Oversight

Access to Persons and Records: The State Auditor shall have access to persons and records as a result of all contracts or grants entered into by State agencies or political subdivisions in accordance with General Statute 147-64.7. Additionally, as the State funding authority, the Department of Health and Human Services shall have access to persons and records as a result of all contracts or grants entered into by State agencies or political subdivisions.

Record Retention: Records shall not be destroyed, purged or disposed of without the express written consent of the Division. State basic records retention policy requires all grant records to be retained for a minimum of five years or until all audit exceptions have been resolved, whichever is longer. If the contract is subject to federal policy and regulations, record retention may be longer than five years since records must be retained for a period of three years following submission of the final Federal Financial Status Report, if applicable, or three years following the submission of a revised final Federal Financial Status Report. Also, if any litigation, claim, negotiation, audit, disallowance action, or other action involving this Contract has been started before expiration of the five-year retention period described above, the records must be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular five-year period described above, whichever is later. The record retention period for Temporary Assistance for Needy Families (TANF) and

MEDICAID and Medical Assistance grants and programs must be retained for a minimum of ten years.

Warranties and Certifications

Date and Time Warranty: The Contractor warrants that the product(s) and service(s) furnished pursuant to this contract ("product" includes, without limitation, any piece of equipment, hardware, firmware, middleware, custom or commercial software, or internal components, subroutines, and interfaces therein) that perform any date and/or time data recognition function, calculation, or sequencing will support a four digit year format and will provide accurate date/time data and leap year calculations. This warranty shall survive the termination or expiration of this contract.

Certification Regarding Collection of Taxes: G.S. 143-59.1 bars the Secretary of Administration from entering into contracts with vendors that meet one of the conditions of G.S. 105-164.8(b) and yet refuse to collect use taxes on sales of tangible personal property to purchasers in North Carolina. The conditions include: (a) maintenance of a retail establishment or office; (b) presence of representatives in the State that solicit sales or transact business on behalf of the vendor; and (c) systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. The Contractor certifies that it and all of its affiliates (if any) collect all required taxes.

E-Verify

Pursuant to G.S. 143-48.5 and G.S. 147-33.95(g), the undersigned hereby certifies that the Contractor named below, and the Contractor's subcontractors, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system." E-Verify System Link: www.uscis.gov

Miscellaneous

Choice of Law: The validity of this contract and any of its terms or provisions, as well as the rights and duties of the parties to this contract, are governed by the laws of North Carolina. The Contractor, by signing this contract, agrees and submits, solely for matters concerning this Contract, to the exclusive jurisdiction of the courts of North Carolina and agrees, solely for such purpose, that the exclusive venue for any legal proceedings shall be the county in which the contract originated. The place of this contract and all transactions and agreements relating to it, and their situs and forum, shall be the county where the contract originated, where all matters, whether sounding

in contract or tort, relating to the validity, construction, interpretation, and enforcement shall be determined.

Amendment: This contract may not be amended orally or by performance. Any amendment must be made in written form and executed by duly authorized representatives of the County and the Contractor.

Severability: In the event that a court of competent jurisdiction holds that a provision or requirement of this contract violates any applicable law, each such provision or requirement shall continue to be enforced to the extent it is not in violation of law or is not otherwise unenforceable and all other provisions and requirements of this contract shall remain in full force and effect.

Headings: The Section and Paragraph headings in these General Terms and Conditions are not material parts of the agreement and should not be used to construe the meaning thereof.

Time of the Essence: Time is of the essence in the performance of this contract.

Key Personnel: The Contractor shall not replace any of the key personnel assigned to the performance of this contract without the prior written approval of the County. The term "key personnel" includes any and all persons identified as such in the contract documents and any other persons subsequently identified as key personnel by the written agreement of the parties.

Care of Property: The Contractor agrees that it shall be responsible for the proper custody and care of any property furnished to it for use in connection with the performance of this contract and will reimburse the County for loss of, or damage to, such property. At the termination of this contract, the Contractor shall contact the County for instructions as to the disposition of such property and shall comply with these instructions.

Travel Expenses: Reimbursement to the Contractor for travel mileage, meals, lodging and other travel expenses incurred in the performance of this contract shall not exceed the rates established in County policy.

Sales/Use Tax Refunds: If eligible, the Contractor and all subcontractors shall: (a) ask the North Carolina Department of Revenue for a refund of all sales and use taxes paid by them in the performance of this contract, pursuant to G.S. 105-164.14; and (b) exclude all refundable sales and use taxes from all reportable expenditures before the expenses are entered in their reimbursement reports.

Advertising: The Contractor shall not use the award of this contract as a part of any news release or commercial advertising.

**ATTACHMENT B
SCOPE OF WORK**

Contract #1

Federal Tax Id. 56-6000338

A. CONTRACTOR INFORMATION

1. Contractor Agency Name: Sampson Area Transportation
2. *If different* from Contract Administrator Information in General Contract:
Address SAME
3. Name of Program (s): Medicaid Transportation
4. Status: Public Private, Not for Profit Private, For Profit
5. Contractor's Financial Reporting Year July 1 through June 30

B. B. Explanation of Services to be provided and to whom:

To provide appropriate Non-Emergency Medical Transportation to fully eligible clients certified for Medicaid (per DHHS policy section 15200 at https://economicbenefits.nc.gov/FN_A/FN_A/server/general/projects/integrated%20Eligibility%20Manual/Integrated_Eligibility_Manual.htm#IEM_Home.htm and SIS Code 250):

- A copy of the Certificate of Insurance must be submitted to DSS on an annual basis. SAT must meet statutory requirements for their classification and operator responsibilities. Currently, \$1.5 million liability insurance coverage is required on vehicles with a seating capacity of 15 passengers or less and bodily injury insurance per individual pursuant to NC Utilities Commission Chapter 2, Article 7, Rule 02-36.
- If a commercial vehicle (16 passengers or more) is used to provide client transportation services, SAT must provide a copy of the Private Contractor's Certificate of Insurance documenting that the County's Director or designee is an "additional insurer." Current liability insurance coverage is \$5 million for commercial vehicles.
- SAT shall report any changes in insurance provider, business ownership or management, or exclusion from participation in Medicare or NC Medicaid to DSS within twenty-four (24) hours of the change.
- All insurance claims or inquiries will be handled directly through SAT.
- SAT will ensure that the driver(s) operating the vehicle for these services are at least 18 years of age and hold a valid operator's license issued by the North Carolina Division of Motor Vehicles appropriate for the vehicle(s) which will be used to transport DSS clients in accordance with the General Statutes of North Carolina.
- Each vehicle used to transport DSS clients must have a valid State registration and State inspection. SAT will notify DSS within fifteen (15) days if a vehicle has been added or removed from the fleet.
- SAT will participate in an ongoing random alcohol and drug testing program which meets the requirements of the Federal Transit Authority. SAT is contractually obligated to pay for the alcohol and drug testing program.
- SAT shall perform criminal background checks on all drivers prior to employment and every three years thereafter to ensure the driver has not been convicted of or pled guilty to felony drug charges, assault, abuse and/or neglect, murder, exploitation, terrorism or sex offenses.
- SAT will have a driver screening policy and review the driving record of all drivers who transport recipients every 12 months. Drivers must have no more than two chargeable accidents or moving violations in the past three years and must not have a driver's license suspension or revocation within the past five years.
- SAT will maintain records documenting compliance with all vehicle and employee requirements specified above.
- SAT shall agree that no more than one quarter of one percent of all trips will be missed by SAT during the course of the contract year.
- SAT shall meet on-time performance standards such that no more than five percent of trips should be late for recipient drop off to their appointment per month.
- SAT will notify DSS of any owners, managers, management entities and subcontractors that have been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid or CHIP since the inception of those programs.

- SAT will notify DSS within 35 days of the date of a request full and complete information concerning the ownership of any subcontractors with whom a transaction totaling more than \$25,000.00 during the 12 month period ending on the date of the request and of any significant business transactions between the SAT and any wholly owned supplier/subcontractor during the 5 year period ending on the date of the request.
- All books and records maintained by SAT pertaining to this agreement will be open and made available for on-site monitoring by DSS and all other levels of State and Federal personnel during normal business hours and upon reasonable notice for the purpose of inspections and audits.
- SAT shall report information to DSS for each recipient who fails to be available for a scheduled transportation pick up (no-shows) on a daily basis, and information about cancellations on a monthly basis. DSS does not pay for no-shows or driver wait time.
- SAT shall record and provide to DSS a record of all recipient complaints which deal with matters under the SAT's control. The record shall contain the recipient's name, recipient's Medicaid identification number, date the complaint was made, the nature of the complaint and what steps were taken to resolve the complaint.
- SAT will have a written policy and procedure regarding how drivers handle and report incidents, including client emergencies, vehicle breakdowns, accidents and other service delays.
- SAT will use the provided transportation billing codes on invoices to DSS that are submitted for payment of services provided.
- DSS will export detailed CTS referrals to SAT by 4:00 pm every workday the agency is open and three days in advance. Referrals will be exported to SAT via CTS within three days for all in county trips and five days for all out of county trips. DSS and SAT agree to adhere to the current out-of-county schedule, but is not limited to only transport on these dates (clients will be transported to out-of-county appointments if it is the only day of the week the doctor is in their office or an urgent request by the medical provider).
 - The CTS referral will include the name of the client, client's Medicaid ID number, date of trip request, appointment time, medical provider destination, and any special needs; i.e., client requires an attendant, ambulatory needs, or time limitations. DSS may make additional request by telephone and follow up with an exported and faxed referral for same day travel that are considered urgent request by the client's medical provider.
- SAT will ensure that only services and stops for the Medicaid Transportation recipient will be provided as specified on the transportation referral.
- SAT must ensure all local oncology and dialysis patients are picked up no later than one hour (60 minutes) after notifying SAT they are ready for pick up.
- DSS will arrange for an attendant to assist a client when deemed medically necessary by a physician. At other times, SAT is required to provide minimal assistance to clients, when needed.
- SAT must use proper judgment in meeting the needs of DSS clients. Although frequent stops are not acceptable, the client's request to stop at a restroom or to attend to other urgent health matters would be acceptable.
- All SAT employees that will be transporting DSS clients to medical providers will have approved official forms of identification (County badge and reflective vest). SAT must maintain an adequate fleet of vehicles and drivers to accommodate the needs of DSS clients. As the demand for utilization increases, the fleet and drivers must increase proportionately. The fleet of vehicles must be properly equipped to meet the special needs of all DSS clients. The fleet should be equipped to transport wheelchairs, motorized scooters and any other device or equipment utilized by DSS clients.
- SAT will provide initial and ongoing training to all of their staff on acceptable customer service and ethical behavior.
- SAT will maintain all vehicles used at all times to provide this service in a safe and operable condition. Safe and operable condition means the vehicle must be able to pass a North Carolina safety inspection at all time and have working heat and air conditioning. All vehicles must be furnished with telephones or radios for emergency situations. Vehicles transporting clients covered by this contract must have decals that identify the contractor. When transporting DSS clients, all federal and state requirements must be followed concerning child restraints. Further, SAT shall comply with all applicable laws, ordinances, codes, rules, and regulations in performing the service called for in this agreement. This includes respecting the confidentiality rights of DSS clients. SAT must also comply with Title VI of the Civil Rights Act of 1964 as provided in 45 C.F.R. Section 80.3(b), that reads "A recipient under any program to which this part applies may not, directly or through contractual or other arrangements, on grounds of race, or color, or national origin: Deny an individual any service, financial aid, or other benefit provided under this program, or provide any service, financial aid, or other benefit to an individual which is different, or is provided in a different manner, from that provided to others in the program. In complying with Title VI of the Civil Rights Act of 1964, SAT must ensure that effective bilingual/interpreter services and or telephone language lines are provided to serve the needs of DSS limited English-speaking clients.
- SAT will meet quarterly with DSS to discuss and resolve any issues between either party.

C. Rate per unit of Service (reimbursable mile driven):

Negotiated County Rate - \$2.68 per reimbursable mile. Maximum reimbursement under this contract is \$1,357,642.00.

D. Number of units to be provided:

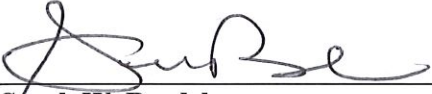
Estimated 506,583 reimbursable miles .

E. Details of Billing process and Time Frames:

SAT will submit to DSS on or before the 10th day of the month after the month of service an invoice based on the rates in Section C above for the cost of the Transportation Services rendered during the month. SAT will utilize all mutually agreed upon invoice documents which must include appropriate billing codes per all relevant policy. Payment will be made through NC Tracks.

F. Area to be served/Delivery site(s):

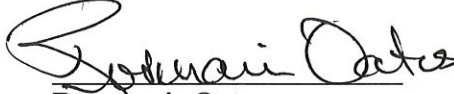
Sampson County, Chapel Hill, Dunn, Durham, Fayetteville, Goldsboro, Raleigh, Wilmington and other service areas in North Carolina.



Sarah W. Bradshaw

10/23/18

Date



Rosemarie Oates

10/23/18

Date

ATTACHMENT C

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS
AND CERTIFICATION REGARDING NONDISCRIMINATION**

Sampson County Department of Social Services

- I. By execution of this Agreement the Contractor certifies that it will provide a drug-free workplace by:
- A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - B. Establishing a drug-free awareness program to inform employees about:
 - (1) The dangers of drug abuse in the workplace;
 - (2) The Contractor's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - C. Making it a requirement that each employee be engaged in the performance of the agreement be given a copy of the statement required by paragraph (A);
 - D. Notifying the employee in the statement required by paragraph (A) that, as a condition of employment under the agreement, the employee will:
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction;
 - E. Notifying the County within ten days after receiving notice under subparagraph (D)(2) from an employee or otherwise receiving actual notice of such conviction;
 - F. Taking one of the following actions, within 30 days of receiving notice under subparagraph (D)(2), with respect to any employee who is so convicted:
 - (1) Taking appropriate personnel action against such an employee, up to and including termination; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency; and

Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (A), (B), (C), (D), (E), and (F).

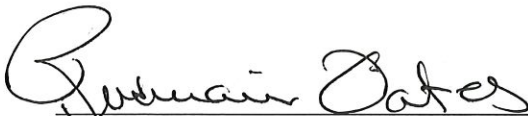
- II. The site(s) for the performance of work done in connection with the specific agreement are listed below:
Sampson County, Chapel Hill, Dunn, Durham, Fayetteville, Goldsboro, Raleigh, Wilmington and other service areas in North Carolina as deemed necessary.

Contractor will inform the County of any additional sites for performance of work under this agreement.

False certification or violation of the certification shall be grounds for suspension of payment, suspension or termination of grants, or government-wide Federal suspension or debarment
45 C.F.R. Section 82.510. Section 4 CFR Part 85, Section 85.615 and 86.620.

Certification Regarding Nondiscrimination

The Vendor certifies that it will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (h) the Food Stamp Act and USDA policy, which prohibit discrimination on the basis of religion and political beliefs; and (i) the requirements of any other nondiscrimination statutes which may apply to this Agreement.


Signature – Rosemarie Oates

Transportation Director
Title

Sampson Area Transportation
Agency/Organization

10/23/18
Date

(Certification signature should be same as Contract signature.)

ATTACHMENT D

Conflict of Interest Policy

The Board of Directors/Trustees or other governing persons, officers, employees or agents are to avoid any conflict of interest, even the appearance of a conflict of interest. The Organization's Board of Directors/Trustees or other governing body, officers, staff and agents are obligated to always act in the best interest of the organization. This obligation requires that any Board member or other governing person, officer, employee or agent, in the performance of Organization duties, seek only the furtherance of the Organization mission. At all times, Board members or other governing persons, officers, employees or agents, are prohibited from using their job title, the Organization's name or property, for private profit or benefit.

A. The Board members or other governing persons, officers, employees, or agents of the Organization should neither solicit nor accept gratuities, favors, or anything of monetary value from current or potential contractors/vendors, persons receiving benefits from the Organization or persons who may benefit from the actions of any Board member or other governing person, officer, employee or agent. This is not intended to preclude bona-fide Organization fund raising-activities.

B. A Board or other governing body member may, with the approval of Board or other governing body, receive honoraria for lectures and other such activities while not acting in any official capacity for the Organization. Officers may, with the approval of the Board or other governing body, receive honoraria for lectures and other such activities while on personal days, compensatory time, annual leave, or leave without pay. Employees may, with the prior written approval of their supervisor, receive honoraria for lectures and other such activities while on personal days, compensatory time, annual leave, or leave without pay. If a Board or other governing body member, officer, employee or agent is acting in any official capacity, honoraria received in connection with activities relating to the Organization are to be paid to the Organization.

C. No Board member or other governing person, officer, employee, or agent of the Organization shall participate in the selection, award, or administration of a purchase or contract with a vendor where, to his knowledge, any of the following has a financial interest in that purchase or contract:

1. The Board member or other governing person, officer, employee, or agent;
2. Any member of their family by whole or half blood, step or personal relationship or relative-in-law;
3. An organization in which any of the above is an officer, director, or employee;
4. A person or organization with whom any of the above individuals is negotiating or has any arrangement concerning prospective employment or contracts.

D. **Duty to Disclosure** -- Any conflict of interest, potential conflict of interest, or the appearance of a conflict of interest is to be reported to the Board or other governing body or one's supervisor immediately.

E. **Board Action** -- When a conflict of interest is relevant to a matter requiring action by the Board of Directors/Trustees or other governing body, the Board member or other governing person, officer, employee, or agent (person(s)) must disclose the existence of the conflict of interest and be given the opportunity to disclose all material facts to the Board and members of committees with governing board delegated powers considering the possible conflict of interest. After disclosure of all material facts, and after any discussion with the person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists. In addition, the person(s) shall not participate in the final deliberation or decision regarding the matter under consideration and shall leave the meeting during the discussion of and vote of the Board of Directors/Trustees or other governing body.

F. **Violations of the Conflicts of Interest Policy** -- If the Board of Directors/Trustees or other governing body has reasonable cause to believe a member, officer, employee or agent has failed to disclose actual or possible conflicts of interest, it shall inform the person of the basis for such belief and afford the person an opportunity to explain the alleged failure to disclose. If, after hearing the person's response and after making further investigation as warranted by the circumstances, the Board of Directors/Trustees or other governing body determines the member, officer, employee or agent has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

- G. Record of Conflict** -- The minutes of the governing board and all committees with board delegated powers shall contain:
1. The names of the persons who disclosed or otherwise were found to have an actual or possible conflict of interest, the nature of the conflict of interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
 2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement that presents a possible conflict of interest, the content of the discussion, including any alternatives to the transaction or arrangement, and a record of any votes taken in connection with the proceedings.

Approved by:

Sampson Area Transportation
Name of Organization

Rosemarie Oates
Rosemarie Oates

10/23/18
Date

NOTARIZED CONFLICT OF INTEREST POLICY

State of North Carolina

County of Sampson

I, _____, Notary Public for said County and State, certify that Rosemarie Oates personally appeared before me this day and acknowledged that he/she is Director of Sampson Area Transportation and by that authority duly given and as the act of the Organization, affirmed that the foregoing Conflict of Interest Policy was adopted by the Board of Directors/Trustees or other governing body in a meeting held on the 1st day of July, 2018.

Sworn to and subscribed before me this _____ day of _____, _____.

(Official Seal)

Notary Public Signature

My Commission expires _____, 20 ____

ATTACHMENT F

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Sampson County Department of Social Services

Certification for Contracts, Grants, Loans and Cooperative Agreements

Public Law 103-227, Part C-Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000 per day and/or the imposition of an administrative compliance order on the responsible entity.

By signing and submitting this application, the Contractor certifies that it will comply with the requirements of the Act. The Contractor further agrees that it will require the language of this certification be included in any subawards which contain provisions for children's services and that all subgrantees shall certify accordingly.



Signature – Rosemarie Oates

Transportation Director
Title

Sampson Area Transportation
Agency/Organization

10/3/18
Date

Attachment G

Certification Regarding Lobbying

Sampson County Department of Social Services

Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal, state or local government agency, a Member of Congress, a Member of the General Assembly, an officer or employee of Congress, an officer or employee of the General Assembly, an employee of a Member of Congress, or an employee of a Member of the General Assembly in connection with the awarding of any Federal or state contract, the making of any Federal or state grant, the making of any Federal or state loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal or state contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal, state or local government agency, a Member of Congress, a Member of the General Assembly, an officer or employee of Congress, an officer or employee of the General Assembly, an employee of a Member of Congress, or an employee of a Member of the General Assembly in connection with the awarding of any Federal or state contract, the making of any Federal or state grant, the making of any Federal or state loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal or state contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
- (4) This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Notwithstanding other provisions of federal OMB Circulars-CFR Title 2, Grants and Agreements, Part 200, costs associated with the following activities are unallowable:

Paragraph A.

- (1) Attempts to influence the outcomes of any Federal, State, or local election, referendum, initiative, or similar procedure, through in kind or cash contributions, endorsements, publicity, or similar activity;
- (2) Establishing, administering, contributing to, or paying the expenses of a political party, campaign, political action committee, or other organization established for the purpose of influencing the outcomes of elections;
- (3) Any attempt to influence: (i) The introduction of Federal or State legislation; or (ii) the enactment or modification of any pending Federal or State legislation through communication with any member or employee of the Congress or State legislature (including efforts to influence State or local officials to engage in similar lobbying activity), or with any Government official or employee in connection with a decision to sign or veto enrolled legislation;
- (4) Any attempt to influence: (i) The introduction of Federal or State legislation; or (ii) the enactment or modification of any pending Federal or State legislation by preparing, distributing or using publicity or propaganda, or by urging members of the general public or any segment thereof to contribute to or participate in any mass demonstration, march, rally, fundraising drive, lobbying campaign or letter writing or telephone campaign; or
- (5) Legislative liaison activities, including attendance at legislative sessions or committee hearings, gathering information regarding legislation, and analyzing the effect of legislation, when such activities are carried on in support of or in knowing preparation for an effort to engage in unallowable lobbying.

The following activities as enumerated in Paragraph B are excepted from the coverage of Paragraph A:

Paragraph B.

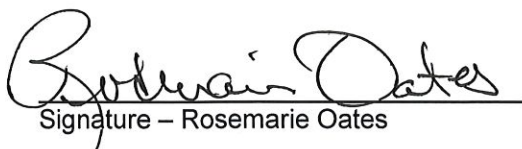
- (1) Providing a technical and factual presentation of information on a topic directly related to the performance of a grant, contract or other agreement through hearing testimony, statements or letters to the Congress or a State legislature, or subdivision, member, or cognizant staff member thereof, in response to a documented request (including a Congressional Record notice requesting testimony or statements for the record at a regularly scheduled hearing) made by the recipient member, legislative body or subdivision, or a cognizant staff member thereof; provided such information is readily obtainable and can be readily put in deliverable form; and further provided that costs under this section for travel, lodging or meals are unallowable unless incurred to offer testimony at a regularly scheduled Congressional hearing pursuant to a written request for such presentation made by the Chairman or Ranking Minority Member of the Committee or Subcommittee conducting such hearing.
- (2) Any lobbying made unallowable by subparagraph A (3) to influence State legislation in order to directly reduce the cost, or to avoid material impairment of the organization's authority to perform the grant, contract, or other agreement.
- (3) Any activity specifically authorized by statute to be undertaken with funds from the grant, contract, or other agreement.

Paragraph C.

- (1) When an organization seeks reimbursement for indirect costs, total lobbying costs shall be separately identified in the indirect cost rate proposal, and thereafter treated as other unallowable activity costs in accordance with the procedures of subparagraph B.(3).
- (2) Organizations shall submit, as part of the annual indirect cost rate proposal, a certification that the requirements and standards of this paragraph have been complied with.
- (3) Organizations shall maintain adequate records to demonstrate that the determination of costs as being allowable or unallowable pursuant to this section complies with the requirements of this Circular.
- (4) Time logs, calendars, or similar records shall not be required to be created for purposes of complying with this paragraph during any particular calendar month when: (1) the employee engages in lobbying (as defined in subparagraphs (a) and (b)) 25 percent or less of the employee's compensated hours of employment during that calendar month, and (2) within the preceding five-year period, the organization has not materially misstated allowable or unallowable costs of any nature, including legislative lobbying costs. When conditions (1) and (2) are met, organizations are not required to establish records to support the allowability of claimed costs in addition to records already required or maintained. Also, when conditions (1) and (2) are met, the absence of time logs, calendars, or similar records will not serve as a basis for disallowing costs by contesting estimates of lobbying time spent by employees during a calendar month.
- (5) Agencies shall establish procedures for resolving in advance, in consultation with OMB, any significant questions or disagreements concerning the interpretation or application of this section. Any such advance resolution shall be binding in any subsequent settlements, audits or investigations with respect to that grant or contract for purposes of interpretation of this Circular; provided, however, that this shall not be construed to prevent a contractor or grantee from contesting the lawfulness of such a determination.

Paragraph D.

Executive lobbying costs. Costs incurred in attempting to improperly influence either directly or indirectly, an employee or officer of the Executive Branch of the Federal Government to give consideration or to act regarding a sponsored agreement or a regulatory matter are unallowable. Improper influence means any influence that induces or tends to induce a Federal employee or officer to give consideration or to act regarding a federally sponsored agreement or regulatory matter on any basis other than the merits of the matter.


Signature – Rosemarie Oates

Sampson Area Transportation
Agency/Organization

Transportation Director
Title
10/23/18
Date

ATTACHMENT H

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION-LOWER TIER COVERED TRANSACTIONS

Sampson County Department of Social Services

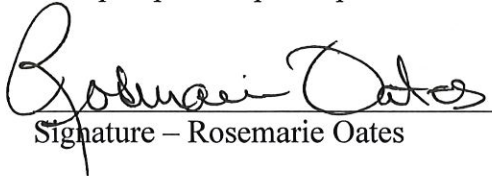
Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of the fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant will provide immediate written notice to the person to which the proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter any lower tier covered transaction with a person who is debarred, suspended, determined ineligible or voluntarily excluded from participation in this covered transaction unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency of which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized in paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension, and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.


Signature – Rosemarie Oates

Transportation Director
Title

Sampson Area Transportation
Agency/Organization

10/23/18
Date

ATTACHMENT I

DEPARTMENT OF HEALTH AND HUMAN SERVICES BUSINESS ASSOCIATE ADDENDUM

Sampson County Department of Social Services

This Agreement is made effective the 1st day of July, 2018, by and between Sampson County Department of Social Services ("Covered Entity") and Sampson Area Transportation ("Business Associate") (collectively the "Parties").

1. BACKGROUND

- a. Covered Entity and Business Associate are parties to a contract entitled Non-Emergency Medical Transportation (the "Contract"), whereby Business Associate agrees to perform certain services for or on behalf of Covered Entity.
- b. Covered Entity is an organizational unit of Sampson County as the Sampson County Department of Social Services (DSS) as a health care component for purposes of the HIPAA Privacy Rule.
- c. The relationship between Covered Entity and Business Associate is such that the Parties believe Business Associate is or may be a "business associate" within the meaning of the HIPAA Privacy Rule.
- d. The Parties enter into this Business Associate Addendum to the Contract with the intention of complying with the HIPAA Privacy Rule provision that a covered entity may disclose protected health information to a business associate, and may allow a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurances that the business associate will appropriately safeguard the information.

2. DEFINITIONS

Unless some other meaning is clearly indicated by the context, the following terms shall have the following meaning in this Agreement:

- a. "HIPAA" means the Administrative Simplification Provisions, Sections 261 through 264, of the federal Health Insurance Portability and Accountability Act of 1996, Public Law 104-191.
- b. "Individual" shall have the same meaning as the term "individual" in 45 CFR 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR 164.502(g).
- c. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164, subparts A and E.
- d. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- e. "Required By Law" shall have the same meaning as the term "required by law" in 45 CFR 164.103.
- f. "Secretary" shall mean the Secretary of the United States Department of Health and Human Services or his designee.
- g. Unless otherwise defined in this Agreement, terms used herein shall have the same meaning as those terms have in the Privacy Rule.

3. OBLIGATIONS OF BUSINESS ASSOCIATE

- a. Business Associate agrees to not use or disclose Protected Health Information other than as permitted or required by this Agreement or as Required By Law.
- b. Business Associate agrees to use appropriate safeguards to prevent use or disclosure of the Protected Health Information other than as provided for by this Agreement.
- c. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.
- d. Business Associate agrees to report to Covered Entity any use or disclosure of the Protected Health Information not provided for by this Agreement of which it becomes aware.
- e. Business Associate agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by Business Associate on behalf of Covered Entity, agrees to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.
- f. Business Associate agrees to provide access, at the request of Covered Entity, to Protected Health Information in a Designated Record Set to Covered Entity or, as directed by Covered Entity, to an Individual in order to meet the requirements under 45 CFR 164.524.
- g. Business Associate agrees, at the request of the Covered Entity, to make any amendment(s) to Protected Health Information in a Designated Record Set that the Covered Entity directs or agrees to pursuant to 45 CFR 164.526.
- h. Unless otherwise prohibited by law, Business Associate agrees to make internal practices, books, and records, including policies and procedures and Protected Health Information, relating to the use and disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of, Covered Entity available to the Covered Entity, or to the Sampson County Department of Social Services, in a time and manner designated by the Secretary, for purposes of the Sampson County Department of Social Services determining Covered Entity's compliance with the Privacy Rule.
- i. Business Associate agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR 164.528, and to provide this information to Covered Entity or an Individual to permit such a response.

4. PERMITTED USES AND DISCLOSURES

- a. Except as otherwise limited in this Agreement or by other applicable law or agreement, if the Contract permits, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in the Contract, provided that such use or disclosure:
 - 1) would not violate the Privacy Rule if done by Covered Entity; or
 - 2) would not violate the minimum necessary policies and procedures of the Covered Entity.
- b. Except as otherwise limited in this Agreement or by other applicable law or agreements, if the Contract permits, Business Associate may use Protected Health Information as necessary for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate.

- c. Except as otherwise limited in this Agreement or by other applicable law or agreements, if the Contract permits, Business Associate may disclose Protected Health Information for the proper management and administration of the Business Associate, provided that:
 - 1) disclosures are Required By Law; or
 - 2) Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and will be used or further disclosed only as Required By Law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- d. Except as otherwise limited in this Agreement or by other applicable law or agreements, if the Contract permits, Business Associate may use Protected Health Information to provide data aggregation services to Covered Entity as permitted by 45 CFR 164.504(e)(2)(i)(B).
- e. Notwithstanding the foregoing provisions, Business Associate may not use or disclose Protected Health Information if the use or disclosure would violate any term of the Contract or other applicable law or agreements.

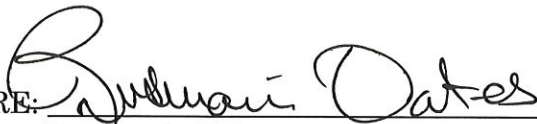
5. TERM AND TERMINATION

- a. **Term.** This Agreement shall be effective as of the effective date stated above and shall terminate when the Contract terminates.
- b. **Termination for Cause.** Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity may, at its option:
 - 1) Provide an opportunity for Business Associate to cure the breach or end the violation, and terminate this Agreement and services provided by Business Associate, to the extent permissible by law, if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity;
 - 2) Immediately terminate this Agreement and services provided by Business Associate, to the extent permissible by law; or
 - 3) If neither termination nor cure is feasible, report the violation to the Secretary as provided in the Privacy Rule.
- c. **Effect of Termination.**
 - 1) Except as provided in paragraph (2) of this section or in the Contract or by other applicable law or agreements, upon termination of this Agreement and services provided by Business Associate, for any reason, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
 - 2) In the event that Business Associate determines that returning or destroying the Protected Health Information is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction not feasible. Business Associate shall extend the protections of this Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.

6. GENERAL TERMS AND CONDITIONS

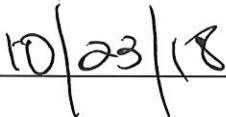
- a. This Agreement amends and is part of the Contract.
- b. Except as provided in this Agreement, all terms and conditions of the Contract shall remain in force and shall apply to this Agreement as if set forth fully herein.
- c. In the event of a conflict in terms between this Agreement and the Contract, the interpretation that is in accordance with the Privacy Rule shall prevail. In the event that a conflict then remains, the Contract terms shall prevail so long as they are in accordance with the Privacy Rule.
- d. A breach of this Agreement by Business Associate shall be considered sufficient basis for Covered Entity to terminate the Contract for cause.

SIGNATURE: _____



Rosemarie Oates
Sampson Area Transportation

Date: _____



ATTACHMENT J

CERTIFICATION REGARDING TRANSPORTATION

Sampson County Department of Social Services

By execution of this Agreement the Contractor certifies that it will provide safe client transportation by:

1. Insuring that all drivers (including employees, contractors, contractor's employees, and volunteers) shall be at least 18 years of age;
2. Insuring that all drivers (including employees, contractors, contractor's employees, and volunteers) shall be licensed to operate the specific vehicle used in transporting clients in accordance with Chapter 20-7 of the General Statutes of North Carolina and the Division of Motor Vehicle requirements;
3. Insuring that all vehicles transporting clients shall have at least the minimum level of liability insurance appropriate for the type of vehicle as defined by Article 7, Rule R2-36 of the North Carolina Utilities Commission;
4. Insuring that the contractor shall have written policies and procedures regarding how drivers handle and report client emergencies and/or vehicle crashes involving clients to contractor and how contractor notifies the Sampson County Department of Social Services;
5. Insuring that no more than one quarter of one percent of all trips be missed by the contractor during the course of the contract period; (*Medicaid only*)
6. Insuring that that no more than five percent (5%) of trips should be late for recipient drop off to their appointment per month; (*Medicaid only*)
7. Contractor will maintain records documenting the following (*County may require contractor to provide*):
 - a. Valid current copies of Driver's License for all drivers;
 - b. Current valid Vehicle Registration, for all vehicles transporting clients;
 - c. Driving records for all drivers for the past three years and with annual updates;
 - d. Criminal Background checks through North Carolina Law Enforcement or NCIC prior to employment and every three years thereafter;
 - e. Alcohol and Drug Testing policy to meet the Federal Transit Authority guidelines.
8. Disclosing, at the outset of the contract, upon renewal and upon request, any criminal convictions or other reasons for disqualifications from participation in Medicare, Medicaid or Title XX programs (*signature on this form confirms this statement*).


Signature – Rosemarie Oates

Transportation Director
Title

Sampson Area Transportation
Agency/Organization

10/23/18
Date

Attachment M

State Certification

Contractor Certifications Required by North Carolina Law

Instructions: The person who signs this document should read the text of the statutes and Executive Order listed below and consult with counsel and other knowledgeable persons before signing. The text of each North Carolina General Statutes and of the Executive Order can be found online at:

- Article 2 of Chapter 64: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_64/Article_2.pdf
- G.S. 133-32: <http://www.ncga.state.nc.us/gascrpts/statutes/statutelookup.pl?statute=133-32>
- Executive Order No. 24 (Perdue, Gov., Oct. 1, 2009): <http://www.ethicscommission.nc.gov/library/pdfs/Laws/EO24.pdf>
- G.S. 105-164.8(b): http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_105/GS_105-164.8.pdf
- G.S. 143-48.5: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-48.5.html
- G.S. 143-59.1: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-59.1.pdf
- G.S. 143-59.2: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-59.2.pdf
- G.S. 143-133.3: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-133.3.html
- G.S. 143B-139.6C: http://www.ncga.state.nc.us/EnactedLegislation/Statutes/PDF/BySection/Chapter_143B/GS_143B-139.6C.pdf

Certifications

- (1) Pursuant to G.S. 133-32 and Executive Order No. 24 (Perdue, Gov., Oct. 1, 2009), the undersigned hereby certifies that the Contractor named below is in compliance with, and has not violated, the provisions of either said statute or Executive Order.
- (2) Pursuant to G.S. 143-48.5 and G.S. 143-133.3, the undersigned hereby certifies that the Contractor named below, and the Contractor's subcontractors, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system." E-Verify System Link: www.uscis.gov
Local government is specifically exempt from Article 2 of Chapter 64 of the North Carolina General Statutes. However, local government is subject to and must comply with North Carolina General Statute 153A-99.1, which states in part as follows:
Counties Must Use E-Verify - Each county shall register and participate in E-Verify to verify the work authorization of new employees hired to work in the United States.
- (3) Pursuant to G.S. 143-59.1(b), the undersigned hereby certifies that the Contractor named below is not an "ineligible Contractor" as set forth in G.S. 143-59.1(a) because:
- (a) Neither the Contractor nor any of its affiliates has refused to collect the use tax levied under Article 5 of Chapter 105 of the General Statutes on its sales delivered to North Carolina when the sales met one or more of the conditions of G.S. 105-164.8(b); and
 - (b) [Check one of the following boxes]
 - Neither the Contractor nor any of its affiliates has incorporated or reincorporated in a "tax haven country" as set forth in G.S. 143-59.1(c)(2) after December 31, 2001; or
 - The Contractor or one of its affiliates has incorporated or reincorporated in a "tax haven country" as set forth in G.S. 143-59.1(c)(2) after December 31, 2001 but the United States is not the principal market for the public trading of the stock of the corporation incorporated in the tax haven country.
- (4) Pursuant to G.S. 143-59.2(b), the undersigned hereby certifies that none of the Contractor's officers, directors, or owners (if the Contractor is an unincorporated business entity) has been convicted of any violation of Chapter 78A of the General Statutes or the Securities Act of 1933 or the Securities Exchange Act of 1934 within 10 years immediately prior to the date of the bid solicitation.
- (5) Pursuant to G.S. 143B-139.6C, the undersigned hereby certifies that the Contractor will not use a former employee, as defined by G.S. 143B-139.6C(d)(2), of the North Carolina Department of Health and Human Services in the administration of a contract with the Department in violation of G.S. 143B-139.6C and that a violation of that statute shall void the Agreement.
- (6) The undersigned hereby certifies further that:
- (a) He or she is a duly authorized representative of the Contractor named below;
 - (b) He or she is authorized to make, and does hereby make, the foregoing certifications on behalf of the Contractor; and
 - (c) He or she understands that any person who knowingly submits a false certification in response to the requirements of G.S. 143-59.1 and -59.2 shall be guilty of a Class I felony.

Contractor's Name: Sampson Area Transportation

Contractor's Authorized Agent: Signature  Date 10/23/18

Printed Name Rosemarie Oates Title Transportation Director

Witness: Signature  Date October 23, 2018

Printed Name Brandy Jones Title Sampson City Social Services ^{Prog. Adm.}

The witness should be present when the Contractor's Authorized Agent signs this certification and should sign and date this document immediately thereafter.

Attachment N

Sampson County Department of Social Services/Human Services

CERTIFICATION REGARDING NONDISCRIMINATION, CLEAN AIR ACT, CLEAN WATER ACT

Certification Regarding Nondiscrimination

The Contractor certifies that it will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (h) the Food Stamp Act and USDA policy, which prohibit discrimination on the basis of religion and political beliefs; and (i) the requirements of any other nondiscrimination statutes which may apply to this Agreement.

The Contractor must comply with Executive Order 11246, entitled "Equal Employment Opportunity," as amended by Executive Order 11375, and as supplemented by the Department of Labor Regulations (41 CFR Part 60): The Executive Order prohibits federal contractors and federally-assisted construction contractors and subcontractors who do over \$10,000 in Government business in one year from discriminating in employment decisions on the basis of race, color, religion, sex, or national origin. The Executive Order also requires Government contractors to take affirmative action to ensure that equal opportunity is provided in all aspects of their employment.

Meaningful Access for LEP Individuals: **The Contractor** that participate in the SNAP must take reasonable steps to ensure that LEP persons have meaningful access to programs, services, and benefits. This includes the requirement to provide bilingual program information and certification materials and interpretation services to single language minorities in certain project areas. SNAP Contractors that do not provide meaningful access for LEP individuals risk violating prohibitions against discrimination based on National Origin in the Food and Nutrition Act of 2008, as amended, Title VI of the Civil Rights Act of 1964 (Title VI) and SNAP program regulations at 7 CFR 272A(b). They also risk noncompliance with the USDA policy guidance titled, "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons", published in 79 FR 70771 - 70784 (November 28, 2014).

The Contractor should develop an implementing plan to address the language assistance needs of the LEP population served. This may include contracting for oral interpretation services, hiring bilingual staff, arranging telephone interpreters and/or language lines, coordinating community volunteers, translating vital documents, and providing written notice that language services are available in appropriate languages. Quality and accuracy of the language service is critical in order to avoid serious consequences to the LEP person and to the recipient. LEP needs should be considered in developing budgets and front line staff should understand how to obtain language assistance services. For additional assistance and information regarding LEP matters, please also visit <http://www.lep.gov>.

Ensuring Equal Opportunity Access for Persons with Disabilities: **The Contractor** must also ensure equal opportunity access for persons with disabilities. This includes ensuring that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with people without disabilities. Contractors that do not provide persons with disabilities equal opportunity access to programs may risk violating prohibitions against disability discrimination in the Rehabilitation Act of 1978, the American with Disabilities Act (ADA) of 1990, as amended, and SNAP program regulations.

DOJ published revised final regulations implementing Title II and Title III of the ADA on September 15, 2010. These regulations are codified at 28 CFR Part 35 "Nondiscrimination on the Basis of Disability in State and Local Government Services" and at 28 CFR Part 36 "Nondiscrimination on the Basis of Disability in Public Accommodations and Commercial Facilities". In accordance with the implementing regulations, Contractors must provide auxiliary aids and services where necessary to ensure effective communication and equal opportunity access to program benefits for individuals with disabilities. The type of auxiliary aids and services required will vary, but a Contractor may not require an individual with a disability to bring another individual to interpret, and may rely on a person accompanying a disabled individual only in

limited circumstances. When a Contractor communicates with applicants and beneficiaries by telephone, it must provide text telephone services (TTY) or have access to an equally effective electronic telecommunications system to communicate with individuals who are deaf, hard of hearing, or hearing impaired. Contractors must also ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of accessible services, activities, and facilities. For more information, please visit the ADA website: <http://www.ada.gov>.

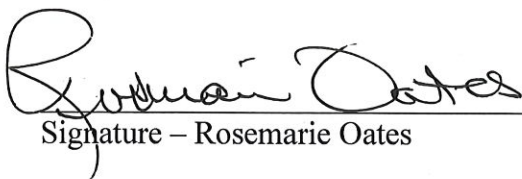
IV. The Clean Air Act, Section 306; 42 U.S.C. §7401 et seq. (1970)

- a. No Federal agency may enter into any contract with any person who is convicted of any offense under section 113(c) for the procurement of goods, materials, and services to perform such contract at any facility at which the violation which gave rise to such conviction occurred if such facility is owned, leased, or supervised by such person. The prohibition in the preceding sentence shall continue until the Administrator certifies that the condition giving rise to such a conviction has been corrected. For convictions arising under section 113(c)(2), the condition giving rise to the conviction also shall be considered to include any substantive violation of this Act associated with the violation of 113(c)(2). The Administrator may extend this prohibition to other facilities owned or operated by the convicted person.
- b. The Administrator shall establish procedures to provide all Federal agencies with the notification necessary for the purposes of subsection (a).
- c. In order to implement the purposes and policy of this Act to protect and enhance the quality of the Nation's air, the President shall, not more than 180 days after enactment of the Clean Air Amendments of 1970 cause to be issued an order (1) requiring each Federal agency authorized to enter into contracts and each Federal agency which is empowered to extend Federal assistance by way of grant, loan, or contract to effectuate the purpose and policy of this Act in such contracting or assistance activities, and (2) setting forth procedures, sanctions, penalties, and such other provisions, as the President determines necessary to carry out such requirement.
- d. The President may exempt any contract, loan, or grant from all or part of the provisions of this section where he determines such exemption is necessary in the paramount interest of the United States and he shall notify the Congress of such exemption.
- e. The President shall annually report to the Congress on measures taken toward implementing the purpose and intent of this section, including but not limited to the progress and problems associated with implementation of this section. [42 U.S.C. 7606]

V. The Clean Water Act; 33 U.S.C. §1251 et seq. (1972)

- a. No Federal agency may enter into any contract with any person who has been convicted of any offense under Section 309(c) of this Act for the procurement of goods, materials, and services if such contract is to be performed at any facility at which the violation which gave rise to such conviction occurred, and if such facility is owned, leased, or supervised by such person. The prohibition in preceding sentence shall continue until the Administrator certifies that the condition giving rise to such conviction has been corrected.
- b. The Administrator shall establish procedures to provide all Federal agencies with the notification necessary for the purposes of subsection (a) of this section.
- c. In order to implement the purposes and policy of this Act to protect and enhance the quality of the Nation's water, the President shall, not more than 180 days after the enactment of this Act, cause to be issued an order:
 - (i) requiring each Federal agency authorized to enter into contracts and each Federal agency which is empowered to extend Federal assistance by way of grant, loan, or contract to effectuate the purpose and policy of this Act in such contracting or assistance activities, and

- (ii) setting forth procedures, sanctions, penalties, and such other provisions, as the President determines necessary to carry out such requirement.
- d. The President may exempt any contract, loan, or grant from all or part of the provisions of this section where he determines such exemption is necessary in the paramount interest of the United States and he shall notify the Congress of such exemption.
- e. The President shall annually report to the Congress on measures taken in compliance with the purpose and intent of this section, including, but not limited to, the progress and problems associated with such compliance.
- f. No certification by a contractor, and no contract clause, may be required in the case of a contract for the acquisition of commercial items in order to implement a prohibition or requirement of this section or a prohibition or requirement issued in the implementation of this section.
- g. In paragraph (1), the term "commercial item" has the meaning given such term in section 4(12) of the Office of Federal Procurement Policy Act (41 U.S.C. 403(12)).


Signature – Rosemarie Oates

Sampson Area Transportation
Agency/Organization

Transportation Director
Title

10/23/18
Date

(Federal Certification-Non-Discrimination, Clean Air, Clean Water) (01/2018)

SAMPSON AREA TRANSPORTATION SYSTEM SAFETY PLAN

2018

Attached is our revised System Safety Plan (SSP). NCDOT/PTD requires us to have this plan, and we are to have it approved by the BOC each fiscal year. The only change that I have made to the SSP that was already in place was updating the Drug and Alcohol policy (which the BOC had previously approved), and adding our training outline at the end of the document.

Please let me know if you have any questions.

Rosemarie "Ro" Oates
Director, Sampson Area Transportation
311 County Complex Rd. Building H
Clinton, NC 28328
910-299-0127

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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 Plan (SSP).
 - B. Establish the SSP 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 SSP should define, as clearly as possible, the following:
 1. The authority for establishment and implementation of the SSP.
 2. How that authority has been delegated through the organization.
 - D. The SSP must adequately address the SIX CORE ELEMENTS.

- 2. DESCRIPTION OF PURPOSE FOR SYSTEM SAFETY PLAN**
 - A. Address the intent of the *SSP* and define why it is being written.
 - B. Establish the safety philosophy of the whole organization and provide a means of implementation.
 - C. A *SSP* 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 *SSP*.
 - 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 *SSP* 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 *SSP*, 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 *SSP* 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 PLAN

Program Description:

The System Safety Plan (SSP) 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 SSP 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 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 SSP 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 SSP 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 SSP accordingly. Sampson Area Transportation will annually review the SPP. Any additions, subtractions, or elaborations will be submitted to the Transportation Advisory Board and NCDOT. Final say for amendments to the SSP 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 SSP

The Transportation Supervisor will be the one responsible for completing the report, reviewing it with the Director 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.

We provide service for Non-Emergency Medicaid Transportation.

The vehicle fleet of SAT consists of twenty (20) vehicles. SAT has mini-vans, regular vans, wheelchair accessible vans, and one (1) wheelchair accessible bus.

Service Area

Sampson Area Transportation serves all of Sampson County. SAT also provides service to medical facilities in surrounding counties.

Days and Hours of Service

SAT's offices open at 8am and close at 5pm. Transportation services are from 5am-5pm. 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				
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	
Policy/Procedure Name/Description	SPP#	Revision #	Date	
Policy/Procedure Name/Description	SPP#	Revision #	Date	

ORGANIZATIONAL STRUCTURE

Board of Commissioners

County Manager

Assistant County Manager

Transportation Advisory Board

Transportation Director

Transportation Supervisor

Transportation Office Manager

Administrative Support Specialist

Administrative Support Specialist

Administrative Support Specialist

Drivers

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 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 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 Transportation Supervisor 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 Director and Transportation Supervisor will go to the scene and check on the driver, passengers, and others involved in the accident, and the vehicle. The Director and Transportation Supervisor may need to go to the hospital to meet passengers and their families.

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 Transportation Supervisor immediately. The Transportation Supervisor 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. All DSS and Medicaid related 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 (2) minutes from arrival. The driver will use the vehicle's horn in an effort to get the rider's attention. After 2 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 8 and less than 80 pounds must have an approved age appropriate 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 ROAP (Rural Operating Assistance Program) transportation programs. The fares are \$2.00 per round-trip and \$1.00 for additional stops. Fares for one-way 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 two days before. 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.

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 Supervisor 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. A complaint form must be completed. See attachment 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.

School Transportation Policy

This policy is written to establish guidelines for Sampson Area Transportation to comply with 49 CFR Part 605. These regulations prohibit recipients and sub-recipients of federal transit assistance from providing exclusive public school transportation service. These guidelines relate directly to transportation services to or from instructional programs that are provided during the regularly organized school day. Head Start is not defined as a school by the Federal Transit Administration. Transportation to Child Development Centers is classified as human service transportation and therefore is not affected by the exclusive school transportation service regulations.

Policy:

Sampson Area Transportation will not provide school related transportation. Exclusive school transportation service is defined as any trip provided by a transportation system for which passengers are restricted only to students being transported to or from school or to or from school activities.

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 – Transportation 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 Transportation Director. At that time, the Director and the Transportation Supervisor will review the applications and select those best qualified for interviews.

Interviews

The Director, Transportation 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 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 statewide 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 Supervisor or Director will obtain the statewide criminal record check for applicant. The statewide criminal record check will be reviewed by Transportation 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 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 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 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 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 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.
 - Training is provided quarterly.
- 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.

Transportation Supervisor and Office Manager

The Transportation Supervisor and Transportation Office Manager will receive the same minimum training as drivers. (See above). The Director 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
 - SSP
 - County Personnel Policy
 - Transportation General Policies

New Hire Training Logs	
	License Check
	Ride Check
	All policies and procedures in SSPP
	First aid / CPR
	BloodBorne Pathogens (Video)
	BloodBorne Pathogens (Hands On)
	ADA
	Civil Rights
	Defensive Driving
	Vehicle Evacuation
	Radio (Dispatch Training)
	Pre-Post Inspection
	Trip Sheets
	Fares
	Wheelchair Securement (DVD)
	Wheelchair Securement (Hands On)
	Smoking & Electronics Policy
	Lift Training (Video)
	Conflict of Interest Policy
	Ethics Policy
	Job Description
	Effects and Consequences of Prohibited Drug Use (Videos)
	Zero Tolerance Drug & Alcohol Policy

2018 Driver's Training Logs

Driver's Name: _____

		Signature and Date
	License Check	
	Ride Check	
	First Aid/CPR (Every 2 years)	
	Blood borne Pathogens (Video) & Hands on	
	ADA	
	Defensive Driving	
	Vehicle Evacuation	
	Wheelchair Securement (DVD) & Hands On	
	Lift Training (Video)	
	Effects & Consequences of Prohibited Drug Use (Videos)	
	Zero Tolerance Drug & Alcohol Testing Policy	
	Fire Extinguisher Training	
	Civil Rights/ Title VI	
	Criminal Background Check	
	CDL Physical (Yearly)	

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 In-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 IN-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 Supervisor or Office Manager will make arrangements for the van to be fixed. Pre/Post Trip Inspection sheets will be filed and kept for as long as that vehicle remains the property of SAT.

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.

IN-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 posted 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 of 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 ½ 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, call 911. 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 Transportation Supervisor.

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 Transportation Supervisor.

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 Transportation Director. The Director will communicate to the Transportation Supervisor the likelihood of an impending event becoming a state of emergency.
3. The Transportation 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 Transportation Director and Supervisor will report to the EMS center once the declaration of emergency has been issued. The 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 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 Emergencies In 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 designing 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 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 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 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.

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

This policy 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 Supervisor (Safety Officer) will serve as the lead agent in this meeting. Additionally, the Transportation Supervisor will report to the Director and Transportation Advisory Board 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

Transportation Supervisor and Transportation Office Manager, are the key persons in the scheme of loss control because of the close relationship with the employee and intimate knowledge of operating procedures. The Transportation Supervisor acts as Safety Officer for SAT.

Supervisors 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 Safety Officer.
- To contribute ideas and suggestions for improving the safety of conditions or procedures to the Safety Officer.
- 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.

Transportation Supervisor – Safety Officer

The Transportation Supervisor 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 the 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 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.

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 Transportation Supervisor or Office Manager. 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. 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 Supervisor is responsible for ensuring that the corrective actions have been taken and documentation is consistent. As always, the Director and the County Manager will have final say over any disciplinary action.

DOCUMENTATION:

- Employees will report the incident to the Transportation Supervisor or Office Manager 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 Transportation Supervisor 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, 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 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 May 2016**

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. Tests conducted under the sole authority of SAT will be performed on NON-USDOT forms and will be separate from USDOT testing in all respects.

B. APPLICABILITY

This Drug and Alcohol Testing Policy applies to all safety-sensitive employees (full- or part-time) when performing 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 public 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 operates a vehicle that requires a Commercial Drivers License to operate. 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 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, or windshield wipers that makes them inoperative.

Adulterated specimen: A specimen that has been altered, as evidence 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 indicated by a breath test under 49 CFR Part 40.

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

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

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): For the purposes of Drug and Alcohol regulatory oversight, DOT is the department of the federal government which includes the, Federal Transit Administration, Federal Railroad Administration, Federal Highway Administration, Federal Motor Carriers' Safety Administration, Pipeline & Hazardous Materials Safety Administration, United States Coast Guard, 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, 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, substituted, invalid, or positive for drug/drug metabolites.

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

Performing (a safety-sensitive function): A covered employee is considered to be performing a safety-sensitive function 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 drug and alcohol 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, or by the National Board for Certified Counselors, Inc. and Affiliates/Master Addictions Counselor) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

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

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. A random or reasonable suspicion alcohol test can only 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, a NON-DOT 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 0.04 or greater regardless of when the alcohol was consumed.
 - a. An employee with a breath alcohol concentration which measures 0.02-0.039 is not considered to have violated the USDOT-FTA drug and alcohol regulations, provided the employee hasn't consumed the alcohol within four (4) hours of performing a safety-sensitive duty. However, if a safety-sensitive employee has a breath alcohol concentration of 0.02-

0.039, USDOT-FTA regulations require the employee to be removed from the performance of safety-sensitive duties until:

- i. The employee's alcohol concentration measures less than 0.02; or
 - ii. The start of the employee's next regularly scheduled duty period, but not less than eight hours following administration of the test.
- 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 employees covered under FTA authority 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, a NON-DOT 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, opioids, amphetamines 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. 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.
- 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 specimen is positive, it will be retained in frozen storage for one year and the split specimen will also be retained for one year. If the primary is positive, the primary and the split will be retained for longer than one year for testing if so requested by the employee through the Medical Review Officer (MRO), or by the employer, by the MRO, or by the relevant DOT agency.
- 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). A list of approved EBT's can be found on ODAPC's web page for "Approved Evidential Breath Measurement Devices". Alcohol screening tests may be performed using a non-evidential testing device which is also approved by NHSTA. A list of approved ASD's can be found on ODAPC's web page for "Approved Screening Devices to Measure Alcohol in Bodily Fluids". 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 no sooner than 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 and the applicant will be provided with a list of at least two (2) USDOT qualified Substance Abuse Professionals. 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 test is canceled, Sampson Area Transportation will require the applicant to take and pass another pre-employment drug test.
 - g. In instances where a FTA covered employee does not perform a safety-sensitive function for a period of 90 consecutive days or more regardless of reason, and during that period is not in the random testing pool, the employee will be required to take a pre-employment drug 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 *Sampson Area Transportation* with signed written releases requesting USDOT 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 NON-DOT reasonable suspicion alcohol test may be performed any time the covered employee is on duty. A reasonable suspicion drug test can be performed any time the covered employee is on duty.
- 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 Sampson Area Transportation.
- 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) FATAL ACCIDENTS - A covered employee will be required to undergo urine and breath testing if they are involved in an accident with a transit vehicle, 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 could have contributed to the accident, as determined by the employer using the best information available at the time of the decision.
- 2) NON-FATAL ACCIDENTS - A post-accident test of the employee operating the public transportation vehicle will be conducted if an accident occurs and at least one of the following is met:
 - a. The accident results in injuries requiring immediate medical treatment away from the scene, and the covered employee may have contributed to the accident.
 - b. One or more vehicles incurs disabling damage as a result of the occurrence and must be transported away from the scene, and the covered employee may have contributed to the accident.

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

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

The appropriate transit supervisor shall ensure that an employee, required to be tested under this section, is tested as soon as practicable, 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 eight (8) hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

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

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

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

In the rare event that 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. Employees who may be covered under company authority will be selected from a pool of non-DOT-covered 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 set each year by the FTA administrator. The current year testing rates can be viewed online at <https://www.transportation.gov/odapc/random-testing-rates>.
- 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 non-safety-sensitive 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. However, under Sampson Area Transportation's authority, a non-DOT random alcohol test may be performed any time the covered employee is on 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.

In the instance of a self-referral or a management referral, the employee will be subject to non-USDOT follow-up tests and follow-up testing plans modeled using the process described in 49 CFR Part 40. However, all non-USDOT follow-up tests and all paperwork associated with an employee's return-to-work agreement that was not precipitated by a positive test result (or refusal to test) does not constitute a violation of the Federal regulations will be conducted under company authority and will be performed using non-DOT testing forms.

Q. RESULT OF DRUG/ALCOHOL TEST

- 1) Any covered employee that has a verified positive drug or alcohol test, or test refusal, will be removed from his/her safety-sensitive position, informed of educational and rehabilitation programs available, and will be provided with a list of at least two (2) USDOT qualified Substance Abuse Professionals (SAP) for assessment, and will be terminated. 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) Refusal to submit to a drug/alcohol test shall be considered equivalent to a positive test result and a direct act of insubordination and shall result in termination and referral to a list of USDOT qualified SAP's. A test refusal includes the following circumstances:
- a. Fails to appear for any test (excluding pre-employment) within a reasonable time, as determined by the employer.
 - b. Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
 - c. Fail to attempt to provide a breath or urine specimen. An employee who does not provide a urine or breath specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
 - d. In the case of a directly observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
 - e. Fail to provide a sufficient quantity of urine or breath without a valid medical explanation.
 - f. Fail or decline to take a second test as directed by the collector or the employer for drug testing.
 - g. Fail to undergo a medical evaluation, as required by the MRO or the employer's Designated Employer Representative (DER).
 - h. Fail to cooperate with any part of the testing process.
 - i. Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed test.
 - j. Possess or wear a prosthetic or other device used to tamper with the collection process.
 - k. Admit to the adulteration or substitution of a specimen to the collector or MRO.
 - l. Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
 - m. Fail to remain readily available following an accident.

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

- 4) 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 a NON DOT alcohol test with a result of less than 0.02 BAC.

- 5) In the instance of a self-referral or a management referral, disciplinary action against the employee shall include:
- a. Mandatory referral for an assessment by an employer approved counseling 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; the employee is cooperating with his/her recommended treatment program; and, the employee has agreed to periodic unannounced follow-up testing as defined in Section P of this policy; however, all follow-up testing performed as part of a return to work agreement required under section Q of this policy is under the sole authority of Sampson Area Transportation and will be performed using non-DOT testing forms.
 - 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. **All tests conducted as part of the return to work agreement will be conducted under company authority and will be performed using non-DOT testing forms.**
 - d. **A self-referral or management referral to the employer's counseling professional 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.
- 6) 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 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 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 Transportation Director will serve as the back-up person for Sampson Area Transportation. The Director will be able to talk to the office manager at CUC on all matters concerning the drug and alcohol testing program.
- 3) 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.
- 4) Clinton Urgent Care will abide by all DOT drug and alcohol testing requirements. The transportation operations supervisor will provide CUC will 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 Director	SAT (Non-DOT)
Transportation Supervisor	DOT-FTA
Transportation Office Manager	DOT-FTA
Administrative Support Specialist Secretary/Receptionist	DOT-FTA
Administrative Support Specialist	DOT-FTA
Administrative Support Specialist	DOT_FTA
Drivers-Full and Part time	DOT-FTA
Volunteers that have CDL	DOT-FTA

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. Martin DeGraw

Title: Doctor of Medicine/Certified Medical Review Officer

Address: 709 Simmons St Goldsboro NC 27530

Telephone Number: 919-735-0094

Substance Abuse Professional

Name: Trina McDonald

Title: MS Professional Counseling, LCAS-A, NCAC II, SAP/DOT, SAE/NRC

Address: 1020 Rankin St. #412

Wilmington NC 28401

Telephone Number: 910-833-8624

Substance Abuse Professional

Name: David Crenshaw, D. Min. LMFT LCAS

Title: Substance Abuse Professional

Address: 1606 Wellington Ave Ste H

Wilmington NC

Telephone Number: 910-827-2445

HHS Certified Laboratory Split Specimen

Name: Alere Toxicology Services

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 Supervisor 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 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
PMHBI13	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
PMHBI13	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.
PMHBI13	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 Transportation 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 Transportation Director will serve as the accountable executive, and the Transportation Supervisor serves as the designated Safety Officer for the transportation department.

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 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 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 Supervisor and/or Office Manager if needed.
4. Transit Vehicle keys are kept in the Administrative Assistants office, and driver's must sign out the keys before beginning their shift.
5. After hours the facility is locked and grounds protected by a locked fence. Lighting around facility is also used.
6. 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 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 Area Transportation building 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 Scheduler arrives between 4:30am to 5:00am to open the building and the gates to the parking lot. Scheduler 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 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 once their shift has begun. 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.

General Workplace Security: All drivers and office staff are instructed to report any suspicious persons, activities, packages, and/or unusual circumstances immediately. The employee should make a sound decision to either report to the Director or Transportation Supervisor, or to immediately call 911 if the employee feels that the situation warrants such action.

**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 #: _____

Operator Training Lesson Plans

FACILITY

- 1) Tour of SAT facilities
 - a) Designated parking area(s)
 - b) Designated tobacco area(s)
- 2) Introduction of Sat administration and staff.

ADMINISTRATION

- 1) Administrative Policies and Procedures
 - a) General Rules and Conduct Policy
 - b) Call in Procedure
 - c) Leave Policy and Procedures
 - d) Benefits
 - e) Time off Request
 - f) Key Policy
 - g) Fuel Card Policy
- 2) Uniforms
 - a) Dress Code Policy
 - b) Reflective Vest
- 3) Time Sheet
 - a) Correct time sheet procedures
 - b) Time sheet Form
- 4) Employee Handbook
 - a) Employee Handbook Form.
- 5) Evaluation

All employees have a 90 day (3 month) probationary period

 - a) 90 day (3 month review)
 - b) Annual Review
- 6) Harassment
 - a) Harassment Policy
 - b) Harassment Form

AMERICANS WITH DISABILITY ACT (ADA)

1 hour required classroom training

- 1) Overview of Americans with Disability Act
 - a) ADA Government website
 - b) National RTAP ADA Training
- 2) Passenger Relations
 - a) Definitions
 - b) Basic Passenger Relations Skills
 - c) Driver Sensitivity Skills
 - d) Understand Disabilities
 - e) Different, Difficult, and Danger Passenger PowerPoint
- 3) Wheelchair Securement and Passenger Assistance
 - a) Braun Loading Video
 - i) Wheelchair Handling
 - ii) Wheelchair Lift Operation
 - iii) Wheelchair Lift Inspection
 - b) Wheelchair Securement Test
- 4) Proper SAT Wheelchair Procedures
 - a) Lift Operations
 - b) Loading and Unloading of a wheelchair
 - c) Wheelchair securement
- 5) National RTAP 2 The Point Training

GENERAL

- 1) Child Safety Securement
 - a) Law G.S 20-137.1
 - b) Safety Kids USA
 - c) SAT policy and procedures
- 2) Vehicle Backing
 - a) SAT backing PowerPoint

- b) SAT backing policy and procedure
- 3) Rail Road Crossings
 - a) SAT policy and procedures
- 4) Electronic Devices
 - a) SAT policy and procedures
 - b) Accident Facts
 - c) Electronic Device Form
- 5) Fare Policy
 - a) SAT policy and procedures

ILLEGAL DRUG USE

- 1) SAT Drug and Alcohol Policy
 - a) Purpose
 - b) Applicability
 - c) Definitions
 - d) Education and Training
 - e) Prohibited Substances and Conduct
 - f) Testing Requirements
 - g) Drug Testing Procedures
 - h) Alcohol Testing Procedures
 - i) Forms of Testing
 - j) Professional Assistance
- 2) Video- Drug Free World
- 3) Sign Off

**INFECTIOUS DISEASES AWARENESS AND PREVENTIONS **

- 1) Infectious Disease Policy and Procedures
 - a) Overview of OSHA Standard
 - b) Blood Borne Pathogen Kit
 - c) Hazardous Material cleanup

- d) Hazardous disposal
- 2) Awareness and Prevention Instruction
 - a) Introduction
 - b) Universal Precautions
 - c) Blood borne Pathogens
- 3) National RTAP 2 The Point Training
- 4) Sign Off

HANDS ON TRAINING

- 1) Inspection
 - a) Pre Trip Assessment
 - b) Components and Assembly
 - c) Pre Trip Form
- 2) Manifest
 - a) Sample Manifest
 - b) Proper Manifest procedures
- 3) Wheelchair Assessment
 - a) Sure-Lok Securing the wheelchair
 - b) Securing the Occupant
 - c) Terms
- 4) Over the road training

DEFENSIVE DRIVING

- 1) Handbook Information
 - a) Definition of Defensive Driving
 - b) Qualities of a good driver
 - c) Main Causes of accidents
 - d) Safety Zone
 - e) Vehicle Equipment
 - f) Pre Check

- i) Exterior
 - ii) Interior
- g) Following Distance
- h) Intersections
- i) Pedestrians and Bicyclists
- j) Designated Stops
- k) Elderly and disabled passengers
- l) Seat belts
- m) Securing a vehicle
- n) Four way hazard lights
- o) School Zones
- p) Disabled Vehicles
- 2) Classroom Discussion
 - a) Defensive Driving Training PowerPoint
- 3) National RTAP
 - a) Complete 2 THE POINT TRAINING

EMERGENCY PROCEDURES

- 1) Manual Emergency Driving Procedures
 - a) Preparation
 - b) Accident Causes
 - c) Slippery Road Surfaces
 - d) Driving at Night
 - e) Driving through Water
 - f) Winter Driving
 - g) Snow and Ice Removal
 - h) Driving in Very Hot Weather
 - i) Accident Procedures
 - j) Passenger Injuries
 - k) Collect Information
 - l) Fires

- m) Passenger Illness
 - n) Passenger Evacuation
 - o) Vehicle Breakdown
 - p) ALWAYS notify dispatch
- 2) Accident Reporting Procedures
- a) Communication and Notification Process
 - b) “In case of accident” form
 - c) Refusal of Treatment and/or Transportation form.
- 3) Emergency Equipment Use
- a) First Aid Training
 - i) Basic First Aid Training
 - ii) Proper use of First Aid Kit
 - b) Blood borne Pathogens
 - c) Emergency Triangles
 - d) Fire Extinguisher
 - e) Web Cutters
 - f) Reflective Vest
- 4) Emergency Procedures
- a) Accidents and Emergencies
 - b) Evacuation
 - c) Passenger Handlings
 - d) Driver and Passenger Security Training
 - e) Emergency Evacuation Procedures and Training

PROCUREMENT POLICY
GOVERNING PROCUREMENTS PAID FOR BY FEDERAL FUNDS

I. Purpose.

The purpose of this Procurement Policy Governing Procurements Paid for by Federal Funds (the “Policy”) is to establish guidelines for Sampson County (the “County”) that meet or exceed the procurement requirements for purchases of goods (apparatus, supplies, materials, and equipment), services, and construction or repair projects when federal funds are being used in whole or in part to pay for the cost of the contract. To the extent that other sections of procurement policies and procedures adopted by the County are more restrictive than those contained in this Policy, local policies and procedures shall be followed.

II. Policy.

A. Application of Policy.

This Policy applies to contracts for purchases, services, and construction or repair work funded with federal financial assistance (direct or reimbursed). The requirements of this Policy also apply to any subrecipient of the funds.

All federally funded projects, loans, grants, and sub-grants, whether funded in part or wholly, are subject to the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for federal awards (Uniform Guidance) codified at 2 C.F.R. Part 200 unless otherwise directed in writing by the federal agency or state pass-through agency that awarded the funds.

B. Compliance with Federal Law.

All procurement activities involving the expenditure of federal funds must be conducted in compliance with the Procurement Standards codified in 2 C.F.R. § 200.317 through § 200.326 unless otherwise directed in writing by the federal agency or state pass-through agency that awarded the funds. The County will follow all applicable local, state, and federal procurement requirements when expending federal funds. Should the County have more stringent requirements, the most restrictive requirement shall apply so long as it is consistent with state and federal law.

C. Contract Award.

All contracts shall be awarded only to the lowest responsive responsible bidder possessing the ability to perform successfully under the terms and conditions of the contract.

D. No Evasion.

No contract may be divided to bring the cost under bid thresholds or to evade any requirements under this Policy or state and federal law.

E. Contract Requirements.

All contracts paid for in whole or in part with federal funds shall be in writing. The written contract must include or incorporate by reference the provisions required under 2 C.F.R § 200.326 and as provided for under 2 C.F.R. Part 200, Appendix II.

F. Contractors' Conflict of Interest.

Designers, suppliers, and contractors that assist in the development or drafting of specifications, requirements, statements of work, invitation for bids or requests for proposals shall be excluded from competing for such requirements.

G. Approval and Modification.

The administrative procedures contained in this Policy are administrative and may be changed as necessary at the staff level to comply with state and federal law.

III. General Procurement Standards and Procedures.

The Finance Department shall procure all contracts in accordance with the requirements of this Section of the Policy.

A. Necessity.

Purchases must be necessary to perform the scope of work and must avoid acquisition of unnecessary or duplicative items. The Finance Department should check with the federal surplus property agency prior to buying new items when feasible and less expensive. Strategic sourcing should be considered with other departments and/or agencies who have similar needs to consolidate procurements and services to obtain better pricing.

B. Clear Specifications.

All solicitations must incorporate a clear and accurate description of the technical requirements for the materials, products, or services to be procured, and shall include all other requirements which bidders must fulfill and all other factors to be used in evaluating bids or proposals. Technical requirements must not contain features that restrict competition.

C. Notice of Federal Funding.

All bid solicitations must acknowledge the use of federal funding for the contract. In addition, all prospective bidders or offerors must acknowledge that funding is contingent upon compliance with all terms and conditions of the funding award.

D. Compliance by Contractors.

All solicitations shall inform prospective contractors that they must comply with all applicable federal laws, regulations, executive orders, and terms and conditions of the funding award.

E. Fixed Price.

Solicitations must state that bidders shall submit bids on a fixed price basis and that the contract shall be awarded on this basis unless otherwise provided for in this Policy. Cost plus percentage of cost contracts are prohibited. Time and materials contracts are prohibited in most circumstances. Time and materials contracts will not be used unless no other form of contract is suitable and the contract includes a “Not to Exceed” amount. A time and materials contract shall not be awarded without express written permission of the federal agency or state pass-through agency that awarded the funds.

F. Use of Brand Names.

When possible, performance or functional specifications are preferred to allow for more competition leaving the determination of how to reach the required result to the contractor. Brand names may be used only when it is impractical or uneconomical to write a clear and accurate description of the requirement(s). When a brand name is listed, it is used as reference only and “or equal” must be included in the description.

G. Lease versus Purchase.

Under certain circumstances, it may be necessary to perform an analysis of lease versus purchase alternatives to determine the most economical approach.

H. Dividing Contract for M/WBE Participation.

If economically feasible, procurements may be divided into smaller components to allow maximum participation of small and minority businesses and women business enterprises. The procurement cannot be divided to bring the cost under bid thresholds or to evade any requirements under this Policy.

I. Documentation.

Documentation must be maintained by the Finance Department detailing the history of all procurements. The documentation should include the procurement method used, contract type, basis for contractor selection, price, sources solicited, public notices, cost analysis, bid documents, addenda, amendments, contractor's responsiveness, notice of award, copies of notices to unsuccessful bidders or offerors, record of protests or disputes, bond documents, notice to proceed, purchase order, and contract. All documentation relating to the award of any contract must be made available to the granting agency upon request.

J. Cost Estimate.

For all procurements costing \$250,000.00 or more, the Finance Department shall develop an estimate of the cost of the procurement prior to soliciting bids. Cost estimates may be developed by reviewing prior contract costs, online review of similar products or services, or other means by which a good faith cost estimate may be obtained. Cost estimates for construction and repair contracts may be developed by the project designer.

K. Contract Requirements.

The Finance Department must prepare a written contract incorporating the provisions referenced in Section II.C of this Policy.

L. Debarment.

No contract shall be awarded to a contractor included on the federally debarred bidder's list.

M. Contractor Oversight.

The Finance Department receiving the federal funding must maintain oversight of the contract to ensure that contractor is performing in accordance with the contract terms, conditions, and specifications.

N. Open Competition.

Solicitations shall be prepared in a way to be fair and provide open competition. The procurement process shall not restrict competition by imposing unreasonable requirements on bidders, including but not limited to unnecessary supplier experience, excessive or unnecessary bonding, specifying a brand name without allowing for "or equal" products, or other unnecessary requirements that have the effect of restricting competition.

O. Geographic Preference.

No contract shall be awarded on the basis of a geographic preference.

IV. Specific Procurement Procedures.

The Finance Department shall solicit bids in accordance with the requirements under this Section of the Policy based on the type and cost of the contract.

A. Service Contracts (except for A/E professional services) and **Purchase Contracts costing less than \$10,000.00** shall be procured using the Uniform Guidance “micro-purchase” procedure (2 C.F.R. § 200.320(a)) as follows:

1. The contract may be awarded without soliciting pricing or bids if the price of the goods or services is considered to be fair and reasonable.
2. To the extent practicable, purchases must be distributed among qualified suppliers.

B. Service Contracts (except for A/E professional services) and **Purchase Contracts costing \$10,000.00 up to \$90,000.00** shall be procured using the Uniform Guidance “small purchase” procedure (2 C.F.R. § 200.320(b)) as follows:

1. Obtain price or rate quotes from an “adequate number” of qualified sources (a federal grantor agency might issue guidance interpreting “adequate number,” so the Finance Department should review the terms and conditions of the grant award documents to confirm whether specific guidance has been issued).
2. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as required under 2 C.F.R. § 200.321.
3. Cost or price analysis is not required prior to soliciting bids.
4. Award the contract on a fixed-price basis (a not-to-exceed basis is permissible for service contracts where obtaining a fixed price is not feasible).
5. Award the contract to the lowest responsive, responsible bidder.

C. Service Contracts (except for A/E professional services) and **Purchase Contracts costing \$90,000.00 and above** shall be procured using a combination of the most restrictive requirements of the

Uniform Guidance “sealed bid” procedure (2 C.F.R. § 200.320(c)) and state formal bidding procedures (N.C. Gen. Stat. § 143-129) as follows:

1. Cost or price analysis is required prior to soliciting bids.
2. Complete specifications or purchase description must be made available to all bidders.
3. The bid must be formally advertised in a newspaper of general circulation for at least seven full days between the date of the advertisement and the date of the public bid opening. Electronic-only advertising must be authorized by the governing board. The advertisement must state the date, time, and location of the public bid opening, indicate where specifications may be obtained, and reserve to the governing board the right to reject any or all bids only for “sound documented reasons.”
4. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as required under 2 C.F.R. § 200.321.
5. Open bids at the public bid opening on the date, time, and at the location noticed in the public advertisement. All bids must be submitted sealed. A minimum of 2 bids must be received in order to open all bids.
6. Award the contract to the lowest responsive, responsible bidder on a fixed-price basis. Governing board approval is required for purchase contracts unless the governing board has delegated award authority to an individual official or employee. Any and all bids may be rejected only for “sound documented reasons.”

D. Service Contracts (except for A/E professional services) **costing \$250,000.00 and above** may be procured using the Uniform Guidance “competitive proposal” procedure (2 C.F.R. § 200.320(d)) when the “sealed bid” procedure is not appropriate for the particular type of service being sought. The procedures are as follows:

1. A Request for Proposals (RFP) must be publicly advertised. Formal advertisement in a newspaper is not required so long as the method of advertisement will solicit proposals from an “adequate number” of qualified firms.
2. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as provided under 2 C.F.R. § 200.321.

3. Identify evaluation criteria and relative importance of each criteria (criteria weight) in the RFP.
4. Consider all responses to the publicized RFP to the maximum extent practical.
5. Must have a written method for conducting technical evaluations of proposals and selecting the winning firm.
6. Award the contract to the responsible firm with most advantageous proposal taking into account price and other factors identified in the RFP. Governing board approval is not required.
7. Award the contract on a fixed-price or cost-reimbursement basis.

E. Construction and repair contracts costing less than \$10,000.00 shall be procured using the Uniform Guidance “micro-purchase” procedure (2 C.F.R. § 200.320(a)) as follows:

1. The contract may be awarded without soliciting pricing or bids if the price of the goods or services is considered to be fair and reasonable.
2. To the extent practicable, contracts must be distributed among qualified suppliers.

F. Construction and repair contracts costing \$10,000.00 up to \$250,000.00 shall be procured using the Uniform Guidance “small purchase” procedure (2 C.F.R. § 200.320(b)) as follows:

1. Obtain price or rate quotes from an “adequate number” of qualified sources (a federal grantor agency might issue guidance interpreting “adequate number,” so the Finance Department should review the terms and conditions of the grant award documents to confirm whether specific guidance has been issued).
2. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as required under 2 C.F.R. § 200.321.
3. Cost or price analysis is not required prior to soliciting bids, although price estimates may be provided by the project designer.
4. Award the contract on a fixed-price or not-to-exceed basis.
5. Award the contract to the lowest responsive, responsible bidder. Governing board approval is not required.

G. Construction and repair contracts costing \$250,000.00 up to \$500,000.00 shall be procured using the Uniform Guidance “sealed bid” procedure (2 C.F.R. § 200.320(c)) as follows:

1. Cost or price analysis is required prior to soliciting bids (this cost estimate may be provided by the project designer).
2. Complete specifications must be made available to all bidders.
3. Publically advertise the bid solicitation for a period of time sufficient to give bidders notice of opportunity to submit bids (formal advertisement in a newspaper is not required so long as other means of advertising will provide sufficient notice of the opportunity to bid). The advertisement must state the date, time, and location of the public bid opening, and indicate where specifications may be obtained.
4. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as provided under 2 C.F.R. § 200.321.
5. Open the bids at the public bid opening on the date, time, and at the location noticed in the public advertisement. All bids must be submitted sealed. A minimum of 2 bids must be received in order to open all bids.
6. A 5% bid bond is required of all bidders. Performance and payment bonds of 100% of the contract price is required of the winning bidder.
7. Award the contract on a firm fixed-price basis.
8. Award the contract to the lowest responsive, responsible bidder. Governing board approval is not required. Any and all bids may be rejected only for “sound documented reasons.”

H. Construction and repair contracts costing \$500,000.00 and above shall be procured using a combination of the most restrictive requirements of the Uniform Guidance “sealed bid” procedure (2 C.F.R. § 200.320(c)) and state formal bidding procedures (N.C. Gen. Stat. § 143-129) as follows:

1. Cost or price analysis is required prior to soliciting bids (this cost estimate should be provided by the project designer).
2. Complete specifications must be made available to all bidders.

3. Formally advertise the bid in a newspaper of general circulation for at least seven full days between the date of the advertisement and the date of the public bid opening. Electronic-only advertising must be authorized by the governing board. The advertisement must state the date, time, and location of the public bid opening, indicate where specifications may be obtained, and reserve to the governing board the right to reject any or all bids only for “sound documented reasons.”
4. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as provided under 2 C.F.R. § 200.321.
5. Open the bids at the public bid opening on the date, time, and at the location noticed in the public advertisement. All bids must be submitted sealed and in paper form. A minimum of 3 bids must be received in order to open all bids.
6. A 5% bid bond is required of all bidders (a bid that does not include a bid bond cannot be counted toward the 3-bid minimum requirement). Performance and payment bonds of 100% of the contract price is required of the winning bidder.
7. Award the contract on a firm fixed-price basis.
8. Award the contract to the lowest responsive, responsible bidder. Governing board approval is required and cannot be delegated. The governing board may reject and all bids only for “sound documented reasons.”

I. Construction or repair contracts involving a building costing \$300,000.00 and above must comply with the following additional requirements under state law:

1. Formal HUB (historically underutilized business) participation required under N.C. Gen. Stat. § 143-128.2, including local government outreach efforts and bidder good faith efforts, shall apply.
2. Separate specifications shall be drawn for the HVAC, electrical, plumbing, and general construction work as required under N.C. Gen. Stat. § 143-128(a).
3. The project shall be bid using a statutorily authorized bidding method (separate-prime, single-prime, or dual bidding) as required under N.C. Gen. Stat. § 143-129(a1).

J. Contracts for Architectural and Engineering Services costing under \$250,000.00 shall be procured using the state “Mini-Brooks Act” requirements (N.C. Gen. Stat. § 143-64.31) as follows:

1. Issue a Request for Qualifications (RFQ) to solicit qualifications from qualified firms (formal advertisement in a newspaper is not required). Price (other than unit cost) shall not be solicited in the RFQ.
2. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as provided for under 2 C.F.R. § 200.321.
3. Evaluate the qualifications of respondents based on the evaluation criteria developed by the Finance Department.
4. Rank respondents based on qualifications and select the best qualified firm. Price cannot be a factor in the evaluation. Preference may be given to in-state (but not local) firms.
5. Negotiate fair and reasonable compensation with the best qualified firm. If negotiations are not successfully, repeat negotiations with the second-best qualified firm.
6. Award the contract to best qualified firm with whom fair and reasonable compensation has been successfully negotiated. Governing board approval is not required.

K. Contracts for Architectural and Engineering Services costing \$250,000.00 or more shall be procured using the Uniform Guidance “competitive proposal” procedure (2 C.F.R. § 200.320(d)(5)) as follows:

1. Publically advertise a Request for Qualifications (RFQ) to solicit qualifications from qualified firms (formal advertisement in a newspaper is not required). Price (other than unit cost) shall not be solicited in the RFQ.
2. Take affirmative steps to solicit price quotes from M/WBE vendors and suppliers as provided under 2 C.F.R. § 200.321.
3. Identify the evaluation criteria and relative importance of each criteria (the criteria weight) in the RFQ.
4. Proposals must be solicited from an “adequate number of qualified sources” (an individual federal grantor agency may issue guidance interpreting “adequate number”).

5. Must have a written method for conducting technical evaluations of proposals and selecting the best qualified firm.
6. Consider all responses to the publicized RFQ to the maximum extent practical.
7. Evaluate qualifications of respondents to rank respondents and select the most qualified firm. Preference may be given to in-state (but not local) firms provided that granting the preference leaves an appropriate number of qualified firms to compete for the contract given the nature and size of the project.
8. Price cannot be a factor in the initial selection of the most qualified firm.
9. Once the most qualified firm is selected, negotiate fair and reasonable compensation. If negotiations are not successful, repeat negotiations with the second-best qualified firm.
10. Award the contract to best qualified firm with whom fair and reasonable compensation has been successfully negotiated. Governing board approval is not required.

V. **Exceptions**

Non-competitive contracts are allowed *only* under the following conditions and with the written approval of the federal agency or state pass-through agency that awarded the federal funds:

A. **Sole Source.**

A contract may be awarded without competitive bidding when the item is available from only one source. The Finance Department shall document the justification for and lack of available competition for the item. A sole source contract must be approved by the governing board.

B. **Public Exigency.**

A contract may be awarded without competitive bidding when there is a public exigency. A public exigency exists when there is an imminent or actual threat to public health, safety, and welfare, and the need for the item will not permit the delay resulting from a competitive bidding.

C. Inadequate Competition.

A contract may be awarded without competitive bidding when competition is determined to be inadequate after attempts to solicit bids from a number of sources as required under this Policy does not result in a qualified winning bidder.

D. Federal Contract.

A contract may be awarded without competitive bidding when the purchase is made from a federal contract available on the U.S. General Services Administration schedules of contracts.

E. Awarding Agency Approval.

A contract may be awarded without competitive bidding with the express written authorization of the federal agency or state pass-through agency that awarded the federal funds so long as awarding the contract without competition is consistent with state law.

CONFLICTS OF INTEREST AND GIFT POLICY

GOVERNING PROCUREMENTS PAID FOR BY FEDERAL FUNDS

I. Purpose.

The purpose of this Conflicts of Interest and Gift Policy Governing Procurements Paid for by Federal Funds (the “Policy”) is to establish conflicts of interest guidelines for Sampson County (the “County”) that meet or exceed the requirements under state law and local policy when procuring goods (apparatus, supplies, materials, and equipment), services, and construction or repair projects paid for in part or whole by federal funds and required under 2 C.F.R. § 200.318(c)(1).

II. Policy.

This Policy applies when procuring goods (apparatus, supplies, materials, and equipment), services, and construction or repair projects funded in part or whole with federal financial assistance (direct or reimbursed). This Policy also applies to any subrecipient of the funds.

The employee responsible for managing the federal financial assistance award shall review the notice of award to identify any additional conflicts of interest prohibitions or requirements associated with the award, and shall notify all employees, officers, and agents, including subrecipients, of the requirements of this policy and any additional prohibitions or requirements.

A. Conflicts of Interest.

In addition to the prohibition against self-benefiting from a public contract under N.C. Gen. Stat. § 14-234, no officer, employee, or agent of the County may participate directly or indirectly in the selection, award, or administration of a contract supported by a federal award if he or she has a real or apparent conflict of interest. A real or apparent conflict exists when any of the following parties has a financial or other interest in or receives a tangible personal benefit from a firm considered for award of a contract:

1. The employee, officer, or agent involved in the selection, award, or administration of a contract;
2. Any member of his or her immediate family;
3. His or her partner; or
4. An organization which employs or is about to employ any of these parties.

Any officer, employee, or agent with an actual, apparent, or potential conflict of interest as defined in this Policy shall report the conflict to his or her immediate supervisor. Any such conflict shall be disclosed in writing to the federal award agency or pass-through entity in accordance with applicable Federal awarding agency policy.

B. Gifts.

In addition to the prohibition against accepting gifts and favors from vendors and contractors under N.C. Gen. Stat. § 133-32, officers, employees, and agents of the County are prohibited from accepting or soliciting gifts, gratuities, favors, or anything of monetary value from contractors, suppliers, or parties to subcontracts. Items of nominal value valued at less than \$15.00 which fall into one of the following categories may be accepted:

1. Promotional items;
2. Honorariums for participation in meetings; or
3. Meals furnished at banquets.

Any officer, employee or agent who knowingly accepts an item of nominal value allowed under this Policy shall report the item to his or her immediate supervisor.

III. Violation.

Employees violating this Policy will be subject to discipline up to and including termination. Contractors violating this Policy will result in termination of the contract and may not be eligible for future contract awards.

Sampson County
Office of Tax Assessor
PO Box 1082
Clinton, NC 28329

Phone 910-592-8146

Fax 910-592-1227

To: Ed Causey, County Manager
From: Jim Johnson, Tax Administrator
Date: October 22, 2018
Subject: Disabled Veteran Exclusion
(GS 105-277.1c)

The attached disabled veteran exclusion application was received after June 1, 2018. After that date, the Board of Commissioners must approve the application.

The applicant is as follows:

Donald Allen

A letter is submitted requesting approval of the late application.

The application meets the statutory requirements for the disabled veteran exclusion other than being timely filed. The late application was received on October 9, 2018.

Please put on the next Board of Commissioners consent agenda for their action.

October 9, 2018

Sampson County Board of Commissioners
Rowan Road
Clinton, North Carolina 28328

RE: Donald Allen

Dear Commissioners:

I am Total and Permanently Disabled Veteran Honorably Discharged Veteran that served in the Military during the Vietnam War. I am receiving Veterans Compensation from the Department of Veterans Affairs for disabilities that occurred while in service. I was awarded benefits with an effective date of (8/26/2017). I made my application for Tax relief on (8/23/2018) and did not received it back from the VA until (10//6/2018) I was made aware of the application for the Property Tax Exclusion for Disabled Veteran's and Widow's through the County Veterans Office in Clinton. I submitted my application through the Regional Office in Winston-Salem, NC. My award was retroactive from 8/26/2017 so I would have been rated as 100% P&T on January 1, 2018. I am requesting you to please accept this application and grant me the Tax Exclusion on my County Property Tax for the year 2018

Thank you for your consideration and I wait anxiously for your decision.

Sincerely,



Donald Allen
PO Box 697
Garland, NC 28441

6021

16-0006021-01

0442

703
NCDVA-9
(Rev. 08-09)

For best delivery to USDVA, filing this form with your local veteran's service office is recommended.

State of North Carolina
Certification for Disabled Veteran's
Property Tax Exclusion (G.S. 105-277.1C)

Sampson
COUNTY

SECTION 1

TO BE COMPLETED BY THE VETERAN OR THE
SURVIVING SPOUSE WHO HAS NOT REMARRIED

Donald Allen

NAME (Print or Type)

Donald Allen

DISABLED VETERAN'S FULL NAME (PRINT OR TYPE)

PO Box 697

STREET ADDRESS OR P.O. BOX NUMBER

Mary Herring Allen

SURVIVING SPOUSE'S FULL NAME (PRINT OR TYPE)

(If Applicable)

Garland

NC

28441

CITY

STATE

ZIP CODE

U.S. DEPT. OF VETERANS AFFAIRS
FORM NUMBER

VETERAN'S SOCIAL SECURITY NUMBER

I am either (1) a veteran whose character of service at separation was honorable or under honorable conditions and who has a permanent and total service-connected disability or (2) the surviving spouse, who has not remarried, of a veteran whose character of service at separation was honorable or under honorable conditions and who had a permanent and total service-connected disability at death or veteran's death was the result of a service-connected condition. I request USDVA complete this certification in support of my separate application for the Disabled Veteran's Property Tax Exclusion to the Tax Assessor.

SECTION 2

Disabled Veteran's Signature

I authorize the U.S. Department of Veterans Affairs to release information regarding my disability as needed for this certification.

Donald Allen

DISABLED VETERAN'S SIGNATURE

08-23-2018

DATE

SECTION 3

Surviving Spouse's (who has not remarried) Signature

I authorize the U.S. Department of Veterans Affairs to release information regarding my spouse's disability or death as needed for this certification.

Mary Herring Allen

SURVIVING SPOUSE'S SIGNATURE

10-8-2018

DATE

SECTION 4

To be completed by the U.S. Department of Veterans Affairs

Please check all that apply:

- A. Veteran does not meet either B, C, D, or E of the below criteria.
- B. Veteran has a service-connected permanent and total disability that existed as of 8/26/17.
- C. Veteran received benefits on _____ from U.S. Department of Veterans Affairs for specially adapted housing under 38 U.S.C. 2101 for the veteran's permanent residence.
- D. Veteran died on _____ and had a service-connected permanent and total disability at death.
- E. Veteran died on _____ and the death was either (1) the result of a service-connected condition or (2) death occurred while on active duty in the line of duty and not due to service member's own willful misconduct.

Character of Disabled Veteran's Service at Separation: (DD-214)

- Honorable
- Under Other than Honorable Conditions
- Under Honorable Conditions

SIGNATURE OF USDVA CERTIFYING OFFICIAL

A. Schrammer

DATE

10/2/18

PRINTED NAME OF USDVA CERTIFYING OFFICIAL

A. Schrammer

TITLE OF USDVA CERTIFYING OFFICIAL

NOTE:
Stamped Signature by USDVA Official on this form has been authorized by Director, VA Regional Office, Winston-Salem, NC.

Sampson County
Office of Tax Assessor
PO Box 1082
Clinton, NC 28329

Phone 910-592-8146

Fax 910-592-1227

To: Ed Causey, County Manager
From: Jim Johnson, Tax Administrator
Date: October 22, 2018
Subject: Disabled Veteran Exclusion
(GS 105-277.1c)

The attached disabled veteran exclusion application was received after June 1, 2018. After that date, the Board of Commissioners must approve the application.

The applicant is as follows:

Butler James Kendrick Jr

A letter is submitted requesting approval of the late application.

The application meets the statutory requirements for the disabled veteran exclusion other than being timely filed. The late application was received on September 25, 2018.

Please put on the next Board of Commissioners consent agenda for their action.

September 25, 2018

Sampson County Board of Commissioners
Rowan Road
Clinton, North Carolina 28328


RE: Butler James Kendrick, Jr.

Dear Commissioners:

I am Total and Permanently Disabled Veteran Honorably Discharged Veteran that served in the Military. I am receiving Veterans Compensation from the Department of Veterans Affairs for disabilities that occurred while in service. I was awarded benefits with an effective date of (3/1/2017). I was made aware of the application for the Property Tax Exclusion for Disabled Veteran's by the Sampson County Tax Office in Clinton. I realize that I have not submitted my application in a timely manner to the Tax Office, but I am requesting you to please accept this application and grant me the Tax Exclusion on my County Property Tax for the year 2018

Thank you for your consideration and I wait anxiously for your decision.

Sincerely,


Butler James Kendrick, Jr.
800 South River Rd
Autryville, NC 28318

02-0287200-11

103709

000

NCDVA-9 (Rev. 08-09)

For best delivery to USDVA, filing this form with your local veteran's service office is recommended.

State of North Carolina Certification for Disabled Veteran's Property Tax Exclusion (G.S. 105-277.1C)

Samson COUNTY

SECTION 1

TO BE COMPLETED BY THE VETERAN OR THE SURVIVING SPOUSE WHO HAS NOT REMARRIED

Butler James Kendrick Jr.

Butler J. Kendrick, Jr

NAME (Print or Type)

DISABLED VETERAN'S FULL NAME (PRINT OR TYPE)

800 South River Rd.

STREET ADDRESS OR P.O. BOX NUMBER

SURVIVING SPOUSE'S FULL NAME (PRINT OR TYPE)

Autryville, NC 28318

CITY STATE ZIP CODE

(If Applicable)

U.S. DEPT. OF VETERANS AFFAIRS FILE NUMBER

VETERAN'S SOCIAL SECURITY NUMBER

I am either (1) a veteran whose character of service at separation was honorable or under honorable conditions and who has a permanent and total service-connected disability or (2) the surviving spouse, who has not remarried, of a veteran whose character of service at separation was honorable or under honorable conditions and who had a permanent and total service-connected disability at death or veteran's death was the result of a service-connected condition. I request USDVA complete this certification in support of my separate application for the Disabled Veteran's Property Tax Exclusion to the Tax Assessor.

SECTION 2

Disabled Veteran's Signature

I authorize the U.S. Department of Veterans Affairs to release information regarding my disability as needed for this certification.

Butler J. Kendrick Jr

DISABLED VETERAN'S SIGNATURE

8/15/2018

DATE

SECTION 3

Surviving Spouse's (who has not remarried) Signature

I authorize the U.S. Department of Veterans Affairs to release information regarding my spouse's disability or death as needed for this certification.

SURVIVING SPOUSE'S SIGNATURE

DATE

SECTION 4

To be completed by the U.S. Department of Veterans Affairs

Please check all that apply:

- A. Veteran does not meet either B, C, D, or E of the below criteria.
B. [X] Veteran has a service-connected permanent and total disability that existed as of 3-1-2017.
C. Veteran received benefits on from U.S. Department of Veterans Affairs for specially adapted housing under 38 U.S.C. 2101 for the veteran's permanent residence.
D. Veteran died on and had a service-connected permanent and total disability at death.
E. Veteran died on and the death was either (1) the result of a service-connected condition or (2) death occurred while on active duty in the line of duty and not due to service member's own willful misconduct.

Character of Disabled Veteran's Service at Separation: (DD-214) [X] Honorable [] Under Other than Honorable Conditions [] Under Honorable Conditions

K. Schillhammer

SIGNATURE OF USDVA CERTIFYING OFFICIAL

9-19-18

DATE

K. SCHILLHAMMER

PRINTED NAME OF USDVA CERTIFYING OFFICIAL

USCM

TITLE OF USDVA CERTIFYING OFFICIAL

NOTE: Stamped Signature by USDVA Official on this form has been authorized by Director, VA Regional Office, Winston-Salem, NC.

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8594

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

Members:

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 Gerardo Javier Ferrera Euceda in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
<u>2017</u>	\$ <u>112.34</u>
<u>§</u>	\$ <u>§</u>
<u>§</u>	\$ <u>§</u>
<u>§</u>	\$ <u>§</u>
<u>§</u>	\$ <u>§</u>
TOTAL REFUND	\$ <u>112.34</u>

These taxes were assessed through clerical error as follows.

Bill # 0030532744
EAW 8608
Tag Turn in (Sold)
2010 Niss

<u>302</u> County Tax	<u>67.65</u>
<u>301</u> School Tax	<u>11.89</u>
Fire Tax	
<u>102</u> City Tax	<u>32.80</u>
TOTAL \$	<u>112.34</u>

Mailing Address.

X _____
207 Ellen St
Clinton NC 28328

Yours very truly

X Gerardo Javier Ferrera
Taxpayer

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8744

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

Members:

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 BJ Williamson Inc in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	\$
<u>2018</u>	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____

TOTAL REFUND \$ 536.96

These taxes were assessed through clerical error as follows.

2018 Lexus
Vehicle Sold, Tag Turned In
Tag# FLY582K

CO2 County Tax 323.35
001 School Tax 56.83
Fire Tax _____
102 City Tax 156.78
TOTAL \$ 536.96

Mailing Address.

Yours very truly

B.J. Williamson, Inc. / Chris Williamson
Taxpayer

820 W. Elizabeth Bl.
Clinton, NC 28328

X
Social Security # _____

RECOMMEND APPROVAL:
Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8743

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

Members:

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 Constance Barefoot Williamson in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
<u>2018</u>	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
TOTAL REFUND	\$ <u>151.56</u>

These taxes were assessed through clerical error as follows.

*2016 Buick
Vehicle Sold, Tag turned In 8/20
Tag # CDA 4188*

County Tax 91.27
 School Tax _____
 Fire Tax _____
 702 City Tax 60.29
 TOTAL \$ 151.56

Mailing Address.

X 820 W. Elizabeth St.
Clinton NC 28328

Yours very truly

X Constance Barefoot Williamson
Taxpayer

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8735

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

Members:

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 Bobby Shelton Thornton in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
2017	\$ 120.38
§	\$
§	\$
§	\$
§	\$
§	\$
§	\$
TOTAL REFUND	\$ 120.38

These taxes were assessed through clerical error as follows.

Bill # 0031434022
D52 4092
Tas turned in (traded in)
2013 Chev

G02	County Tax	109.13
	School Tax	
F14	Fire Tax	11.25
	City Tax	
	TOTAL \$	120.38

Mailing Address.

Yours very truly

Bobby Thornton
Taxpayer

604 Bowen Brook Rd
Roseboro N.C 28382

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8748

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

Members:

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 Michael Steven Albee in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	\$
<u>2018</u>	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>168.21</u>

These taxes were assessed through clerical error as follows.

*2018 Chev
Vehicle Sold, Tag Turned In
Tag # TPR 9143*

602 County Tax 101.30
501 School Tax 17.80
Fire Tax _____
702 City Tax 49.11
TOTAL \$ 168.21

Mailing Address.

X 400 Coharie Drive
Clinton NC 28328

Yours very truly

Michael Albee
Taxpayer

X

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date Initials

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8754

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

Members:

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 Jennifer Barefoot Grice in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
2017	\$ 114.50
S	\$
	\$
	\$
	\$
	\$
TOTAL REFUND	\$ 114.50

These taxes were assessed through clerical error as follows.

Bill # 0035960126
HA 7863
Tas Turn in (~~so~~ totalled)
2016 Ram Truck

GO 2 County Tax	106.14
School Tax	
F18 Fire Tax	8.36
City Tax	
TOTAL \$	114.50

Mailing Address.

897 East Barefoot Rd
Newton Grove, NC 28366

Yours very truly

Jennifer Grice
Taxpayer

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date Initials

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8756

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

Members:

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 Fred White Kenoir in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
2017	\$ 170.42
)	\$
)	\$
)	\$
)	\$
)	\$
TOTAL REFUND	\$ 170.42

These taxes were assessed through clerical error as follows.

Bill # 0042255752
FBC8651
Tag Turn in (sold)
2017 Chev

G02	County Tax	157.09
	School Tax	
F24	Fire Tax	13.33
	City Tax	
TOTAL \$		170.42

Mailing Address.

1949 Caraway Road
Clinton, NC 28328

Yours very truly

Fred White Kenoir by
Taxpayer Patricia Robinson

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8757

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

Members:

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 Wendy Eleanor Jordan in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	\$
<u>2018</u>	<u>7</u>
TOTAL REFUND	\$ <u>117.59</u>

These taxes were assessed through clerical error as follows.

*2015 Nissan
Vehicle Sold, Tag Toned In
Tag # DC12664*

602 County Tax	<u>90.67</u>
501 School Tax	<u>15.93</u>
Fire Tax	_____
102 City Tax	<u>10.99</u>
TOTAL \$	<u>117.59</u>

Mailing Address.

John W. Johnson
2771 Box Hill Bridge Rd
CLINTON NC 28328

Yours very truly

Wendy Eleanor Jordan
Taxpayer

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8763

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

Members:

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 Janet Lane Mesercher in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
2018	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
TOTAL REFUND	\$ <u>196.44</u>

These taxes were assessed through clerical error as follows.

*2017 Chev
Vehicle Sold Tag Turned In
Tag # SC 9174*

<i>602</i>	County Tax	<u>177.12</u>
	School Tax	_____
<i>F20</i>	Fire Tax	<u>19.32</u>
	City Tax	_____
	TOTAL \$	<u>196.44</u>

Mailing Address.

Yours very truly

Janet L. Mesercher
Taxpayer

X 6606 Dunn Rd
ROSEBORO NC 28382

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8765

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

Members:

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 Ashley Lauren Wilkins in _____ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
2017	\$ 192.61
{	\$
{	\$
{	\$
{	\$
{	\$
TOTAL REFUND	\$ 192.61

These taxes were assessed through clerical error as follows.

Bill # 0037049490
DKB5637
Tag Turned in (sold)
2017 QMC

G02	County Tax	173.67
	School Tax	
F06	Fire Tax	18.94
	City Tax	
	TOTAL \$	192.61

Mailing Address.

24 Club House DR
Dunn, NC 28334

Yours very truly

Ashley L Wilkins
Taxpayer

Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8770

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

Members:

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 Robby G, Janice D Hill in North Clinton Township, Sampson County, for the year(s) and in the amount(s) of: 12070404002

YEAR <u>2018</u>	\$ <u>249.09</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>249.09</u>

These taxes were assessed through clerical error as follows.

*Refund Returned Check Fee
Verified Taxpayer had
sufficient funds in
separate account per
60 105-357(b)(2)*

60/ County Tax	<u>249.09</u>
School Tax	_____
Fire Tax	_____
City Tax	_____
TOTAL \$	<u>249.09</u>

Mailing Address.

511 Beaver Dam Dr.
Clinton, NC 28328

Yours very truly

* Bobby Hill
Taxpayer

* Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8766

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

Members:

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 Manuel Cornejo Anselmo
_____ in SC _____ Township, Sampson County, for
the year(s) and in the amount(s) of:

YEAR	\$
<u>2018</u>	<u>30.18</u>
<u>2017</u>	<u>242.12</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>272.30</u>

These taxes were assessed through clerical error as follows.

Traded 2 vehicles -
Surrendered Tag
2005 Ford FFA 6699
2018 Ford TPE 6794

	2017	2018
CO2 County Tax	<u>215.95</u>	<u>26.92</u>
School Tax	_____	_____
Fire Tax	<u>26.17</u>	<u>3.26</u>
City Tax	_____	_____
TOTAL \$	<u>242.12</u>	<u>30.18</u> =
	<u>T = 272.30</u>	

Mailing Address.

Manuel Cornejo Anselmo
1955 CARTERTOWN RD
CLINTON NC 28328

Yours very truly

Taxpayer

Social Security # _____

RECOMMEND APPROVAL

Sampson County Tax Administrator

Board Approved _____

Date

Initials

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

P. O. BOX 1082 - CLINTON, NORTH CAROLINA 28329-1082

8752

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

Members:

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 Katrina Hemmingway in Turkey Township, Sampson County, for the year(s) and in the amount(s) of:

<u>18-0179200-06</u> YEAR	
<u>2011</u>	\$ <u>485.86</u>
<u>2012</u>	\$ <u>485.86</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>971.72</u>

These taxes were assessed through clerical error as follows.

DW was picked up by Rental in 2011.
+ WAS also on LTT - Bill was abated in 2013, but inadvertently misplaced for 2011/2012 -

County Tax	<u>902.72</u>
School Tax	_____
Fire Tax	<u>69.00</u>
City Tax	_____
TOTAL \$	<u>971.72</u>

Mailing Address.

Katrina Hemmingway
107 Britt St.
Clinton, NC 28328

Yours very truly

* Katrina Hemmingway
Taxpayer

* Social Security # _____

RECOMMEND APPROVAL:

Jim Johnson
Sampson County Tax Administrator

Board Approved _____
Date _____ Initials _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

Members:

Pursuant to North Carolina G. S. 105-381, I hereby demand a release and adjustment of taxes assessed by Sampson County against the property owned by Adaline Group LLC in Westbrook Township, Sampson County, for the year(s) and in the amount(s) of: 19-0444360-04

Year	<u>2018</u>	\$	<u>334.70^{5H}</u>
		\$	<u> </u>
		\$	<u> </u>
		\$	<u> </u>
		\$	<u> </u>
Total Release/Adjustment		\$	<u> </u>

<u>601/</u> County Tax	\$	<u>298.52</u>
School Tax	\$	<u> </u>
<u>F07/</u> Fire Tax	\$	<u>36.18</u>
City Tax	\$	<u> </u>
Total	\$	<u>334.70</u>

The taxes were assessed through clerical error or an illegal tax as follows:

DW bounded acc to Fire Report emailed to our Office on 9-24-18 (10-19-17)

Taxpayer: Adaline Group, LLC

Tax Administrator: [Signature]

Board Approved: _____

Date: _____ Initials: _____

OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR

Members:

Pursuant to North Carolina G. S. 105-381, I hereby demand a release and adjustment of taxes assessed by Sampson County against the property owned by Curtis Dale Dew Jr in Taylor's Bridge Township, Sampson County, for the year(s) and in the amount(s) of:

Year	<u>2018</u>	\$	_____
	_____	\$	_____
	_____	\$	_____
	_____	\$	_____
	_____	\$	_____
Total Release/Adjustment		\$	<u>376.68</u>

601 County Tax	\$	<u>347.22</u>
School Tax	\$	_____
P23 Fire Tax	\$	<u>29.46</u>
City Tax	\$	_____
Total	\$	<u>376.68</u>

The taxes were assessed through clerical error or an illegal tax as follows: Mr. Dew failed to return listing form mailed in January and Discovery letter mailed in August due to not receiving the listing form back. He received the bill and called the tax office on 10-3-18, stating he lives in Duplin County and the boat was sold in 11/2017

Taxpayer: Curtis Dale Dew, Jr.

Tax Administrator: [Signature]

Board Approved: _____

Date: _____ Initials: _____

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

MEMO:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer
 SUBJECT: Budget Amendment for fiscal year 2018-2019

1. It is requested that the budget for the NCHFA Essential Single Family Rehabilitation Program be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
29549430-562004	Rehabilitation	175,000.00	
29549430-519049	Administration	70,000.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
29034943-403614	Grant-NC Housing Finance	245,000.00	

2. Reason(s) for the above request is/are as follows:

We have been approved to rehabilitate an additional 7 units by NC Housing Finance Authority.




 (Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 2018



 (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:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer
 SUBJECT: Budget Amendment for fiscal year 2018-2019

1. It is requested that the budget for the Taylors Bridge Fire Department be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
23243410-581026	Taylors Bridge Fire Department	46,000.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
23043426-499900	Fund balance appropriated	46,000.00	

2. Reason(s) for the above request is/are as follows:


The department has requested funds to pay off fire apparatus (Rescue Truck 1651) and funds for new air packs and personal safety equipment.



 (Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 2018


 (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:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer
 SUBJECT: Budget Amendment for fiscal year 2018-2019

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>
11141300-599900	Disaster relief	350,000.00	
61971000-544000	Contract services	200,000.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
11033010-402605	FEMA funds	350,000.00	
61937100-408900	Miscellaneous revenue	200,000.00	

2. Reason(s) for the above request is/are as follows:
 To allocate funds to pay for the costs related to Hurricane Florence.



 (Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 2018



 (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:

FROM: David K. Clack, Finance Officer
 TO: Sampson County Board of Commissioners
 VIA: County Manager & Finance Officer
 SUBJECT: Budget Amendment for fiscal year 2018-2019

1. It is requested that the budget for the Juvenile Justice Programs be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
05558310-581000	Transfer to state agency	22,910.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
05435831-409906	FBA youth shelter	8,200.00	
05435831-409905	FBA psychological	500.00	
05435831-409900	FBA administration	8,439.00	
05435831-409902	FBA teen court restitution	4,266.00	
05435831-409903	FBA teen inspire	1,505.00	

2. Reason(s) for the above request is/are as follows:
 To increase budget to return unspent grant money to the State.



 (Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 10/26, 2018



 (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:

10/2/2018

FROM: SAMPSON COUNTY HEALTH DEPARTMENT

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2018-2019

1. It is requested that the budget for the Environmental Health Department be amended as follows:

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
12551810-526200	DEPARTMENT SUPPLIES	95,660.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
12535181-404000	STATE ASSISTANCE	95,660.00	

2. Reason(s) for the above request is/are as follows:

ALLOCATE NEW STATE FUNDS FOR MOSQUITO ABATEMENT - \$2000 FOR DUNKS - \$93660 FOR CHEMICALS

Wanda Fisher
(Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

10/2, 2018

M. K. Ay
(County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 20____

Evan W. C.
(County Manager & Budget Officer)

Date of approval/disapproval by B.O.C.

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

MEMO:

10/03/18

FROM: Eileen Coite

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for Fiscal Year 2018-2019

1. It is requested that the budget for the Cooperative Extension Department be amended as follows:

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
04449500-529900	MISCELLANEOUS <i>Exp.</i>	500.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
04034950-408900	4-H PROGRAMS	500.00	

2. Reason(s) for the above request is/are as follows:

To utilize funds received from Prestage for the 4-H Embryology Program.

Eileen A. Coite
(Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

10/26, 2018
[Signature]
(County Finance Officer)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

_____, 20____
[Signature]
(County Manager & Budget Officer)

Date of approval/disapproval by B.O.C.

**COUNTY OF SAMPSON
BUDGET AMENDMENT**

MEMO:

10/19/2018

FROM: RONALD BASS, DIRECTOR

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2018-2019

1. It is requested that the budget for the EMERGENCY MANAGEMENT Department be amended as follows:

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243300 526200	DEPARTMENTAL SUPPLIES	4,962.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11033839-408900	MISCELLANEOUS REVENUE	4,962.00	

2. Reason for the above request is as follows: REQUESTING TO ACCEPT GRANT FUNDS FROM OPERATION ROUND UP AND FOR SAID FUNDS TO BE DEPOSITED IN THE SPECIFIED EXPENDITURE ACCOUNT.

Ronald Bass

(Signature of Department Head)

ENDORSEMENT

1. Forwarded, recommending approval/disapproval.

10/30, 2018

M. Uch

(County Finance Officer)

ENDORSEMENT

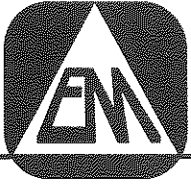
1. Forwarded, recommending approval/disapproval.

_____, 20____

Ever W. Co

(County Manager & Budget Officer)

Date of approval/disapproval by B.O.C.



**SAMPSON COUNTY
EMERGENCY
MANAGEMENT
SERVICES**

**RONALD BASS
DIRECTOR
(910) 592-8996**

107 UNDERWOOD ST., CLINTON, NORTH CAROLINA 28328

M E M O R A N D U M :

TO: Sampson County Board of Commissioners
FROM: ^{RB} Ronald Bass, Emergency Services Director
DATE: October 19, 2018
SUBJECT: **Operation Round Up**

Our agency has the opportunity to receive South River Electric Membership Corporation's Operation Round Up grant, this year, which will enable us to purchase a drone to aid the Fire Marshal's in the fire inspection process. We are requesting to accept these funds.

Thank you for your time and consideration.

RB/mw

Attachments

Draft Quote

DRONENERDS

Drone Nerds Inc.
320 NE 1st Ave
Hallandale, FL 33009
UNITED STATES
P: 786-708-7807
E: info@dronenerds.com
www.DroneNerds.com

Order #	O230450
PO #	N/A
Order Date	Sep 27, 2018
Customer	Prentice Madgar
Currency	USD

Contact:
Prentice Madgar
pmadgar@sampsonnc.com

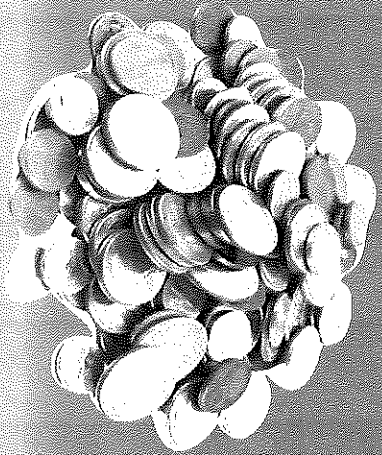
Qty	Item / Description	Unit Price	Total
1	DJI Mavic Platinum Ready to Fly Boson 320 Thermal Solution - Custom Build SKU: MAVICPLATBOSONKIT	4,336.00	4,336.00
4	DJI Mavic Part 1 Intelligent Flight Battery (Platinum) SKU: CP.PT.00000077.01, Manufacturer: DJI, UPC: 190021299061	80.00	320.00
1	DJI Mavic Part 7 Battery Charging Hub SKU: CP.PT.000563, UPC: 190021282698, Manufacturer: DJI, EAN: 6958265134692	45.00	45.00
1	GPC Go Professional Cases Thermal Mavic Case SKU: DN-Mavic-Therm-1, Manufacturer: GoProfessional	225.00	225.00
4	DJI Mavic 8331 Low-Noise Quick-Release Propellers (one pair) (Silver) SKU: CP.PT.00000079.02, UPC: 190021300866, EAN: 66958265154751, Manufacturer: DJI	9.00	36.00
11		Subtotal	4,962.00
		Sales Tax	0.00
		Total	4,962.00

NOW WHAT?!

Now is when your pocket change starts helping the community.

Schools and organizations requesting funding from the foundation must complete a very thorough grant application. Applications will be reviewed by the foundation board, which may request additional information. The board votes on all grant requests.

Organizations can receive up to \$5,000 annually while schools can receive \$2,500 to \$10,000 annually.



Yes and No

Yes. Your contributions are tax-deductible. And don't forget, your participation is voluntary, but greatly appreciated by those it helps.

No. Not just anyone can apply for the grants. Organizations and schools must serve people in the South River EMC service area.



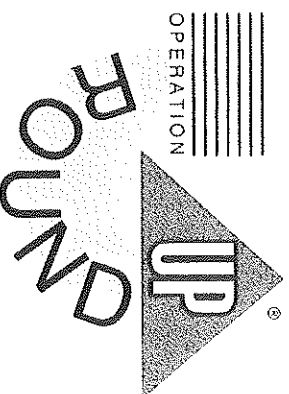
Yes. You can join or drop out of the program at any time. Members are automatically signed up to participate, but may withdraw by simply notifying the Cooperative. If you had previously decided not to participate and change your mind, you can sign up by calling the Cooperative office.

No. Grants cannot be used for salaries or for any kind of political contribution.



South River Electric
Membership Corporation
A Triadstone Energy Cooperative

Won't you
Round Up
with us?



P.O. Box 931
Dunn, NC 28335
910.892.8071
800.338.5530

sremc@sremc.com

The who, what, where, when, why and how of Operation Round Up.

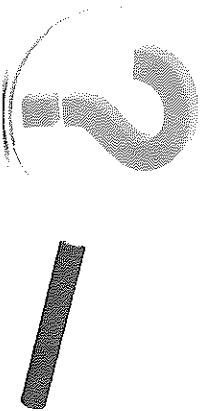
The who: YOU! Yes, you, our members. Only you can decide to participate in this program! This program is exclusively for South River EMC members to join together and lift up our community. Working with South River EMC to find a better way to spend your small change can make a big change for someone else.

The what: Operation Round Up is a program to generate and collect charitable donations to improve the quality of life for our community through school and nonprofit organizations.

The where: Our community. This campaign is meant to use small change to make a big change in community life. Funds will be given primarily to organizations that serve either the health, safety, educational or recreational needs of citizens within the service area.

The when: Immediately! Operation Round Up begins at South River EMC in May of 2012.

The why: Why not? This is a great way to spend your change right in your own backyard. It could one day benefit you or your friends. It amounts to about \$6 a year from our members, but many members can do a lot. Some examples of possible uses of funds could be new equipment for a volunteer fire department, educational materials for a school, lighting for a ball field, emergency assistance for a weather-related disaster, etc.



The how: Each month, the electric cooperative simply "rounds up" the electric bill of participating members to the next highest dollar. For example, if your bill one month is \$81.75, the bill would automatically be rounded up to \$82 and the extra 25¢ would be deposited in the Operation Round Up fund. An independent board of directors, made up of community leaders, will be the ones to distribute the funds raised. Members are automatically signed up, but can drop out at any time.



"During these times there are many poor people out there who need help and the only ones that can help them are us, and given such an easy way to do this, we should not let them down."

South River EMC member



Sampson County Health Department

**Fiscal Services
Policy & Procedures**

Sampson County Health Department Fiscal Program Policy Review & Revision Form				
Annual Review Date	Revision Date	Revision: Name, Location, Page # of Section w/ Revision(s)	Changes Made By	Date Staff Notified
09/04/2018		1. Pg. 34-Change to Title X Policy 2. All Sections: Reference to BOH now Sampson County Health Advisory Committee.	Tamra Jones	09/11/2018

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**SAMPSON COUNTY HEALTH DEPARTMENT
Fiscal Services Policy and Procedures: Year 2018**

Program/Manual: Administrative Fiscal	<u>Applicable Signatures/Title</u>
Title: Fiscal Services Policy & Procedures	Program Coordinator/Specialist: N/A
<input type="checkbox"/> Program Policy:	Fiscal Program Supervisor: Tamra Jones
<input type="checkbox"/> Program Procedures:	Director of Nursing: Kathie Johnson
<input type="checkbox"/> Management/Department-wide Policy	Medical Director: Dr. Allyn Dambeck
<input type="checkbox"/> Personnel Policy	Health Director: Wanda Robinson
XX Fiscal Policy	Sampson County Board of County Commissioners Chair: Clark Wooten
Distributed to: All Staff	Effective Date: 8/31/2018
	Supersedes: 11/30/2017

Purpose:

To establish and maintain consistent, non-discriminatory procedures for determining client eligibility, billing and fees for services for the clients of the Sampson County Health Department

Policy:

Sampson County Health Department (SCHD) recognizes that public health services are increasingly costly to provide. Sampson County Health Department (SCHD) serves the public interest best by assuring that all legally required public health services are furnished for all citizens and to also provide as many recommended and requested public health services as possible for those citizens with greatest need.

Sampson County Health Department (SCHD) has determined that fees are a means to help distribute services to citizens of the county and help finance and extend public health resources as government funding cannot support the full cost of providing all requested services in addition to required services. Fees are considered appropriate, in the sense that while the entire population benefits from the availability of subsidized public health services for those in need, it is the actual users of such services who gain benefits for themselves.

It is the policy of SCHD to use a fee determination and collection process to help ensure services can be provided at a reasonable cost for all those seeking services through the Sampson County Health Department.

SCHD provides services without regard to religion, race, national origin, creed, sex, parity, marital status, age or contraceptive preference.

Applicable Law, Rules & Regulations:

North Carolina General Statute § 130A-39
North Carolina General Statute § 105A: Article 1: 1 – 16.
10A NCAC 45A.

Health Insurance Portability & Accountability Act (HIPAA) of 1996.
42 CFR 59: Grants for Family Planning Services.

Responsible Person(s):

All SCHD staff members involved in any portion of fiscal services.
SCHD staff members are responsible for:

1. Consistently following the established guidelines for fiscal services and fee collection through the local, state and federal guidelines
2. Policy and procedures addressed in this document
3. Generally accepted accounting principles.
4. Holding all client information confidential.

Procedures:

Verification of Identification:

1. All clients will be asked for proof of identification during the registration process.
2. Sampson County Health Department accepts: birth certificates; social security cards; drivers' licenses; or other identification cards such as: work, school, military identification cards; passports; visas or green cards.
3. If a question should arise when the patient presents for a service following the first initial visit, further documentation will be required.

Financial Eligibility Guidelines:

1. Information regarding a client's income and family size is required to be documented under Registration, Family Profile, and Household Income in CureMD application.
2. Confidential Clients: If the patient is considered to be a "confidential patient", this information will be reflected under Registration, Family Profile and Household Income as well as in the address line under Patient Demographics and the patient banner in the CureMD application. – refer to "Patient Confidentiality" below.

Proof of Insurance/Medicaid/Medicare/Co-pays:

1. All clients are required to provide insurance, Medicaid and Medicare cards at the beginning of each visit.
2. The cards are to be collected by the Intake/Eligibility Staff and scanned into the client's chart. A copy of their insurance card is attached to the client's encounter form before being dropped for the nursing staff.
3. Intake/eligibility staff is responsible for collecting co-pays at the time of financial eligibility screening **prior** to the client receiving services with the exception of Family Planning Services. - see "Eligibility for Specific Programs" # 7 below.

Determining Gross Income:

1. Gross income is the total of all cash income before deductions for income taxes, employee social security taxes, insurance premiums, bonds, etc.
2. For self-employed applicants (both farm and non-farm) this means net income after business expenses.
3. Gross income does not include money earned by children for baby-sitting, lawn mowing, and other tasks.
4. In general gross income includes:
 - A. Salaries, wages, commissions, fees, tip
 - B. Overtime pay
 - C. Earnings from self-employment
 - D. Earnings from stocks, bonds, savings account interest, rentals, and other investment income
 - E. Public assistance moneys
 - F. Unemployment compensation
 - G. Alimony and child support payments
 - H. Social Security benefits
 - I. Veterans Administration benefits
 - J. Supplementary Security Income (SSI) benefits
 - K. Retirement and pension payments
 - L. Workers compensation
 - M. Regular contributions from individuals not living in the household
 - N. All other sources of cash income except those specifically excluded
 - O. Lawn maintenance, as a business
 - P. Housekeeping, as a business

Proof of Income Requirements

1. Sampson County Health Department has the right to require “proof of income” when determining eligibility for all programs, with the exception of Communicable Disease, STD and TB Programs.
2. A copy of the most recent proof of income will be scanned into the client’s document manager.
3. Income is verified by paycheck stub, letter from employer, or tax return/W-2 – refer to “Determining Gross Income” above for income considerations.
4. Adolescents that request confidential Family Planning services: The adolescent’s income is the only income that will be used and the adolescent will be considered as a household of one. – see “Patient Confidentiality” and “Title X Fiscal Guidance for Family Planning” below.
5. No client will be refused services when presenting for care due to failure to provide proof of income; however, the client will be billed at 100% of the total cost of the services until proof of income and family size is provided to the agency.
6. Any client that does NOT have proof of income will sign the thirty (30) day letter showing they understand they have thirty (30) days to present proof of income in order to

- apply the sliding scale fee to the charges for the visit. If no documentation is produced within the thirty (30) days, the charge will stand at 100% for the visit.
7. SCHD staff has the right to verify income information and the client must read, understand, and sign the income statement in regards to checking their income information.
 8. Income verification documented from a client's participation in another program may be used to determine financial eligibility for the current services being requested.

Determining Household Size:

1. A household is defined as a group of related or non-related individuals living together as one economic unit. Individuals are considered members of a single family or economic unit when their production of income and consumption of goods are related and serves as the source of income for the unit.
2. Each individual living in the unit is counted as one member of the household.
3. A pregnant woman is counted as two in determining a family size unless it is in conflict with the clients cultural, religious, and/or beliefs.
4. Adolescents requesting confidential services are counted as a household of one per Title X requirements see "Patient Confidentiality" and "Title X Fiscal Guidance for Family Planning" below.
5. Anyone that requests confidential services, regardless of age, will be considered a household unit of one and billed according to the individual's income – see "Patient Confidentiality" below.
6. Examples:
 - A. A foster child assigned by DSS is a family of one with income considered to be paid to the foster parent for support of the child. A foster child cannot confer adjunct income eligibility on family members.
 - B. An individual or family in an institution (incarcerated), etc. is considered a separate economic unit and will be based on a household of one.
 - C. If a patient is living in a homeless shelter or domestic violence is considered to be a problem, the patient will be counted as a household of one and only their income will be counted.

Computation of Income:

1. Employment Income Formula:
 - A. Continued employment past 12 months
 - B. One year back from the date of service
Example: Date of service = 03/11/17; 12 months back = 03/11/16
2. Unemployment Income Formula:
 - A. Six months formula
 - B. Wage earner(s) unemployed at time of application

C. Unemployed any time during previous 12 months

Example: Unemployed today = 03/11/17; Income determined six months back =9/11/16- 03/11/17 - Income determined six months forward = 03/11/17-09/11/17 - Total = 12 months of income.

Follow-up of Income/Household Verification after Initial Visit:

1. Following the initial financial eligibility determination, the client will be asked if there has been a change in their financial status at each subsequent visit.
2. All client information must be updated at each visit, including prenatal returns.
3. When verifying information staff will ask the client “What is your phone number?” “What is your address?”
4. Staff will **NOT** read prior visit demographic information to the client and ask if the information is correct, such as “Is your phone number still 910-999-9999?”
5. Staff will ask for and copy most recent insurance, Medicaid, Medicare or other cards, make copies, attach a copy to the Encounter Form and scan into client’s record.

Services Eligibility & Required Fees/Payments:

1. All clients are eligible for services through the Sampson County Health Department, regardless of their ability to pay with the exception of Adult Health Services – see “Eligibility for Specific Programs” #1 below.
2. Patient fees are assessed according to the rules and regulations of each program and each program’s recommended Poverty Level Sliding Fee Scale Schedule will be used to access fees with the exception of Adult Health and specific flat fee services, which are NOT supported by state or federal funds and/or program requirements.
3. All sources of payment will be accepted, including cash, check, debit/credit cards, insurances, Medicaid and Medicare. Co-pays are to be collected PRIOR to clients receiving services.
4. All third-party providers are billed where applicable, unless confidentiality is a barrier see “Patient Confidentiality” and “Title X Fiscal Guidance for Family Planning” below.
5. Medicaid will be billed as the payer of last resort.
6. Enrollment under Title XIX (Medicaid) will be presumed to constitute full payment for the service with the exception of the collection of all required Medicaid Co-pays unless the service the patient is receiving is not covered by their particular type of Medicaid. The patient can be charged for services not covered under their particular type of Medicaid. Patients will be informed of this and will sign the insurance agreement form.
7. Clients requesting Adult Health and flat fee services **MUST** pre-pay for all flat fees, co-pays and deductibles **PRIOR** to receiving services. These services include, but are not limited to:
 - A. TB skin test
 - B. Work physical
 - C. College physical
 - D. AH Physical Exam
 - E. Varicella titer

- F. Urine culture
 - G. CBC with differential
 - H. Adult Health Program private vaccines
 - I. Any laboratory services provided per written order from a Medical Provider.
8. All other client fees will be collected after the service is received. If a patient is unable to pay their account balance in full, Intake/Eligibility/Cashier Staff will have the patient sign a payment agreement. An itemized bill will be provided to all clients at the time of service. Those clients who pay or make a payment will also be given a receipt.
 9. An itemized account of services provided will be given to all Family Planning clients, regardless of the amount owed by the client.
 10. The Health Director is authorized to circumvent fiscal services guidelines. Fees for services for any client may be waived, including individuals with family incomes above 250 percent of poverty level who, as determined by SCHD Health Director, are unable for good cause to pay for services, including Family Planning clients.
 - A. The client and/or the client's financial record will be referred to the Health Director who will review the information and consider that waiver of charges.
 - B. The Health Director's determination will be documented in the client's medical record.
 - C. A letter will be sent to the client informing him/her of the Health Director's decision.

Patient Confidentiality:

1. Any client receiving services may request confidentiality – see the SCHD Administrative Manual Confidentiality Policy. This includes adolescents and young adults seeking confidential Family Planning services or individuals for whom billing could result in domestic/intimate partner/interpersonal violence – see “Patient Confidentiality” and “Title X Fiscal Guidance for Family Planning” below.
2. If a patient is considered to be a “confidential patient”, Intake/Eligibility staff will mark the confidential red flag in the patient demographics of the CureMD application and will stamp the charge sheet as confidential. If clinic staff identifies a confidential client, they will document on the Problem/Needs List and in the SOAP Note as well as the encounter form. Intake/Eligibility staff who checks the patient out, will mark the confidential red flag in the patient demographics of the CureMD application and will stamp the charge sheet as confidential.
3. Any client requesting confidential services will be considered a household of one and billed based on the sliding fee scale for the program requested.
4. **Exception:** Clients requesting confidential services that require Adult Health or flat fee services **MUST** pay **PRIOR** to receiving the requested services.
5. All third-party providers are billed where applicable, unless confidentiality is a barrier. Clients are informed that an Explanation of Benefits (EOB) may be mailed to the address given. If receipt of the EOB conflicts with the client's need for confidentiality, third-party payers that provide EOBs may not be billed.

6. Statements will be mailed monthly where confidentiality is not jeopardized. Confidential patients will be marked confidential in the address line of the demographics section in the patient profile.
7. When a client requests no mail, discussion of payment of outstanding debts will occur at the time services are rendered.
8. Patients marked confidential will be considered **“NO MAIL”** unless the client provides a confidential mailing address, which will be documented in the client record???????
9. Intake/eligibility staff will enter **“CONFIDENTIAL”** in the address line of the patient demographics in the Cure MD application to ensure monthly bills are not sent by mistake.
10. If clinic staff identifies a **“NO MAIL”** client, they will document on the Problem/Needs List and the SOAP Note as well as the encounter forms. Intake/Eligibility staff member will put **“CONFIDENTIAL”** in the address line of the patient demographics.
11. Emergency Contact Information will be completed or some other form of contact will be obtained and Intake/Eligibility staff will verify the information is correct to be used to contact the client. The client will be informed of the need to be contacted regarding account balances –see “Bad Debt Write-Off Process” #7 below.
12. If the client is unable to pay in full at the time of services rendered, a receipt will be issued for partial payment and the client will sign a payment agreement.
13. Client will be reminded at every visit of any amount they still owe.

NOTE: ***NO LETTERS OR CORRESPONDENCE CONCERNING INSURANCE, PAST DUE ACCOUNTS, BILLS, ETC. WILL BE SENT TO ANY PATIENT THAT REQUESTS NO MAIL. The Emergency Contact information will be used to communicate with the client when possible – see #11 above and Bad Debt Write-Off Process” #3.***

Eligibility for Specific Programs:

1. Adult Health:
 - A. Provides Adult Health Physical Exam screening services for clients including physical exam and laboratory testing as indicated.
 - B. Provides flat fee and other services including, but not limited to:
 1. TB skin testing not funded by the TB Program
 2. Work/College physicals
 3. Varicella titer
 4. Urine culture,
 5. CBC and other Lab services that are not part of Program requirements
 6. Adult Health Program private vaccines.
 7. Pregnancy Tests
 8. Any laboratory services provided per written order from a Medical Provider.
 - C. Eligibility:

1. Sampson County resident (Adult Health Vaccine recipients do not have to be a county resident)
 2. 21 years and older. (18 years and older on some programs)
 3. Sliding fee scale which slides to a \$30 minimum co-payment for Adult Health Physical screenings.
 4. Fees vary for other services – refer to the Sliding Fee Schedule
 5. Medicaid, Medicare, Insurances accepted.
- D. Adult Health clients that do not have third party payers **MUST pre-pay** for all services.
- E. Clients with third party payers **MUST pre-pay** all applicable co-pays and deductibles **PRIOR** to receiving services.
2. Breast & Cervical Cancer Control Program (BCCCP):
- A. Provides pap smears, breast exams and screening mammograms, assists women with abnormal breast examinations/mammograms, or abnormal cervical screenings to obtain additional diagnostic examinations.
 - B. Eligibility: Sampson County resident; determined by income; target group is women 50 to 64 years of age for mammograms and 40 to 64 years of age for Pap testing.
 - C. May not have Medicaid or Medicare; may have limited insurance, providing it meets NC BCCCP guidelines, such as large deductibles. This determination is made on a case-by-case basis.
3. Child Health:
- A. Well child exams conducted by the Child Health enhanced role nurses. Exams include:
 1. Medical, social, development and nutritional history
 2. Lab work as indicated by screening information
 3. Physical exam.
 - B. Eligibility:
 1. Sampson County resident
 2. Birth through 20 years
 3. Sliding fee scale
 4. Insurance and Medicaid accepted
4. Communicable Disease/TB Control:

- A. Deals with the investigation and follow-up of all reportable communicable diseases.
 - B. Provides testing, diagnosis, treatment, and referring as appropriate, of a variety of communicable diseases.
 - C. Provides follow-up and treatment of communicable disease cases, TB suspects/cases and their contacts.
 - D. Eligibility:
 - 1. No residency requirements
 - 2. Medicaid, Medicare and Insurance payers will be billed
 - 3. NO fees can be charged directly to the patient for these services as stated in Program Rules.
5. Care Coordination for Children (CC4C):
- A. Case management assists families in identification of and access to services for children with special needs that will allow them the maximum opportunity to reach their development potential.
 - B. Eligibility: Sampson County children who have any risk criteria or an identified developmental delay, disability, chronic illness; birth to 5 years of age.
 - C. **NO** fees or costs can be charged directly to the patient for participation in the program.
6. Diabetes Self-Management Program (DSMP):
- A. Provides diabetes education to increase the awareness and dangers of diabetes and lower the incidence of diabetes in the county.
 - B. The program consists of an initial assessment, one 8 hour class, a three month follow-up assessment and annual refresher classes.
 - C. Eligibility:
 - 1. Sampson County resident \geq 18 years old who must have a diagnosis of diabetes or pre-diabetes
 - 2. Must be referred by a medical provider
 - 3. Private insurances, Medicaid and Medicare will be billed;
 - 4. Clients must pay all applicable co-pays as required by third-party payers.
7. Family Planning:
- A. Clinic designed to assist women in planning their childbearing schedule; detailed history, lab work, physical exam, counseling and education given by the nurse practitioners.
 - B. Eligibility: Women and men of childbearing age regardless of residency; sliding fee scale, Medicaid, Insurance.
 - C. FP Clients with private insurance will be charged the lesser of two amounts. Total charges for the visit are calculated based on the sliding fee scale. If the

amount due is more than the insurance required co-pay, the co-pay will be collected, if the amount due is less than the insurance required co-pay, the amount due will be collected. The total charges for the day will then be billed to the patient's insurance for payment.

- D. All Family Planning patients will be given a receipt upon check out. This receipt will include their total charges and any discount applied. If they are at the status of “zero percent pay”, they will receive a statement designating the total charge, to reflect their percentage of pay.
 - E. See “Title X Fiscal Guidance for Family Planning” below.
8. Immunizations for VFC Clients and Others:
- A. Provide immunizations and other vaccinations (e.g. influenza, pneumonia, etc.) to children (infants through 18 years of age) if they qualify for Vaccine for Children (VFC) Program for the prevention of life threatening communicable diseases (e.g. polio, hepatitis, measles, etc.) and reduce the risk of life threatening illnesses at no charge and no resident requirements to the client.
 - B. There is no charge or residency requirement for any state-supplied immunizations according to Program Rules and Regulations.
 - C. VFC eligible clients may not have private or Health Choice insurance, but may have Medicaid.
 - D. Clients that have private or Health Choice insurance or are 19 years of age and above do not qualify for state-supplied vaccines and must receive Adult Health Program vaccines except under specific circumstances as determined by the NC Immunization and/or Communicable Disease Branch – see Adult Health.
 - E. SCHD accepts self-proclaimed insurance information. If a client declares they have no insurance, but SCHD has a record of insurance in chart, the client can be questioned.
 - F. Administration fees may be charged for state-supplied vaccines.
9. Maternal Health:
- A. Provides prenatal services for Sampson County residents including: physical exam, laboratory testing; routine prenatal follow-up care based on ACOG and WCH Branch guidelines.
 - B. Eligibility: Determined by household income and number in the household; Sampson County residents; Sliding fee scale; Medicaid or potentially Medicaid eligible, Insurance. Global billing system for all antepartum care or as determined by DMA – refer to North Carolina Division of Medical Assistance Clinical Coverage Policy 1E-7 Obstetrics.
 - C. Some non-required prenatal services are that are offered to clients are flat-fee services and require payment prior to receiving those services – see “Services Eligibility & Required Fees/Payments” #5.
10. Pregnancy Care Management (OBCM):

- A. Care manager assists pregnant women in receiving needed prenatal care and pregnancy related services.
 - B. Eligibility:
 - 1. Sampson County resident
 - 2. Has Medicaid or is Medicaid eligible.
 - 3. Non-Medicaid Grant allows services for those without Medicaid and who are not Medicaid eligible.
 - C. **NO** fees or costs can be charged directly to the patient for participation in the program.
11. Sexually Transmitted Diseases (STDs):
- A. Provides testing, diagnosis, treatment, investigation and follow-up as needed of persons with Sexually Transmitted Diseases – STDs.
 - B. Provides follow-up and treatment of client’s contacts as appropriate.
 - C. Eligibility:
 - 1. No residency requirements.
 - 2. Medicaid, Medicare and Insurance payers may be billed with client approval. Clients will be informed that an Explanation of Benefits (EOB) will be sent to the policy holder when private insurance is billed. The client must sign a consent allowing SCHD to bill private insurance in order for SCHD to file a claim. If the client declines to give consent, services cannot be withheld and the client cannot be billed.
 - 3. NO fees can be charged directly to the patient for services covered by State program requirements.
 - 4. Clients requesting testing for services not offered by the NC STD Branch program requirements will be charged for the testing and **MUST pay** prior to receiving the requested testing.
12. Women, Infants & Children Nutrition Program (WIC):
- A. Supplemental nutrition and education program to provide specific nutritional foods and education services to improve health status of target groups.
 - B. Eligibility: WIC is available to pregnant, breastfeeding, and postpartum women, infants, and children up to age 5 years old who meet the follow criteria:
 - 1. Sampson County resident
 - 2. Be at medical and/or nutritional risk
 - 3. Have a family income less than 185% of the US Federal Poverty Level
 - C. Clients that receive Medicaid, AFDC, or food stamps automatically meet the income eligibility requirement.

- D. **NO** fees or costs can be charged directly to the patient for participation in the program.
13. Environmental Health:
- A. Provides permits and collects water samples in the responsibility of ensuring inspections and the active enforcement of state laws, rules and regulations and county and state ordinance rules.
 - B. Fees: Fees are set by state and local rules and regulations and are in effect for various permits and water samples collected for the residents of Sampson County.

State & Local Fee Setting, Sliding Fee Scale & Collection Guidelines:

1. North Carolina General Statute G.S. 130-A-39(g) allows local health departments to implement fees for services rendered. The Sampson County Health Department (SCHD), with the approval of the Sampson County Health Department Advisory Committee and the Sampson Board of County Commissioners, implements specific fees for services and seeks reimbursement.
2. Specific methods used in seeking reimbursement are through individual patient pay and third-party coverage, including Medicaid, Medicare, and private insurance.
3. The agency adheres to billing procedures as specified by Program/State regulations in seeking reimbursement for services provided. See “Fee Setting Process,” “Direct Patient Charges,” and “Fee Collection Process.”
4. SCHD uses the appropriate Federal Poverty Scale to determine fees for the following health department programs:
 - A. Adult Health: 101% - 250% Federal Poverty Scale – Minimum Co-payment of \$30; does NOT include flat fees
 - B. Family Planning: 101% - 250% Federal Poverty Scale
 - C. Breast and Cervical Cancer Control: 250% Federal Poverty Level
 - D. Child Health: 101% - 250% Federal Poverty Scale
 - E. Immunizations: 101% - 250% Federal Poverty Scale
 - F. Maternal Health: 101% - 250% Federal Poverty Scale

Fee Setting Process:

1. All SCHD staff will adhere to the procedures for processing client bills.
2. All services available at Sampson County Health Department are associated with a fee. These charges are passed on to the client as applicable based on program eligibility status and requirements. A process is in place to ensure the fees are appropriate based on the cost of services.
3. The Fees Schedule Team, a multidisciplinary team assigned by the Health Director meets as necessary to determine the cost of providing services and discuss the setting of rates for the services provided by the agency.
4. Fees for medications purchased through the 340B program will be set based on the average cost of acquisition for the 6 months prior to the fee schedule team’s meeting.

5. If there are significant changes associated with services that affect the cost of providing those services, fees will be evaluated on a case-by-case basis.
6. Fees are reviewed annually for possible adjustments, usually when the Office of Medicaid Reimbursement issues their reimbursement rate, which serves as a baseline when determining the cost of services.
7. An increase in Medicare or Medicaid reimbursement rates does not automatically mean the health department cost for providing the service increases.
8. The Fees Schedule Team reviews cost of services, including time costs, labor costs and cost of supplies required to perform a service.
9. The Fees Schedule Team also reviews surrounding community rates, other health department rates and the Medicaid Cost Analysis in the fee setting process.
10. The cost of determining flat rate fees is also determined through this procedure and may be established for specific services that are not funded by state program funds.
11. Once the process has been completed, the Fees Schedule Team recommends fee changes and additions to the QI Committee. If approved by the QI Committee, the recommendations are made to the Management Team. If the Health Director and Management Team approve, fees are taken to the Sampson County Health Department Advisory Committee and Board of County Commissioners, per G.S. 130-A-39, for discussion and final approval.
12. The information is reflected in the appropriate minutes for each meeting for future review.
13. The appropriate fees are maintained in the SCHD Fee Schedule by the Accounting Specialist and Accounting Technician.
14. Once approved by the County Commissioners, updates to the fee schedule are made available to the public by means of posting on site, posting on the health department website and other means as deemed necessary.
15. References that may be used in the process include:
 - A. Current SCHD Fee Schedule
 - B. Medicaid Cost Analysis
 - C. Office of Medicaid Reimbursement Rate Schedule
 - D. Medicare Reimbursement Rate Schedule
 - E. Other health departments' rates,
 - F. Surrounding community providers' rates
 - G. State/Federal program rules
 - H. North Carolina General Statutes

Direct Patient Charges:

1. NO minimum fee requirement or surcharge will be indiscriminately applied to any patient.
2. There will be a consistent applied method of “aging” accounts - see “Bad Debt Write-Off Procedures” below.

3. No one, including Family Planning patients, will be denied services based solely on the inability to pay with the exception of Adult Health Services. See – “Eligibility & Required Fees/Payments” #7; “Patient Confidentiality” #3 & #4; “Eligibility for Specific Programs” #1; and State & Local Fee Setting, Sliding Fee Scale & Collection Guidelines” #4.
4. No patient, including Family Planning patients will be required to meet with the Health Director in an attempt to collect a delinquent account.
5. Patients will be given a receipt each time a payment is collected.
6. Donations: Donations will be accepted from any patient regardless of income status as long as they are truly voluntary. There will be no “schedule of donations”, bills for donations, or implied or overt coercion. All donation receipts will be deposited and recorded in the actual program for which the donation is earned.
7. No patient charges will be assessed when household income falls below 100% of Federal Poverty Guidelines, with the exception of the Adult Health Services Program – refer to “Eligibility for Specific Programs” #1;
8. SCHD will use the best efforts possible to provide services to patients at or below 150% of Federal Poverty Level.
9. Family Planning: Title X patients will not be denied a service, due to an outstanding balance or inability to pay – see “Title X Fiscal Guidance for Family Planning.”

Fee Collection Process:

1. With the exception of Adult Health and other flat fee services, which are not funded with state or federal funds, charges in all programs will be determined by the Federal Poverty Level Sliding Fee Scale Schedule based on the most current Federal Poverty Level Schedule set for each specific program.
2. Exception: OBCM and CC4C programs are funded at a per-member-per-month rate and no fees are collected for client participation in these programs.
3. At each clinic visit, Intake/Eligibility will determine the income and sliding fee scale status of each patient. Intake/Eligibility staff will be responsible for documentation of financial eligibility in the CureMD EHR system and on the patient encounter form.
4. Patients without the required income verification will be charged the full cost of the services provided until income documentation is received. Clients will be allowed thirty (30) days to provide proof of income and will be required to sign the thirty (30) day proof of income letter stating they understand they have thirty (30) days from the visit date to provide proof of income or the charges for that day's services will be charged to them at 100%, with the exception of STD, TB and Communicable Disease – see “Proof of Income Requirements” #1.
5. Adult Health Program co-pays **MUST** be collected **PRIOR** to the client receiving services. Efforts to collect balances above the minimum co-pays will be made. Patients will be required to sign a payment agreement and schedule for any charges in excess of the minimum co-pays not paid when services are rendered.
6. For other services, private pay clients will be encouraged to pay at least a portion of the fee when services are rendered. If a balance remains, a payment agreement and schedule will be encouraged to be established and signed by the patient. No patient, including

Family Planning patients, will be denied services because the patient has a delinquent account balance.

7. Client billing statements will be mailed monthly unless confidentiality is a factor – see “Patient Confidentiality;” Patient Accounts Receivable Process,” #6; and “Bad Debt Write-Off Process” #3-#7.
8. Clients will be given a receipt each time a payment is collected.
9. Receivables through CureMD will be balanced on a daily basis.

Patient Accounts Receivable Process:

1. Maintenance of Patient Accounts Receivable includes processing all patient services encounters in a timely manner.
2. Processing is done via the internet on the Cure MD computer system in accordance with generally accepted accounting principles and all local, state and federal guidelines.
3. Patient Accounts Receivables will be maintained in CureMD and will reflect visit charges, amounts collected and balance due..
4. The process includes reconciliation of Explanation of Benefits (EOB’s) and the follow-up and re-submission of denied claims.
5. Fiscal Services staff is responsible for maintenance of self-pay and company bill client accounts.
6. Fiscal Services staff will mail out monthly self-pay and other client statements for the previous month no later than the 15th of the following month.
7. Fiscal Services staff will accurately post payments to the correct client account on a daily basis.
8. The Accounting Specialist/Fiscal Supervisor or designee will review all Accounts Receivable accounts for accuracy in posting quarterly or more frequently as needed.

Billing Medicaid/Medicare/Private Insurance & Handling Delinquent Claims:

1. Medicaid:
 - A. Medicaid claims for all programs are entered in the Cure MD computer system by Clinical Staff during the creation of the e-Superbill.
 - B. A copy of the Medicaid card will be made by Intake/Eligibility staff if it is already in the CureMD system and attached to the Encounter Form to be used for clinical and billing purposes.
 - C. Clinical staff will be responsible for appropriately assigning CPT codes, ICD codes, and modifiers needed.
 - D. Fiscal Services staff compares the charges circled on the encounter form to those entered on the e-Superbill. Any inconsistencies are returned to clinical staff for corrections prior to billing on a daily basis.
 - E. Fiscal Services staff will **NEVER** assign a CPT and/or ICD code or modifiers. Any Encounter Forms that are received without assigned and/or incorrect CPT and/or ICD codes or modifiers will be returned to the correct clinical staff member to assign the appropriate code(s), and append the provider note.

- F. Fiscal Services staff will submit claims to Medicaid through the Cure MD process several times weekly. Claims flow from Cure MD to Medicaid and are processed by Medicaid if received prior to 4:00 pm each Thursday afternoon.
 - G. Each Tuesday (unless it is a holiday) is the Medicaid Check-write day, Fiscal Services staff will post payment in Cure MD using the appropriate process and submit amounts and posting codes to the County Finance Office for accurate record of payment and revenue. Items that need to be manually posted will be handled accordingly.
 - H. The Fee Schedule Team will be responsible reviewing and updating the CPT and ICD codes annually and as needed.
2. Medicare:
- A. Medicare claims for all programs are entered in the Cure MD computer system by Clinical Staff during the creation of the e-Superbill.
 - B. A copy of the Medicare card will be made by Intake/Eligibility staff if it is already in the CureMD system and attached to the Encounter Form to be used for clinical and billing purposes.
 - C. Clinical staff will be responsible for appropriately assigning CPT codes, ICD codes, and modifiers needed.
 - D. Fiscal Services staff compares the charges circled on the encounter form to those entered on the e-Superbill. Any inconsistencies are returned to clinical staff for corrections prior to billing on a daily basis.
 - E. Fiscal Services staff will **NEVER** assign a CPT and/or ICD code or modifiers. Any Encounter Forms that are received without assigned and/or incorrect CPT and/or ICD codes or modifiers will be returned to the correct clinical staff member to assign the appropriate code(s), and append the provider note.
 - F. Medicare claims are entered in Cure MD on a daily basis. Claims will be sent to Medicare several times per week through the Cure MD claims process.
 - G. The Fee Schedule Team will be responsible reviewing and updating the CPT and/or ICD codes annually and as needed.
4. Insurance:
- A. SCHD has multiple contracts with public and private insurance providers. SCHD actively seeks new contracts with all insurance companies that SCHD clients use.
 - B. Insurance claims for all programs are entered in the Cure MD computer system by Clinical Staff during the creation of the e-Superbill. Fiscal Services staff compares the charges circled on the encounter form to those entered on the e-Superbill. Any inconsistencies are returned to clinical staff for corrections prior to billing on a daily basis.
 - C. A copy of the insurance card will be made by Intake/Eligibility staff if it is already in the CureMD system and attached to the Encounter Form to be used for clinical and billing purposes.

- D. Clinical staff will be responsible for appropriately assigning CPT codes, ICD codes, and modifiers needed.
 - F. Fiscal Services staff compares the charges circled on the encounter form to those entered on the e-Superbill. Any inconsistencies are returned to clinical staff for corrections prior to billing on a daily basis.
 - G. Fiscal Services staff will **NEVER** assign a CPT and/or ICD code or modifiers. Any Encounter Forms that are received without assigned and/or incorrect CPT and/or ICD codes or modifiers will be returned to the correct clinical staff member to assign the appropriate code(s), and append the provider note.
 - H. All documents regarding insurance billing (assignment of benefits, insurance card, HCFA 1500 Form and encounter sheet) will be maintained in the Insurance Billing File Cabinet located in Medical Records.
 - I. Insurance claims are filed using the procedure codes specified on the encounter form.
 - J. Claims are entered into the Cure MD computer system and electronically filed to each patient's insurance company through a clearinghouse several times a week.
 - K. The name of the Insurance Company will be designated at the top of each HCFA 1500 form and a copy will be kept for posting and further correspondence when HCFA 1500 forms are required.
 - L. Charges are posted and reconciled with correspondences, payments, and denials.
 - M. If an insurance company denies payment for services rendered for reasons of non-coverage, the patient is consulted and given an explanation.
 - N. The documentation of denial from the insurance company is attached to the copy of the HCFA 1500 form and maintained in the Insurance billing file.
 - O. The Fee Schedule Team will be responsible reviewing and updating the CPT/ICD codes annually and as needed – see “Fee Setting Process.”
5. Delinquent Insurance Claims:
- A. If there is no response on a claim after 3 months, the claim will be rebilled on the HCFA 1500 form to the insurance company will be attached.
 - B. If there is no response on a claim after six months, a telephone call will be made.
 - C. If there is no response to a claim after a telephone call, the claim will be posted as denied and the patient will be mailed a statement of charges and the amount owed.
 - D. The Health Department will follow Fiscal Program Rules and Regulations concerning billing the patient for these charges – see “Fee Collection Process.”

Bad Debt Write-Off Process:

- 1. Intake/Eligibility Staff will inform clients of the cost of the service for that visit and of the amount of their account during the eligibility process.
- 2. Intake/Eligibility Staff will inform clients that payment is due and expected at the time services are rendered.

3. When the client is unable to pay in full at the time services are rendered, a receipt will be issued for partial payment and the patient will sign a payment agreement and that will be scanned in the medical record. The exception is Adult Health services, which require payment prior to the receipt of services – see “Services Eligibility & Required Fees/Payments” # 7; “Patient Confidentiality” # 3 – #4; “Eligibility for Specific Programs” # 1; “State & Local Fee Setting, Sliding Fee Scale & Collection Guidelines” # 4; and “Fee Collection Process” #5.
4. A statement will be sent within thirty (30) (60) and (90) days from date of service.
5. All patients with balances 120 days or older with no effort to pay will be sent to the Sampson County Finance office to be put into their collections process. After several attempts to collect, the County Finance office will garnish state refunds for those clients owing a balance for services rendered.
6. An itemized list of uncollectible outstanding client balances will be prepared by the Sampson County Finance Office for submission to the NC Debt Set-Off Program. See NC & Sampson County Debt Set-Off Policy and Procedure.
7. Client requesting confidentiality:
 - A. When a client requests confidentiality/no mail, discussion of payment of outstanding debts will occur at the time services are rendered.
 - B. Staff will obtain an alternate form of notification, such as the Emergency Contact Information Form, and document the information in the client’s chart/record.
 - C. A three-contact process may be done using the alternate notification information. The contact processes will be documented in the client’s chart by the staff obtaining the information.
 - D. The Health Department will submit all outstanding account balances to the Sampson County Collection Department if no payments are received from the client within (120) days after the date of service.
8. The account will be considered uncollectable when all means of collection have been exhausted. Finance will inform the Fiscal Supervisor of patient claims that are to be considered uncollectable and that need to be written off. Items can stay in collections with Sampson County Finance for as long as 10 years before being considered uncollectable.
9. An itemized list of uncollectable outstanding patient balances will be prepared periodically by the County of Sampson Collection Department for the Health Department’s review.
10. The County Collection Department will send a statement periodically to the Health Department listing which accounts have been approved to be written off.
11. The Accounting Technician will submit the list to the Accounting Specialist and the Health Director for approval. The list is then taken to the Sampson County Health Advisory Committee for approval.
12. Once approval has been provided by the Sampson County Health Department Advisory Committee, the Accounting Technician will write the accounts off based on the information provided in the monthly statement from the Sampson County Collection Department.
13. The Patient account will be listed as uncollectable and evidence will be on file to document required billing in the CureMD system in the patient's record.

14. The client is to never be informed that a debt has been written off.
15. A client that returns for services after a bad debt has been determined uncollectible will have the bad debt write off reactivated and the billing process will resume.
16. Confidential/No Mail: Regarding mailing of billing to clients requesting confidential/no mail services – see “Services Eligibility & Required Fees/Payments” #7; “Patient Confidentiality” #3 – #4; “Eligibility for Specific Programs” #1; “State & Local Fee Setting, Sliding Fee Scale & Collection Guidelines” #4; and “Fee Collection Process” #5; and # 7 above.

Sampson County Debt Set Off Process:

1. An itemized list of uncollectible outstanding client balances will be prepared by the Sampson County Finance Office for submission to the NC Debt Set-Off Program.
2. Sampson County Finance Office will follow the guidelines set forth in Chapter 105-A of the General Statutes, regarding notification and appeals process. (See Attachments: Chapter 105-A NC General Statute and Memorandum of Understanding Agreement – with the NC Local Government Debt Set-Off Clearinghouse Program).

Returned Check Policy:

1. Sampson County Health Department adheres to the County of Sampson Returned Check Policy and Procedure – see Attachment 20.
2. Fiscal staff /Cashier will notify the client with a telephone call and a letter with a copy of the check and the request for the \$25 returned check fee.
3. The client will have 10 days to respond. If there is no response in 10 days, it is forwarded to the County Finance Collections Office.

Control & Segregation of Duties: Handling of Cash/Deposits:

1. Records will be maintained in accordance with accounting principles, and federal, state and local requirements to support fiscal accountability.
2. The SCHD Accounts Receivable System addresses requirements for earned income, including third party receipts and client fees.
3. The system provides for the integration of the North Carolina Department of Human Resources, Division of Health Services Consolidated Agreement reporting system and Sampson County Finance Officer will review and approve all policies and procedures involving the handling of County cash.
4. All Intake/Eligibility/Cashier staff is responsible for protecting the assets of the County of Sampson.
5. These rules and procedures are provided to fiscal staff to assist with carrying out their duties.
6. SCHD has the primary responsibility for care of and liability for loss of County cash in its custody until deposited in the official depository or entrusted to an authorized individual in the County Finance Office for deposit in the official depository.

7. Daily Cashiering Operations:

- A. Three change fund drawers will be maintained in the amounts of \$200, \$100 and \$100 at the Intake/Eligibility windows located in Medical Records for the purpose of making change for clinical services.
- B. Each Intake/Eligibility employee is responsible for handling cash on a recurring basis and will maintain an individual change fund drawer for which they are solely responsible.
- C. A change fund will be maintained in the amount of \$200 for making change for Environmental Health purposes and will be secured by the Environmental Health Processing Assistant.
- D. At the beginning of each daily shift the cashier will:
 - 1. Arrange coin currency in a consistent manner. The cash drawer or lockbox will be divided into separate compartments for different currency denominations, checks, etc. to help prevent accidental distribution of incorrect denominations.
 - 2. Verify the dollar amount of beginning cash for each drawer in the amounts of \$200, \$100 and \$100 by providing an open count of all cash in each drawer. The cash count will be recorded and initialed by the individual making the count.
- E. During the hours of operation, the following procedures will be followed by the Cashiers **at all times** to monitor the cash drawer:
 - 1. The Accounting Technician or Accounting Specialist will bring the change funds to the Intake/Eligibility windows each morning. Each Intake/Eligibility staff member has a locked money bag. They have the key and the extra key is in a sealed initialed envelope in the locked key box in the spare key safe.
 - 2. All cash and coins will be locked in the cash drawer, lockbox, safe or other safe secure location when not in use.
 - 3. The cash drawer or lockbox will never be left unattended. All staff members will be responsible for securing their drawers.
 - 4. Fiscal/Intake/Eligibility staff will never allow any other person access to their drawer unless under the direct supervision of the staff member responsible for the drawer.
 - 5. The cash drawer is never to be used for the purpose of making change, cashing personal checks, or providing temporary loans for anyone, including any SCHD staff member.
 - 6. NO Petty Cash expenditures will ever be paid from a cash drawer.
 - 7. The cash operation of each cashier must include a permanent collection record, including, but not limited to:
 - a. A daily cash collection report
 - b. Receipt documentation

- c. Calculator tapes dated and initialed by the staff member responsible for the drawer.
8. Records will reflect all transactions including cash, checks, debit/credit card transactions, voids and refunds. This permanent record must be retained by the department for a minimum of three (3) years.
- F. The Accounting Technician or Accounting Specialist will collect the Intake/Eligibility change funds in their individual locked money bags at the end of each day and secure all funds for the agency in a locked safe in the Administrative Work Room.
 - G. The Accounting Technician or Accounting Specialist performs an unannounced audit with staff responsible for the funds present of all change funds on a quarterly basis and provides the results to the Accounting Specialist and the Health Director.

Revenue Received In Mail:

1. The Management Support Staff (on a daily rotating basis) opens and distributes all incoming mail.
2. The Management Support Staff (on a daily rotating basis) records checks and information in a manual check log. This process includes:
 - A. Recording the check number
 - B. Amount of the check
 - C. Date received
 - D. Payer's name
3. The Management Support Staff (on a daily rotating basis) then delivers the check(s) to the appropriate Fiscal Services staff responsible for posting and depositing the payment(s).
4. Fiscal Services staff:
 - A. Verifies in the log the receipt of check by initialing the log
 - B. Stamps the check "For Deposit Only"
 - C. Records the amount for the appropriate program in the check log
 - D. Posts payment to Accounts Receivable
 - E. Balances posting to daily cash report
 - F. Includes in the daily deposit.

Procedures for Deposits:

1. The Intake/Eligibility staff is responsible for the collection and posting of payments from patients/clients throughout the day.
2. The Environmental Health Processing Assistant is responsible for the collection of payments for Environmental Health services.

3. The Patient Relations Representative IV/Insurance Clerk and/or other Fiscal staff copy Remittance Advice (RA) and post payments to patient accounts on a daily basis.
4. Beginning at 4:00 PM every day, the Intake/Eligibility staff will consecutively close out their collections for the day, run daily deposit reports and balance the cash fund for the day.
5. All daily receipts and supporting documentation are given to the Patient Relations Representative IV/Cashier (each performing cashier duties on a rotating weekly basis), who then verifies that funds are correct and accounted for and initials the documentation.
6. The Patient Relations Representative IV/Cashier (each performing cashier duties on a rotating weekly basis) will:
 - A. Close out the collections for the day
 - B. Run the daily deposit report
 - C. Balance the cash fund for the day
 - D. Prepare a deposit slip
 - E. Prepare an envelope listing currency, coins and checks to be transported to the County Finance Office for deposit.
7. The Patient Relations Representative IV/Cashier (each performing cashier duties on a rotating weekly basis) will verify and sign off on the amount, then lock up the deposit envelope in her bag for the night. This allows all daily transactions to be included in that day's deposit.
8. The next morning, the Accounting Specialist or Accounting Technician will prepare the deposit slip, make copies of all checks, the deposit envelope, charge card receipts and the deposit break down. The deposit along with the checks, charge card receipts and the deposit break down are taken to the Sampson County Finance Office and given to the County Senior Finance Technician or the County Deputy Finance Officer for verification. The deposit will then be taken to the bank by the Sampson County Finance Officer.
9. The Sampson County Finance Office will credit the appropriate line items. The bank receipt as well as a scanned check receipt will be returned to the Health Department.
10. In the absence of any of the Patient Relations Representatives, the Accounting Technician will be responsible for assuring the above procedures occur.
11. Deposits:
 - A. The Sampson County Government Cash Management Plan governs the administration of funds through the central depository system.
 - B. Per the Plan, deposits are to be made in the official depository daily.

Employee Payroll and Travel Deposits:

- A. Employee Payroll and Travel reimbursement is made by direct deposit.
- B. Travel reimbursement is issued on the 20th of the month via electronic deposit and is documented with the monthly Travel Report.

- C. Employee Payroll is issued on the 25th of the month via electronic deposit. The Management Support Administrative Services Assistant will obtain and distribute the payroll check stubs/vouchers on the 25th of the month.
- D. **Note:** Both Travel and Payroll electronic deposits are based on the day of the week that the 20th and/or 25th date falls; if on a weekend or holiday, the electronic deposits are made the day prior to weekend/holiday.

Losses/Shortages/Overages:

- 1. Any Shortage or Overage will be reported as part of the SCHD's net deposit for separate reporting on the County's General Ledger.
- 2. The Sampson County Finance Office makes a clear distinction between a "Loss" and "Shortage" of department money:
 - A. An **Overage** occurs when a cashier has collected too much money and cannot immediately return the excess money to a specific client.
 - B. A **Shortage** occurs when an unintentional collection error such as an error made in making change.
 - C. A **Loss** of County money occurs when a cashier has obtained physical custody of money and then, due to reasons of negligence (such as leaving the drawer unattended), an act of God (such as a hurricane), or an unlawful action (such as robbery), cannot deposit that money into the County treasury.
- 3. Any loss must be immediately reported to the Accounting Specialist, the Health Director and the Sampson County Finance Officer.
- 4. The County Finance Officer must be sent a detailed statement as to the circumstances of the loss, along with a copy of any applicable Police Report within 24 hours of the loss.

Purchasing Procedures:

- 1. Sampson County Health Department adheres to the Sampson County Purchasing Policy and Procedure Manual. A copy of this manual is maintained in the Accounting Specialist's office.
- 2. State and Federal Revenues Received: Revenues received from State and Federal sources are deposited into the programs designated by Agreement Addendums. Sampson County Government uses Munis accounting software to track all receivables and payables. The Health Department places revenues in line items based on the program requirements. One or more Agreement Addendum services may be included in a line item, such as TB, STD, and/or HIV under the Communicable Disease Program.
- 3. Each employee is to complete his/her requisition in its entirety to include:
 - A. Complete the requisition to include name and date and submit the form electronically to the department supervisor.
 - B. Prior to submission, review the request for accuracy.
 - C. Include shipping, federal excise taxes, print set-up fees and/or any other associated costs and break them down by the appropriate items.

- D. Place the vendor number, name and address on all requisitions, which will be reviewed by the Accounting Technician for accuracy.
 - E. If the requisition is for a new vendor or the vendor's information has changed, the staff member must have the vendor complete a new vendor registration form. The forms can be obtained from the Accounting Technician. The completed form must accompany the requisition.
4. The Department Supervisor will specify the program(s) to be charged.
 5. The Department Supervisor will then review the request and: either approve it and email it to the Accounting Technician's mail box; or deny it and return it to the staff member. The Department Supervisor is responsible for ensuring all of the information in the request is correct.
 6. The Accounting Technician will check the program for the availability of the funds to purchase the items and assign the account number to purchase the items. She will then forward the request to the Health Director, or the Accounting Specialist in the Health Director's Absence, for final agency approval.
 7. The request is returned to the Accounting Tech to be posted to the ledger and then emailed to the County Purchasing Agent for processing.
 8. The County Purchasing Agent will again verify the availability of the funds and type the Purchase Order (PO). It is then forwarded to the County Finance Officer.
 9. The County Finance Officer will provide the final approval of the request for the purchase unless it is Capital Outlay. All Capital Outlay must be forwarded to the County Manager for approval.
 10. The County Purchasing Agent will then send the authorized Purchase Order (PO) back to the Accounting Tech via email.
 11. The Accounting Tech will make a copy on white paper for her records and one on **BLUE** paper and put in the box of the staff member originally requesting the purchase.
 12. Staff members receiving the BLUE copy will make a copy to keep for their records.
 13. Staff members will:
 - A. Place all packing slip(s) received in the Accounting Tech's mail box **as they arrive** to make the Accounting Tech aware of the items received.
 - B. Make a copy of the packing slip and mark off the items from the original PO.
 - C. Attach to the packing slips to the **BLUE** copy of the PO.
 14. In the event that packing slips are not included in the items shipped, staff will:
 - A. Print a copy of the original PO.
 - B. Mark off the type and amount of items received on the PO
 - C. Make a note on the bottom of the PO: 1) that the packing slip was not included; 2) and the date the items were received.
 - D. Make a copy of the PO and attach to the blue copy of the PO.
 - E. Place the original PO being used as a packing slip in the Accounting Tech's mail box.
 15. Once all of the items on the requisition have been received, the staff member will:

- A. Remove the copies of the packing slips from the **BLUE** PO.
- B. Attach all copies to their copy of the Purchase Order.
- C. Place the **BLUE** copy of the PO in the Accounting Tech's mail box to make the Tech aware that all items requested have been received.

Invoice Procedures:

1. The Accounting Technician will process all invoices for the agency. The Tech will prepare a bill tab that informs the County Finance Office staff where to deduct the money to cover the expenditure.
2. The bill tab is then posted in the general ledger spreadsheet and forwarded to the Health Director.
3. The Health Director signs and gives the final approval for all invoices. In the Health Director's absence, the Accounting Specialist will approve invoices.
4. The signed invoices are then submitted to the County Finance Office.
5. The County Finance Office then processes the invoice for payment.
6. Invoices are paid by the County on the 10th, 20th, and 30th of each month. Invoices must be submitted to the County Finance office a minimum of five working days prior to these dates.
7. The County Finance Officer and the County Manager will sign each county check.

Check Requests Procedures:

1. Check requests are to be used for travel (registration fees and hotel reservations) and any other purchases that require a check when an invoice will not be received.
2. All check requests are to be typed on the electronic form and submitted to the Department Supervisor for approval.
3. The Department Supervisor will approve or deny the request; if approved, the staff member making the request emails the Check Request with all supporting documents to the Accounting Tech.
4. The staff member is responsible for completing all of the necessary information on check requests. This includes:
 - A. Vendor Number:
Note: Refer to vendor number list/maintained by Accounting Tech in Fiscal Services; vendors, especially hotels, may have several vendor numbers.
 - B. Vendor Name & Complete Remit/Mailing Address
 - C. Invoice and/or Confirmation Number(s)
 - D. Total Dollar Amount of Request (including tax)
 - E. **For:** "What the request is for;" The specifics of the request, such as registration fee, hotel room cost, using wording to detail specific information – see Attachments.
 - F. Description: Travel or other as designated by the Accounting Tech.
 - G. Org Number: as assigned by Accounting Tech.
 - H. Object Number: as assigned by Accounting Tech.

- I. Amount: net amount of request including any applicable taxes
 - 1. State Tax: Current State Tax percentage
 - 2. County Tax: Current County Tax/
 - 3. Occupancy tax percentage (for hotel reservations)
 - J. Total: Total Dollar Amount of request
 - K. **Justification:** “Why the request is needed;” the purpose for which the check is requested, such as to attend a workshop, supplies needed for a program, etc. – see Attachments.
 - L. Delivery Instructions: Is usually marked “Mail to Payee”. Special instructions are to be noted, such as: with attachments; specified to be picked up by Health Department Staff
 - M. Requested By: Employee requesting payment
 - N. Leave all other lines blank
 - O. Attach all information that will be necessary to determine the purpose of the request. This may include, but not be limited to:
 - 1. Copy of hotel reservation with confirmation number
 - 2. Copy of form that indicates registration fees
 - 3. **REQUIRED** Copy of approved Travel Request
 - 4. Copy of any special forms and/or instructions that need to accompany the check request
5. Staff is to obtain **all** receipts for the check and place in the Accounting Tech’s mail box. Receipts include such items as hotel room receipts that show payment or registration fee payment receipts.

Travel:

- 1. Travel Request:
 - A. If a County Vehicle is available for travel during the scheduled time to travel, staff is to use the available County Vehicle for travel **UNLESS** given specific permission by the Health Director to use a personal vehicle.
 - B. Mileage reimbursement is set by the County Finance Officer in accordance with the current IRS rate per mile.
 - C. All travel requires prior approval from the Department Supervisor, Fiscal Supervisor and the Health Director.
 - D. The person requesting travel is to:
 - 1. Complete an electronic Travel Request Form
 - 2. Scan and attach a copy of the reason for the request, such as a copy of a workshop brochure, email of a planned meeting, meeting agenda, etc.
 - 3. Submit the form to the Department Supervisor for approval.

- E. The information that must be completed on the form include:
1. Date of request
 2. Name of person(s) needing to travel
 3. Travel destination city
 4. Purpose for travel (workshop, meeting, etc.)
 5. Travel date(s)
 6. Estimated total cost of travel to include:
 - a. Registration fee
 - b. Accommodations
 - c. Meals
 - d. Mileage
- F. The form is to be submitted to the Department Supervisor a minimum of four (4) weeks prior to the need to travel.
- G. The Department Supervisor will approve or deny the request. If denied, the form will be returned to the requesting staff member with the denial noted on the form. If approved, the Department Supervisor will email the request to the Accounting Specialist to verify availability of funds.
- H. Once funds are verified, the request will be submitted to the Health Director by the Accounting Specialist for final approval. If denied the form will be returned to the staff member and a copy will be provided to the Department Supervisor. If approved, copy will be provided to the staff member and the Department Supervisor.
- I. Once the approved form is received, the employee will then submit any needed check requests with a copy of the approved travel request attached to the check request(s).
2. Monthly Travel Sheets:
- A. Travel sheets are to be completed by each individual employee. The fund code must reflect the program to charge for the employee's travel. Only one month is to be documented per travel sheet.
 - B. All travel for the month must be submitted by the last working day of the month for payment on the 20th of the following month. Travel sheets must not be held resulting in multiple months handed in at once. Refer to N. below for annual June requirements.
 - C. All expenses incurred while on county approved travel for one day meetings require a receipt from the vendor. The itemized receipt must contain the date of the transaction, the vendor's name, the amount of the purchase and the item(s) purchased. It is the responsibility of the employee to obtain the required documentation to receive reimbursement. No alcoholic beverages, personal items or groceries will be reimbursed.
 - D. Overnight travel will be subject to per diem amounts outlined in the County of Sampson Travel Policy.

- E. Accurate odometer reading must be recorded at the beginning and ending of any travel for mileage reimbursement.
- F. The information to be completed by the employee on the form includes:
 - 1. Date of travel
 - 2. Destination
 - 3. Accurate odometer readings to and from the travel destination
 - 4. Total mileage of the trip
 - 5. Fund Code
 - 6. Any Subsistence totals with the receipts taped to a white sheet of paper and **paper-clipped to the BACK of the travel sheet.**
 - 7. Any other expenditures, such as parking, etc., with the receipts taped to a white sheet of paper and **paper-clipped to the BACK of the travel sheet.**
 - 8. A copy of the meeting agenda must also be **paper-clipped to the BACK of the travel sheet for any travel.**
 - 9. The Mileage, Subsistence and Other totals are entered in each section on the travel sheet. Subsistence must be listed in chronological date and meal order (i.e., 10th, 11th 12th of the month; Breakfast, lunch, and dinner).
 - 10. Travel, subsistence, and other totals will be combined for the final total of travel expenses incurred.
- G. Travel sheets are to be given to the Department Supervisor on the last working day of the month unless travel is anticipated on that day. Staff traveling on the last working day of the month will submit their travel sheets as soon as the travel for the day is completed.
- H. Each Department Supervisor is responsible for reviewing the forms for accuracy and signing the form to indicate review and accuracy.
- I. The Department Supervisor then places the forms in the Accounting Tech's mail box.
- J. The Accounting Tech/Fiscal Services staff review the forms for accuracy and designation of costs to programs based on the fund codes.
- K. If the form is incomplete, it will be returned to the Department Supervisor for follow-up to ensure completion.
- L. Once the travel form is complete and accurate, the Accounting Tech will prepare a bill tab for submission and make a copy of the form and place in the employee's mail box.
- M. Travel reimbursements will be made by direct deposit on the 20th of the month. Refer to "Employee Payroll and Travel Deposits" above.
- N. Travel sheets for the month of June are to be submitted to the Department Supervisor for approval and then to Fiscal Services on June 25th for the fiscal year end close. Any mandatory travel made from June 26th through June 30th must be documented on a separate travel sheet and submitted on June 30th/last working day of June.

Inventory Management - Capital Outlay & Fixed Assets:

1. A fixed asset inventory listing of the County's personal property is required.
2. Fixed assets are defined as tangible assets of significant value (\$2,500 or more).
3. Exceptions to this limit include office furniture, computer equipment, etc. and some special items which require property control:
 - A. The Management Support Administrative Assistant is responsible for the fixed assets of the department and will maintain a list.
 - B. The Management Support Administrative Assistant will tag fixed assets as directed by the County Finance Office.
 - C. The Management Support Administrative Assistant will perform at least an annual physical inventory in order to keep the records up to date and accurate.
4. When an item is no longer in service at SCHD the Management Support Administrative Assistant will complete the Surplus/Junk Property Form and submit to the County Finance Office in accordance with the Sampson County Surplus Policy – see Attachments.

Replacement of Equipment:

1. Sampson County Health Department will ensure that equipment is sufficient for departmental needs and that all equipment is kept in good working order to ensure that the agency has properly functioning equipment to perform the required public health duties.
2. Each department will ensure that all equipment is maintained and serviced as needed.
3. Maintenance agreements are maintained on equipment requiring service as needed.
4. Equipment needs are reviewed annually, usually during the budget planning process.
5. Equipment will be replaced on an as needed basis.

Title X Fiscal Guidance for Family Planning:

1. SCHD has policies and procedures for charging, billing, and collecting funds for the services provided to Family Planning Clients.
2. Clients are not be denied services or subjected to any variation in quality of services because of inability to pay.
3. There are no fees or flat fees for the provision of services to minors, or a schedule of fees for minors that is different from other populations receiving family planning services.
4. Clients whose documented income is at or below 100% of the Federal Poverty Level (FPL) are not charged; however, SCHD bills all third parties authorized or legally obligated to pay for services. All clients are provided a receipt that lists the services received.
5. SCHD uses all valid means of income verification, including the client's participation in other SCHD programs, to verify income rather than rely solely on the client's self-report. All clients are informed to bring proof of income at the time of their visit; verifying client income will not present a barrier to receipt of Family Planning services.
6. SCHD uses the most current sliding fee scale provided by the North Carolina Women's

- Health Branch to determine costs for Family Planning services for individuals with family incomes between 101% and 250% of the Federal Poverty Level (FPL).
7. Fees are waived for individuals with family incomes above 100% of the FPL who, as determined by the Health Director, are unable, for good cause, to pay for Family Planning services – refer to “Services Eligibility & Required Fees/Payments” #10 above.
 8. For persons from families whose income exceeds 250% of the FPL, charges must be made in accordance with a schedule of fees designed to recover the reasonable cost of providing services. Refer to the “Fee Setting Process” above.
 9. Eligibility for discounts for un-emancipated minors who receive confidential services must be based on the income of the minor. Refer to “Patient Confidentiality” and “Proof of Income Requirements” #4 above.
 10. All reasonable efforts are made to obtain third party payment without the application of any discounts for authorization for third party reimbursement.
 11. Family income and payment methods are assessed before determining whether payments or additional fees are charged. This includes assessing for private insurance. Refer to “Billing Medicaid/Medicare/Private Insurance & Handling Delinquent Claims” #4 above.
 12. Insured clients whose family income is at or below 250% FPL will not pay more (in copayments or additional fees) than what they would otherwise pay when the schedule of discounts is applied and will be charged the lesser of two amounts. After total charges for the visit are calculated based on the sliding fee scale:
 - A. If the amount due is more than the insurance required co-pay, the co-pay will be collected
 - B. If the amount due is less than the insurance required co-pay, the amount due will be collected.
 - C. The total charges for the day will then be billed to insurance for payment.
 13. Confidential Services: All reasonable efforts are made to collect charges without jeopardizing the client are made. This includes third-party payers that issue Explanation of Benefits (EOB) statements. Refer to “Patient Confidentiality” above.
 14. Donations: Voluntary donations from clients are permissible; however, clients are not pressured to make donations, and donations are not a prerequisite to the provision of services or supplies. Refer to “Direct Patient Charges” #6 above.
 15. Abortion Services: SCHD does not provide abortion services; therefore, no additional financial documentation is required.
 16. Title X References:

NC Department of Health & Human Services
<http://www.ncdhhs.gov/>

NC Department of Public Health:
<http://publichealth.nc.gov/>

Title X Guidelines:
<https://www.hhs.gov/opa/sites/default/files/Title-X-2014-Program-Requirements.pdf>

OPA Instruction Series:

<https://www.fpntc.org/resources/title-x-program-review-tool>

References:

North Carolina General Statute § 130A-39
North Carolina General Statute § 105A: Article 1: 1 – 16.
10A NCAC 45A.
Health Insurance Portability & Accountability Act (HIPAA) of 1996.
42 CFR 59: Grants for Family Planning Services.
OPA: Program Requirements for Title X Funded Family Planning Projects, April 2014.
Centers for Medicare & Medicaid Services
North Carolina Department of Public Health Program Branches
Sampson County Finance Policy & Procedures
Sampson County Accounts Receivable Policy
Sampson County Accounts Receivable Collections Procedure
Sampson County Procedure for Handling Counterfeit Currency
Sampson County Returned Check Policy
Sampson County XVII Surplus Policy
Sampson County Health Board of Health Operating Procedures.
Sampson County Health Department Adult Health Policy
Sampson County Health Department BCCCP/WW Policy
Sampson County Health Department Care Coordination for Children (CC4C) Policy
Sampson County Health Department Child Health Policy
Sampson County Health Department Communicable Disease Policy
Sampson County Health Department Family Planning Policy
Sampson County Health Department Immunizations Policy
Sampson County Health Department Maternal Health Policy
Sampson County Health Department Prenatal Care Management (OBCM) Policy
Sampson County Health Department STD Policy
Sampson County Health Department TB Policy

APPENDIX

**SAMPSON COUNTY HEALTH DEPARTMENT
Fiscal Services Policy and Procedure: Year 2018
Annual Review/Policy Update Review Form**

Program/Manual: Fiscal	<u>Applicable Signatures/Title</u>
Title: Fiscal Services Policy & Procedures	Program Coordinator/Specialist: N/A
<input type="checkbox"/> Program Policy:	Fiscal Program Supervisor: Tamra Jones
<input type="checkbox"/> Program Procedures:	Director of Nursing: Kathie Johnson
<input type="checkbox"/> Management/Department-wide Policy	Medical Director: Dr. Allyn Dambeck
<input type="checkbox"/> Personnel Policy	Health Director: Wanda Robinson
XX Fiscal Policy	Sampson County Board of County Commissioners Chair: Clark Wooten
Distributed to: All Staff	Effective Date: 8/31/2018
	Supersedes: 11/30/2017

Review/Revision Date: 02/11/2011; 09/08/2012; 09/03/2013, 9/03/2014, 9/3/2015, 09/03/2016, 11/30/2017, 8/31/2018.

Sampson County Board of County Commissioners
Chair

Date

Health Director

Date

Fiscal Supervisor (Accounting Specialist)

Date

SAMPSON COUNTY HEALTH DEPARTMENT
Fiscal Services Policy and Procedures: Year 2018
Annual Staff Review Form

Program Policy: Fiscal Services

Date: _____

Name

Date

Name

Date

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SAMPSON COUNTY BOARD OF HEALTH OPERATING PROCEDURES

I. Name and Principal Office.

The name of this organization is the Sampson County Board of Health (the “Board”). The principal office of the Board is located at 406 County Complex Road, Building C, Clinton, North Carolina 28328.

II. Membership and Training.

A. Membership.

The Board shall consist of five (5) members. Members shall serve staggered four (4) year terms and shall serve only so long they are also members of the Sampson County Board of Commissioners.

B. Orientation.

The local health director shall assure that new Board members receive orientation within one (1) year of their appointment or election to the Board. This orientation shall consist of training regarding new members’ service on the Board, including their role on the Board, the authorities and responsibilities of local boards of health, and public health functions. Re-elected Board members shall not be required to complete repeat orientation unless the content of the orientation has changed since their orientation.

C. On-Going Training.

The local health director shall assure that Board members receive on-going training each calendar year regarding their authorities and responsibilities as they relate to relevant and/or emerging public health topics. The local health director, in consultation with the Board, shall establish a schedule of on-going training sessions.

III. Officers and Committees.

A. Chair and Vice-Chair.

In even-numbered years, the Board shall hold an organizational meeting at the County Courthouse at 9 o’clock a.m. on the first Monday in December. The agenda for this organizational meeting shall consist of the induction of newly-elected Board members and the organization of the Board for the ensuing year. The organizational meeting shall be convened and concluded before the regular December meeting is convened. Newly-elected Board members shall take and subscribe the oath of office as the first order of business. The Board shall then elect by majority vote a Chair and Vice Chair from among its

members. In odd-numbered years, the Board shall at its regular meeting in December, elect by majority vote a Chair and Vice from among its members. The Chair of the Board shall be elected annually for a term of one (1) year and shall not be removed from office of Chair unless he or she becomes disqualified to serve as a member of the Board.

B. Secretary.

The local health director shall serve as Secretary to the Board but is not a member of the Board. The local health director may delegate the duties of the Secretary that are set forth in these operating procedures to an appropriate local health department employee or other designee.

C. Temporary Committees.

The Board may establish and appoint members for temporary committees as needed to carry out the Board's work. All temporary committees are subject to North Carolina open meetings laws and shall comply with the provisions thereof.

IV. Meetings.

A. Regular Meetings.

The Board shall hold a regular meeting on the first Monday of each month, unless the Board adopts a schedule which calls for changes in this date. If a regular meeting is a holiday on which Sampson County offices are closed, the meeting shall be held on the next Monday or such other day as may be specified in the motion adjourning the immediately preceding regular meeting. Regular meetings shall be held at 6:00 p.m. in the County Auditorium located at 437 Rowan Road, Clinton, North Carolina 28328. The Board may change the place or time of a particular regular meeting or all regular meetings within a specified time period by resolution adopted, posted and noticed no less than seven (7) days before the change takes effect. Such resolution shall be filed with the Secretary to the Board and posted at or near the regular meeting place, and copies shall be sent to those who have requested notice of special meetings of the Board.

B. Special Meetings.

The Chair or a majority of the members of the Board may at any time call a special meeting of the Board by signing a notice stating the time and place of the meeting and the subjects to be considered. The person(s) who call the meeting shall cause the notice to be posted on the door of the regular meeting place and delivered to the Chair and all other Board members or left at the usual dwelling place of each member at least 48 hours before the meeting. In addition, notice shall be provided to individual persons and news media organizations who have requested such notice. Only those items of business specified in the notice may be transacted at a special meeting, unless all members are present or those who are not present have signed a written waiver.

C. Emergency Meetings.

If a special meeting is called to deal with an unexpected circumstance that requires immediate consideration by the Board, the notice requirements for regular and special meetings do not apply. However, the person or persons who call an emergency meeting shall take reasonable action to inform the other members and the public of the meeting. Local news organizations who have requested notice of special meetings shall be notified of such emergency meeting by the same method used to notify Board members. Only business connected with the emergency may be discussed at the meeting.

D. Agenda.

For every regular and special meeting of the Board, the Clerk or other authorized person shall post a notice of the meeting, specifying the time and place at which the meeting will be held, and an agenda containing a brief description of all items of business to be discussed at the meeting. The notice and agenda can be combined into one document. All items of business to be discussed at a meeting of the Board shall be briefly described on the agenda. The description should set forth as clearly as practical a description of the item to be discussed so that members of the public will know the nature of the action under review and discussion.

E. Presiding Officer.

The Chair (or presiding officer) shall preside at all meetings of the Board. A member must be recognized by the Chair (or presiding officer) in order to address the Board. The Chair (or presiding officer) shall have the following powers:

1. To rule on points of parliamentary procedure, including the right to rule out of order motion patently offered for obstructive or dilatory purposes;
2. To determine whether a speaker has gone beyond reasonable standards of courtesy in his or her remarks and to entertain an rule on objections from other members on this ground;
3. To call a brief recess at any time;
4. To adjourn in an emergency.

If the Chair (or presiding officer) wishes to become actively engaged in debate on a particular proposal, he or she shall designate another board member or a staff member to preside. The Chair (or presiding officer) shall resume the duty to preside as soon as action on the matter is concluded. If the Chair is absent, the Vice-Chair shall preside. If the Chair

and the Vice-Chair are absent, another Board member designated by a majority vote of those members present at the meeting shall preside.

F. Quorum.

A majority of the Board membership shall constitute a quorum. The number required for a quorum is not affected by vacancies. If a member has withdrawn from a meeting without being excused by a majority vote of the remaining members present, he or she shall be counted as present for the purposes of determining if a quorum is present. The Board may compel the attendance of an absent member by ordering the sheriff to take the member into custody.

G. Voting.

The Board shall proceed by motion in the manner prescribed by the *Rules of Procedure and Conduct of the Sampson County Board of Commissioners*. A member must abstain from voting in cases involving conflicts of interest as defined by North Carolina and federal law.

H. Minutes.

Minutes shall be prepared of each Board meeting. Copies of the minutes shall be made available to each Board member before the next regular Board meeting. At each regular Board meeting, the Board shall review the minutes of the previous regular meeting as well as any special or emergency meetings that have occurred since the previous regular meeting, make any necessary revisions, and approve the minutes as originally drafted or as revised. The public may obtain copies of Board meeting minutes.

V. Rule-Making Procedures and Other Procedural Matters.

The Board shall adopt rules in the manner prescribed by the *Rules of Procedure and Conduct of the Sampson County Board of Commissioners*. The Board shall consider any rules recommended by the Sampson County Health Department Advisory Board; however, the Board may promulgate and adopt rules without the recommendation of the Sampson County Health Department Advisory Board, which is a purely advisory body, and retains ultimate authority for adopting all rules in accordance with North Carolina law.

All other matters shall be conducted in the manner prescribed by the *Rules of Procedure and Conduct of the Sampson County Board of Commissioners*.

VI. Amendments to Operating Procedures.

These Operating Procedures may be amended at any regular meeting or at any properly called special meeting that includes amendment of the Operating Procedures as one of the

stated purposes of the meeting. A quorum must be present at the meeting at which amendments to the Operating Procedures are discussed and approved, and any amendments to the Operating Procedures must be approved by a majority of the members present at the meeting.

VII. Code of Ethics and Conflicts of Interest.

The Board's members shall comply with the ethical and conflict of interest provisions set forth in the *Sampson County Board of Commissioners Code of Ethics Adopted Pursuant to N.C. Gen. Stat. § 160A-86*.

VIII. Compliance with North Carolina Law.

In conducting its business, the Board shall comply with all applicable North Carolina law, including, but not limited to, open meetings laws, public records laws, and the laws setting forth the powers and duties of local boards of health. To assist the Board in compliance, the Secretary shall maintain a current copy of relevant North Carolina General Statutes and make them available to Board members upon request.

APPROVED AND ADOPTED, by the Sampson County Board of Health, this the 5th day of November, 2018.

CLARK H. WOOTEN, Chairman,
Sampson County Board of Health

WANDA ROBINSON, Secretary,
Sampson County Board of Health

LabCorp and State Lab
 Fee Revision - October 2018

Code	Description	Fee
87389-90	HIV	\$0.00
87389-NC	HIV	\$0.00
87389	HIV	\$0.00
86703-90	Antibody, HIV-1 and HIV-2 single	\$115.50
86703-NC	Antibody, HIV-1 and HIV-2 single	\$0.00
81511-90	Quad Screen Panel	\$57.80
81511-NC	Quad Screen Panel	\$0.00
87340-90	Hepatitis B surface antigen	\$59.50
87340-NC	Hepatitis B surface antigen	\$0.00
87340	Hepatitis B surface antigen	\$0.00
80074-90	Acute Hepatitis Panel A and B	\$264.70
80074-NC	Acute Hepatitis Panel A and B	\$0.00
80074	Acute Hepatitis Panel A and B	\$0.00
87252-90	Herpes Culture	\$0.00
87252-NC	Herpes Culture	\$0.00
87252	Herpes Culture	\$0.00
86695-NC	Herpes simplex test	\$0.00
86695-90	Herpes simplex test	\$107.00
86696-90	Herpes simplex type 2	\$107.00
86696-NC	Herpes simplex type 2	\$0.00
86762-90	Rubella antibody	\$39.63
86762-NC	Rubella antibody	\$0.00
86762	Rubella antibody	\$0.00

**SAMPSON COUNTY
BOARD OF COMMISSIONERS**

ITEM ABSTRACT

ITEM NO. 5

Meeting Date: November 5, 2018	<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

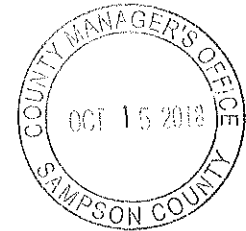
INFORMATION ONLY

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. UNC School of Government – Elected Officials Needs Assessment Invitation
- b. Sampson County Convention and Visitors Bureau Resolution Supporting Agriculture

Board of Health items

- c. 2018 State of County (Health) Report
- d. Health Advisory Board Minutes, August 21, 2018



October 10, 2018

TO: Mr. Clark Wooten, Chairman, Sampson County Board of Commissioners
Mr. Ed Causey, County Manager
Mrs. Susan Holder, Assistant County Manager/PIO
Mr. Joel Coleman, Butterball
Mr. Tommy Herring, Hog Slat
Mr. Bill Fulton, Hog Slat
Mr. William H. Prestage, Prestage Farms
Mrs. Deborah Johnson, Prestage Farms
Mr. Terry Orness, Plant Manager, Smithfield
Ms. Lisa Chambers, Smithfield-Hog Division
Mr. Ronnie Jackson, Chairman, Sampson County Friends of Agriculture
Ms. Eileen Coite, Director, Sampson County Cooperative Extension Services
Mr. Brandon Warren, Chairman, NC Pork Council
Ms. Sherry Matthews, Sampson Independent
Ms. Sylvia Chestnutt, Sampson Weekly
Mr. Bart Adams, Dunn Daily Record
Sampson County CVB Board of Directors

FROM: Sheila Barefoot, Director, Sampson County CVB

SUBJECT: Resolution Supporting Agriculture

On behalf of the Board of Directors of the Sampson County Convention and Visitors Bureau (SCCVB), I would like to provide you with a copy of a resolution recently adopted by the SCCVB in support of Agriculture, our Local Farmers, and farmers from across North Carolina.

The SCCVB realizes and understands the importance of Sampson County's role in Agriculture and the benefit it provides to our local and state economy. Sampson County should certainly be considered the "breadbasket" of North Carolina. As you are aware, Sampson County Ranks #1 in NC Farm Cash Receipts, and is the most diverse agricultural county in North Carolina.

As the SCCVB continues its mission, one of our objectives is to work with local farmers in developing avenues for increasing opportunities to grow agri-tourism within our county. Agri-tourism can provide educational and recreational opportunities for visitors to our community and can potentially enhance the profitability of local farmers.

We certainly appreciate and place high value on Sampson County's farmers and the role that agriculture plays in our community.

Sincerely

Sheila Barefoot



RESOLUTION SUPPORTING AGRICULTURE AND NORTH CAROLINA'S FARMERS

WHEREAS, Agri-tourism in North Carolina aids and assists in the diversification and revitalization of family farms and rural communities; and

WHEREAS, Agri-tourism offers a variety of recreational and educational opportunities for visitors to Sampson County and North Carolina; and

WHEREAS, agriculture and agribusiness are the number one industry in North Carolina contributing \$85 billion to North Carolina's economy; and

WHEREAS, Sampson County, where 48% of our county is farmed and more than 50% of our employment is linked to agriculture, ranks #1 in NC Farm Cash Receipts and is the most diverse agricultural county in the state; and

WHEREAS, our nation enjoys a food supply that is abundant, affordable and among the world's safest, thanks in large part to the efficiency and productivity of North Carolina's farmers; and

WHEREAS, our farmers provide the food, fuel and fiber for our state and our country; and

WHEREAS, agriculture touches the life of everyone, whether it be in our daily meals or the clothes we wear; and

WHEREAS, farming supports other community businesses and the local economy; and

WHEREAS, it is estimated that we are going to need to increase food production by at least 70 percent by 2050 to meet the growing world food demands; and

WHEREAS, we are losing farmland at an alarming rate and it is getting progressively more difficult to recruit and retain farmers willing to work our state's land; and


WHEREAS, we desire to support our agricultural industry and our farmers and encourage a safe and abundant food supply; and

NOW, THEREFORE, BE IT RESOLVED, that we, the Board of Directors of the Sampson County Convention and Visitors Bureau, hereby support the NC Farm Act of 2018, and our agricultural community and our agricultural heritage.

ADOPTED the 10th day of September 2018.



Julie Stadig, Chair, Sampson County CVB



Susan Richert, Clerk to the Board

SAMPSON DEPARTMENT

COUNTY HEALTH

Wanda Robinson
Complex Road, Suite 200
Health Director
28328



360 County
Clinton NC

To: Mr. Edwin Causey
County Manager

From: Wanda Robinson
Health Director

Subject: County Commissioner's Consent Agenda items

Date: October 24, 2018

Attached are items for the consent agenda that was approved by the Health Advisory Committee on October 15th, 2018.

1. Fiscal Services Policy and Procedures (Requires Signature on attached form)
2. Lab Corp and State Lab Fees
3. **2018 State of the County Report**
The Sampson County Health Department and Healthy Carolinians Task Force are providing the 2018 State of the County Report (SCOTCH) annual review for the top health concerns during the 2017 Community Health Assessment and how Sampson County has taken action to address them. This report includes: a review of major morbidity and mortality data for the county; health concerns, progress made in the last year on the selected priorities; and other changes in Sampson County that affect health concerns.
4. 8/20/2018 Health Advisory Committee Minutes

Your assistance is much appreciated.

Attachments

Sampson County Health Department

State of the County Health Report 2018



360 County Complex Rd., Suite 200
Clinton, NC 28328
(910) 592-1131
www.sampsonnc.com

Introduction

Sampson County Health Department and the Sampson County Partners for Healthy Carolinians Task Force are pleased to provide the 2018 State of the County Health Report (SOTCH) annual review for the top health concerns determined during the 2017 Community Health Assessment and how Sampson County has taken action to address them. The 2018 SOTCH includes: a review of major morbidity and mortality data for the county; health concerns; progress made in the past year on the selected priorities; and other changes in Sampson County that affect health concerns. The report addresses new and emerging issues that affect the county's health status and ways community members can get involved with ongoing efforts.

For more information about the State of the County Health Report, contact Sampson County Health Department at (910) 592-1131 or log on to the health department's website at www.sampsonnc.com.

Sampson County Health Department (SCHD) was first established in 1911. Since 1911, the health department has continued to provide services that are essential to the public's health. Public health is a "quiet miracle" with a contribution to the quality of life that cannot be estimated. Public health is uniquely responsible for bringing the benefits of prevention to Sampson County citizens.

The Sampson County Partners for Healthy Carolinians Task Force (SCPFHC) is a non-profit organization that was established in 2000. The task force is a public-private partnership that represents public health, hospitals, health and human service agencies, civic groups, churches, schools, businesses, community members and leaders. For more information on the task force, visit www.scpfhc.org.



County Profile

Demographics

Sampson County Demographic Estimates 2016 ¹

Sex	Estimate	Percent
Male	31,190	49.0%
Female	32,523	51.0%
Race	Estimate	Percent
White	39,660	62.2%
Black or African American	16,240	25.5%
American Indian or Alaska Native	1,219	1.9%
Asian	296	0.5%
Native Hawaiian or Other Pacific Islander	11	0%
Ethnicity	Estimate	Percent
Hispanic or Latino (any race)	11,627	18.2%
Non-Hispanic or Latino	52,086	81.8%
Total Population	63,713	

Economics

Sampson County Economic Characteristics 2016 ²

Employment Status	Estimate	Percent
Unemployment Rate	(X)	9.4%
Income and Benefits	Estimate	Percent
Median Household Income	36,742	(X)
Median Family Income	45,712	(X)
Health Insurance Coverage	Estimate	Percent
With Health Insurance Coverage	51,939	82.3%
No Health Insurance Coverage	11,196	17.7%
Below Poverty Level	Estimate	Percent
All Families	(X)	18.2%
All People	(X)	24.2%
Under 18 years	(X)	35.5%

X = not applicable or not available.

Leading Causes of Death

Cancer was the leading cause of death in Sampson County in 2016. There were 716 total deaths in Sampson County in 2016 in which cancer contributed to 166 of those deaths.^{3,4} Trachea, bronchus and lung cancers had the highest mortality rate (82.4) followed by female breast cancer (31.1) in Sampson County.^{5,6} Heart disease was the second leading cause of death in 2016 attributing to 154 deaths.⁷ Most causes of death are the result of preventable risk factors such as smoking, poor diet, and physical inactivity.

Sampson County Leading Causes of Death 2016⁸

Rank	Cause of Death	Number
1	Cancer	166
2	Heart Disease	154
3	Diabetes Mellitus	44
4	Cerebrovascular Diseases	42
5	Chronic Lower Respiratory Diseases	31
6	All Other Unintentional Injuries	28
7	Motor Vehicle Injuries	25
8	Alzheimer's Disease	18
9	Pneumonia & Influenza	17
	Nephritis, Nephrotic Syndrome & Nephrosis	17
	All other causes	174
	Total Deaths – All Causes	716

Community Health Concerns

As a result of the 2017 Community Health Assessment (CHA) data, members of the SCPFHC served as the CHA Team and selected Substance Abuse; STDs/Pregnancy Prevention; and Chronic Disease as the top three health priorities. The Community Health Assessment is a process of collecting and disseminating data to allow community members to gain an understanding of health, health concerns, and health care systems of the community. CHA Team members identify, collect, analyze and disseminate information on community assets, resources, strengths and needs.

Substance Abuse

Healthy NC 2020 Objective: Reduce the unintentional poisoning mortality rate (per 100,000).

Substance Abuse is the excessive use of substances such as alcohol, tobacco, opioids and other addictive substances. Excessive alcohol use, including underage and binge drinking (males having 5+ drinks on one occasion and females having 4+ drinks on one occasion), can lead to increased risk of injuries, violence, liver diseases, and cancer.⁹ Tobacco use is the leading cause of preventable disease, disability, and death in the United States.¹⁰ Cigarettes and other forms of tobacco (including cigars, pipe tobacco, snuff, chewing tobacco, and e-cigarettes) contain the addictive drug nicotine. It is estimated that 40 million adults in the U.S. smoke cigarettes and 4.7 million middle and high school students use at least one tobacco product, including e-cigarettes.¹⁰ Since 1999, the number of opioid overdose deaths has significantly increased.¹¹ The opioid crisis involves prescription opioids, heroin, and synthetic opioids such as fentanyl.¹¹ Prevention is a crucial component in the fight to put an end to these epidemics.

2018 Health Behaviors¹²

	Sampson County	North Carolina
Adult Smoking	21%	18%
Excessive Drinking	14%	17%

NC Youth Risk Behavior Survey: High School Students¹³

	2017	2015
Currently drank alcohol	2,860	5,552
Currently smoked cigarettes daily	3,130	6,021
Currently used electronic vapor products daily	3,093	5,937

Community Health Concerns

Emergency Department Overdose Surveillance: Sampson County¹⁴

	2017	2016	2015
Medication/Drug	198	138	176
Opioid	22	11	30
Heroin	13	2	2

Substance Abuse Action Plan Progress

- Five articles were submitted to *The Sampson Independent* and *The Sampson Weekly* on the Opioid Epidemic, Naloxone, and Tobacco on behalf of Sampson County Health Department and Sampson County Substance Abuse Coalition.
- Clinton Police Department and the Sampson County Substance Abuse Coalition held two Medication Take Back events in March collecting 70 lbs. of unused or expired pills.
- Sampson County Cooperative Extension promoted Prom Pledge reaching over 200 juniors and seniors.
- Sampson County Cooperative Extension promoted Red Ribbon Week reaching over 700 students.
- Eastpointe MCO partnered with organizations to host and promote the following events:
 - Opioid Addiction Epidemic Conference in Salemburg
 - Prom Promise card distribution (600 cards) to Sampson County Schools
 - Opioid 101 Training at the Health and Human Services Building
 - Narcan Kit distribution (140 kits) to Sampson County Sheriff's Department
 - Recovery Job Coach Academy at Clinton City Council
 - Celebrate Recovery Month social event at Sampson Community College
 - "New and Emerging Tobacco" education session at The Center for Health + Wellness
 - Opioid Overdose Awareness Day with departments throughout Sampson County

Community Health Concerns

STDs/Pregnancy Prevention

Healthy NC 2020 Objective: Decrease the percentage of pregnancies that are unintended.

Sexually Transmitted Diseases

The Centers for Disease Control and Prevention estimates that nearly 20 million new sexually transmitted diseases (STDs) occur every year in the United States.¹⁵ Many STDs don't cause visible symptoms, however, they can still be harmful and transmitted from one person to another.¹⁵ Examples of STDs include: Gonorrhea, Chlamydia, Herpes, HIV/AIDS, Trichomoniasis, and Genital Warts. If left untreated, some STDs can lead to infertility, increased risk HIV, and in some cases fatality.¹⁵ While Sampson County had an increase in the number of Chlamydia and Gonorrhea cases between 2015 and 2016, there was a decrease in the number of cases between 2016 and 2017. In 2016, there were 11 cases of diagnosed HIV in Sampson County compared to 12 cases in 2017. There was an increase in the number of AIDS diagnosis from 2 in 2016 to 5 in 2017. Sampson County Health Department offers testing and treatment for sexually transmitted diseases.

Sexually Transmitted Diseases Gonorrhea & Chlamydia in Sampson County¹⁶

	2015	2016	2017
Chlamydia	284	324	277
Gonorrhea	88	136	97

2017 HIV and AIDS Diagnosis¹⁶

County	HIV	AIDS
Sampson	12	5
Columbus	10	3
Duplin	6	5
Halifax	10	4

Community Health Concerns

Pregnancy Prevention

According to the Centers for Disease Control and Prevention, unintended pregnancies are those that are either untimed or unwanted at the time of conception.¹⁷ Unintended pregnancies can increase the risk of health problems for the mom and baby. Teen pregnancy and childbearing brings substantial costs through immediate and long-term impacts on teen parents and their children.¹⁸ Teen pregnancy prevention is very important to the health and quality of life for our youth.¹⁸ There are birth control methods that, if used correctly and consistently, are highly effective at reducing the risk of unintended pregnancy.

2017 NC Resident Pregnancy Rates (Females Ages 15-44)¹⁹

Residence	Total Pregnancies	Rate
North Carolina	143,574	71.2
Sampson County	963	86.5

2017 NC Resident Pregnancy Rates (Females Ages 15-19)²⁰

Residence	Total Pregnancies	Rate
North Carolina	8,849	26.7
Sampson County	101	48.7

STDs/Pregnancy Prevention Action Plan Progress

- Six articles were submitted to *The Sampson Independent* and *The Sampson Weekly* on Teen Pregnancy, Family Planning and HIV/STD on behalf of Sampson County Health Department.
- Sampson County Health Department partnered with Academic Abundance, Inc., Clinton High School, and Lakewood High School to educate teens through Family Planning and STD presentations reaching over 250 ninth graders during the 2017-2018 school year.
- Sampson County Health Department partnered with Sampson County Partners for Healthy Carolinians Task Force to host “Sampson County’s 4th Annual Teen Health Fair” in March 2018 reaching approximately 500 middle and high school students.
- Sampson County Health Department now offers long-term contraceptives, such as IUDs and the Nexplanon implant.

Chronic Disease

Healthy NC 2020 Objective: Increase the percentage of adults who are neither overweight nor obese.

According to the Centers for Disease Control and Prevention, chronic diseases such as heart disease, cancer, diabetes and obesity are the leading causes of death and disability in the United States and are caused by the following risk behaviors: tobacco use and exposure, poor nutrition, lack of physical activity, and excessive alcohol use.²¹ Healthy choices can reduce the risk of developing a chronic disease and improve quality of life.

2012-2016 NC Resident Death Rates²²

Cause of Death	Sampson County	North Carolina
Heart Disease	180.2	161.3
Cancer	192.0	166.5
Diabetes	51.5	23.0

Adult Obesity²³

	Sampson County	North Carolina
2018	35%	30%
2017	37%	30%
2016	39%	29%

Prevalence of Obesity and Overweight in Children 2 through 18 years of age by Health Department ²⁴

	Healthy Weight	Overweight	Obese
Sampson County	60.1%	16.6%	18.7%
North Carolina	65.1%	14.6%	14.6%

Community Health Concerns

Chronic Disease Action Plan Progress

- Two articles related to Heart Disease, eight (8) related to Cancer, two (2) related to Diabetes, and three (3) related to Healthy Eating/Physical Activity were submitted to *The Sampson Independent* and *The Sampson Weekly* on behalf of Sampson County Health Department and Sampson County Partners for Healthy Carolinians in 2017.
- The 19th Annual Breast Cancer Rally and Health Fair was held in 2017 reaching over 100 participants.
- Sampson County Breast and Cervical Cancer Control Program (BCCCP) Advisory Board distributed 445 pink breast cancer ribbons and 100 teal cervical cancer ribbons in 2017 to local churches and organizations for the Pink and Teal Ribbon Campaigns.
- In 2017, Sampson County Health Department and Sampson Regional Medical Center merged their Diabetes Self-Management Education Programs reaching 72 participants in 2017.
- In 2017, Sampson Regional Medical Center’s diabetes support group, “Sugar Buddies,” had 161 participants from January through October.
- Sampson Regional Medical Center’s “Journey to Health” began in August 2018 and is an 8-week program focusing on changing basic behaviors to move toward a healthier lifestyle and away from obesity. The pilot program consisted of 2 classes with 15 people in each class.
- Sampson County Health Department promotes Eat Smart, Move More – Maintain, don’t gain! Holiday Challenge. The Holiday Challenge is a free online weight maintenance program offered from Thanksgiving to New Year’s Eve. Sampson County had a total of 92 participants in 2017, a 188% increase from 2016.
- During the 2017-2018 school year, the Fitness Renaissance physical fitness awards program reached approximately 4,000 students in grades K-3. On average, 2.4% of students surpassed their goal for 2 of the 4 activities, 56.9% surpassed their goal for 3 of the 4 activities, and 36.7% surpassed their goal for all 4 physical activities.

New Initiatives

- Sampson County Substance Abuse Coalition launched a new website. The coalition and the website focus on (1) Intervention, (2) Public Awareness (Prevention), and (3) Training.
- Sampson County Health Department adopted the State recommended Naloxone and implemented a distribution program to increase access to Naloxone.
- The Sampson County Breast and Cervical Cancer Control Program (BCCCP) Advisory Board will apply for the 2019 United Way of Sampson County funding application for cancer prevention and awareness.
- Increase health education programs to include diabetes education, BMI counseling for overweight and underweight, etc.
- Maternal Child Health Initiative to reduce infant mortality.
- Sampson County's 5th Annual Teen Health Fair.

Emerging Issues

- Medicaid changes.
- Increase in Opiate/Opioid usage.
- Education and awareness on the Opioid epidemic.
- Teen Pregnancy rate and Adult Obesity percentage continue to be higher than the state's.

Volunteers Are Welcome

Help Sampson County Partners for Healthy Carolinians and Sampson County Health Department address these health concerns and issues in your community! Call 910-592-1131 or attend the next Healthy Carolinians meeting at The Center for Health + Wellness, 417 E. Johnson St., Clinton, NC at 1:30 pm every 3rd Tuesday of the month.

Dissemination of SOTCH Report

- Sampson County Board of Health
- Sampson County Board of Commissioners
- Sampson County Partners for Healthy Carolinians
- Sampson County Health Department

This report will also be available to the public at www.scpfhc.org, www.sampsonnc.com, and upon request at the Sampson County Health Department (910) 592-1131.

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**Sampson Count Health Department Advisory Committee Minutes
August 20, 2018**

Member Attendance: Dr. Jeffrey Bell, Paul Bradshaw, Robert Butler, Linda Heath, Jacqueline Howard, Chair, Allie Ray McCullen, Commissioner Harry Parker, and Dr. Beth Turner.

Not in Attendance: Dr. Beth Bryan, Charlotte Harrell, Linda Peterson.

SCHD staff attendance: Wanda Robinson, Sally DeMay, Tamra Jones, Annie Fennell, Perry Solice, Erin Ellis.

Administration staff attendance: Susan Holder, Joel Starling

I. Call to Order:

Jacqueline Howard, Chair call the Advisory Committee meeting to order.

II. Invocation:

Commissioner Harry Parker gave the invocation.

III. Approval of Minutes:

- a. June 18, 2018 minutes - motion made by Linda Heath to approve June 18, 2018 minutes as presented and second made by Jeffrey Bell. All in favor. Motion carried.

IV. Policy Review:

a. HIPAA Policy

Wanda Robinson reviewed HIPAA Policy. HIPAA started in 2003. Changes were made to the layout of the Notice of Privacy Practices to make it more user friendly and broken down to show clients what their rights, the uses and disclosures of protected health information. This information was included in our old Notice of Privacy Practices in a written format. The new layout pulls information out and lists for clients. There are a lot of sections to this policy and includes copies of our forms and Business Agreements. Handout of text message-are looking our texting our clients. Will have to train staff on what can be texted.

Motion to accept and forward HIPAA Policy to Board of County Commissioners for approval made by Dr. Beth Turner and seconded by Robert Butler. All in favor. Motion carried.

Administrative Policy

Wanda Robinson reviewed the changes to the Administrative Policy. Changes made and reviewed in the following Policies within the Administrative Manual: Organizational Charts; Appointments Policy; Community Input, Involvement, Collaboration and Partnership Policy; Consumer Complaint Policy, Diversity Plan Policy, Facility/Equipment Cleaning Policy; Incident Reporting Policy, Professional Liability Policy, Research Policy; Staff Qualifications & Development Policy. Policies incorporated into other policies were: Computer Equipment Use Policy into Information Security Policy; Unlawful Workforce Harassment Policy and Workplace Violence Policy into OSHA Policy; Workforce Diversity Policy into Diversity Plan Policy.

Commissioners Parker questioned the vacancies listed on the Organizational Chart and what is being done regarding those vacancies. Wanda Robinson stated will be discussed later in the agenda. Question asked is services are still being offered. Wanda Robinson stated we are trying to continue services. Nurse Practitioner retired in June, this is one of the hardest positions to fill. We have one fulltime Nurse Practitioner and one Nurse Practitioner contracting part time. Some services are being limited, especially our Child Health services due to a resignation of the Child Health Nurse the end of last month. We only have so many appointment slots.

Appointment Policy changes reviewed by Wanda Robinson. Robert Butler asked if there are charges for missed appointments. At present the health department does not charge clients for missed appointments. Discussion on loss of income due to missed appointments.

Staff Qualifications & Development Plan discussed policy. Linda Heath asked if the evaluation was being used with the job competency. Wanda stated that we use Job Competency and Title X forms during performance appraisals for certain disciplines.

Commissioner Parker asked for clarification of the shaded part on page 5 regarding Health Director Qualifications and & Competency as to which board. Wanda Robinson stated that it refers this Board of Health. Linda Heath questioned if it should state the Sampson County Health Department Advisory Committee. Changes will be made to the policy to replace Board of Health with Sampson County Health Department Advisory Committee and Board of Commissioners.

Motion made by Commissioner Parker to accept with wording changes to the Staff Qualifications & Development Policy, page 5, changing Board of Health to SCHD Advisory Committee and add Board of Commissioners) and forward Administrative Policy to Board of County Commissioners. Motion seconded by Paul Bradshaw. All in favor. Motion carried.

V. Financial Report:

Review of handouts given by Tamra Jones. DOT-TB numbers down; STD numbers same. Medicaid Revenues did not include last year's revenues due to still receiving revenues for last year until date determined by Finance.

VI. Dangerous Dog Ordinance Review:

See attached slide handout presented by Joel Starling.

Joel Starling presented a PowerPoint on Dangerous Dog Appeals. Discussed difference between a Dangerous Dog and a Potentially Dangerous Dog. A Potentially Dangerous Dog is a Dangerous Dog. Reviewed G.S. § 67-4.1 (a) (1) and G.S. §67-4.1(a) (2). Reviewed situations when a Dangerous Dog Appeal is not required such as a dog has killed a person without provocation. Exceptions under the Statue were discussed. Discussion held regarding dogs owned or harbored primarily or in part for purpose of dog fighting. Process begins by either a citizen lodging a complaint or a law enforcement officer finding reasonable suspicion to believe a dog is a dangerous dog. Linda Heath stated there is room for interpretation of

whether a potentially dangerous dog is threatening. Joel this will be discussed further under the Potentially Dangerous Dog.

A Potentially Dangerous Dog is a Dangerous Dog. Once there has been a determination that a dog is Potentially Dangerous that dog is a Dangerous Dog under our ordinances. Linda Heath asked is that determination made the Animal Control Officer or does the Advisory Board make the determination when they hear the appeal. If the Animal Control Officer makes the determination that the animal is a Potentially Dangerous Dog send the written notification to the owner and the owner does nothing then it is done. If an appeal request is not filed with this Committee, then it is done. If an appeal is filed with this Committee, that is not the end of the determination.

Discussed if dog inflicted severe injury on a person without provocation. This type case would be a question on fact would recommend having an evidence hearing. Exceptions under the Statue were discussed. Several scenarios were discussed.

Sampson County ordinance closely mirrors Article 1 A of Chapter 67 of the General Statue in the definition of "dangerous dog" and "potentially dangerous dog" and exceptions are the same. Two exceptions the 3rd criteria of the potentially dangerous dogs does not just draw the line at the owner's property. There still can be a potentially dangerous dog complaint if the person is in areas open and accessible to invitees or when not on the owner's property. Example used: walking up front path to this person's front door (door to door salesperson), this is considered an open and accessible area to invitees-not just a simple matter of the dog was on the owner's property and we are done. The Statue is written that way but our ordinance is not written that way, provides a greater protection to the public. Areas that are posted as "NO Trespassing" puts people on notice that they cannot go there. Question asked regarding the "Beware of Dog" signs. Joel stated that would be significant if the injured party filed a personal injury suit against the owner of the property because it would show it was on notice that was a dangerous dog on the property. That does not get the owners out of anything in context with this type hearing.

Joel reviewed the process for determining that a dog is potentially dangerous. If the Law Enforcement Officer makes the determination that the dog is not dangerous-that is it for this committee. The complainant is not able to appeal this decision under our ordinance only the owner of the dog has the right to appeal. If the Law Enforcement Officer makes the determination that a dog is "Dangerous or Potentially Dangerous" the officer must either hand deliver or by certified mail the determination. The delivered notification has to order compliance with the registration, permitting, insurance, security and restraint requirements to the owner of the dog. The owner has 3 days from receipt of that notice to appeal that determination by making written notice of appeal, stating reasons why they disagree with the determination. This appeal goes to the Health Director, clerk of the Dangerous Dog Appeal Committee. If an appeal is filed, committee must hear the appeal within 10 business days of the notice of appeal. The committee must conduct a quasi-judicial hearing in an open meeting, voting in an open meeting and announce decision verbally in the open meeting. Linda Heath asked question if this decision had to be given in the same meeting. Joel's answer was it does not say decision must be given in the same meeting, must hear evidence within 10 business days. The meeting that decision is announced must be an open meeting. Meeting can be recessed and continue it at another time with notification being

given to the parties of continued date and time. Dr. Turner asked if committee discussion has be done in an open meeting. Best practice with the way Statue and Ordinance is written to have all discussion in open meeting. Joel reminded members that hear is a quasi-judicial hearing, if meeting is continued to another day and time, the members of the committee are not allowed to discuss the hearing outside of the open meeting. The committee must render its decision in writing as expeditiously as possible. The written decision is sent to the owner, Law Enforcement Officer and complainant by certified mail and file decision with the County Manager and County Attorney.

The Chair of the committee presides over the hearing, rule on the admissibility of evidence and any procedural issues that may arise. The County Attorney will be there to assist with these issues. Testimony has to be given under oath or affirmed. The law officer and appealing party have the right to make statements, present evidence or offer any witnesses on their behalf. The complainant does not have the right to present his or her own case in chief. This does not mean that we can stop them from telling their case, they still can testify, but their testimony comes during the Law Enforcement Officers case in chief.

Should not impose a time limit in quasi-judicial hearing, the Chair has the ability to ask person speaking to get to the point or that something is not relevant to the case. Suggested to encourage speakers to be short and concise, to the point and stick to the facts.

The standard that the Committee is to be guided by is "whether or not the determination of the Law Enforcement Officer is in the best interests of the public's health, safety, and wellness." Committee can affirm, reverse, or modify the determination of the Law Enforcement Officer. The committee can impose reasonable conditions provided that the determination of the Law Enforcement Officer was not reversed. Note: This does not mean that the board has the authority to modify the MANDATORY registration, permitting, insurance, and security and restraint requirements set forth in the Ordinance. The Ordinance says these things "shall" be done.

VII. Health Directors Report:

a. Personnel Changes/vacancies

Wanda Robinson announced the promotion of Kelly Parrish to Director of Nursing effective August 1st. Discussed the current open positions: PHN Supervisor I-Kelly's previous position, PHN II Immunization/Child Health Coordinator; Physician Extender (Nurse Practitioner) and WIC Nutritionist I position that has been open since August of 2017.

b. Child Fatality 2017 Annual Report

Wanda presented and discussed the Child Fatality 2017 Annual Report a perinatal condition; Unintentional Injuries had 4 accidents and 1 homicide. Report will be presented to Board of Commissioners.

c. Child Fatality Committee Appointment

Wanda Robinson presented Clinton Police Chief Donald Edwards's name for a recommendation to be placed on the Child Fatality Committee. Chief Edward's name will be submitted to Board of Commissioners for approval.

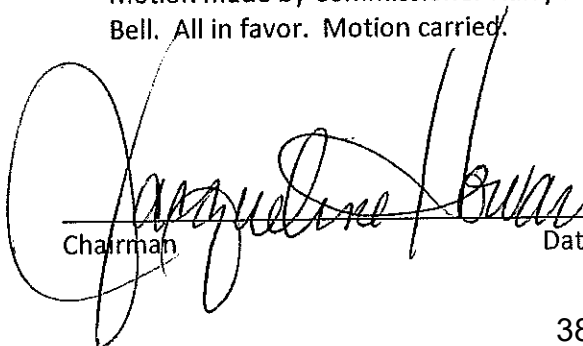
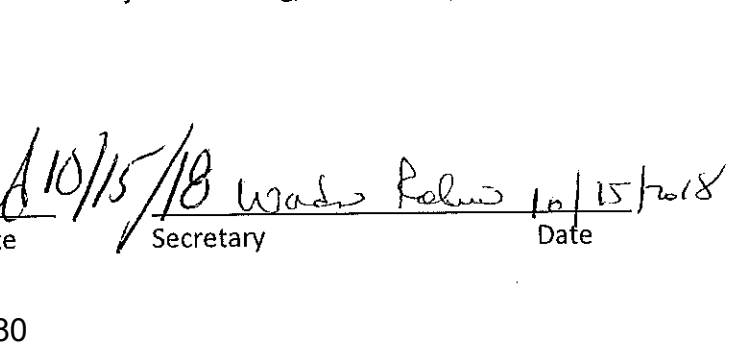
- d. Accreditation Update
Accreditation information is due to be submitted by November 1st. Items will be brought to the Committee and to Board of Commissioners. Conflict of Interest Policy is one type of item. Training will be held for Board of Commissioners in January 2019.
- e. Opioid Conference
Invited Committee to the Opioid Conference on September 12th.
- f. Question asked about recent Measles outbreak in news. Kelly and Wanda reported no issues in Health Department of Measles. Situation is being watched. Wanda reported that Eastern Equine in neighboring counties of Pender, Onslow and Duplin, most cases in unvaccinated horses. Zikia is back, issues with Hepatitis A and a new Tick has been found in North Carolina
- g. Wanda asked Jacqueline Howard and Linda Heath to discuss the recent National Board of Health Conference they attended. This is the first time this conference has been offered in North Carolina.

Linda Heath expressed thanks for being allowed to attend conference. Interesting fact for her was a lot of health departments are reviewing Opioid deaths. Discussed some of the types of drugs that are causing the Opioid deaths. Would like for committee to look at this issue which is here in our community with our young people. Would like to look at what is coming in and the clusters. Another thought, health department sees a lot of prenatal. Do we need to be looking at the outcome of these pregnancies? Would like a way to show that we are doing a great job with our prenatal care. Issue with neonatal care not available in our county. Issues with rehab for drug not easily available that people do not want to jump through all the hoops to obtain the care.

Jacqueline Howard- overall impression from conference is that Public Health director and board needs to be more proactive and be able to articulate the needs of the needs of the public health department; as well as what the community wants. One statement that conference said is "Everything that happens in your city is a public health issue." Need to keep eyes and ears open in our community- need to discuss public health issues. Join up with community partners to make community more aware of public health issues.

VIII. **Public Comment:**
No public comment.

IX. **Adjournment:**
Motion made by Commissioner Harry Parker to adjourn meeting, seconded by Dr. Jeffrey Bell. All in favor. Motion carried.

_____ 10/15/18 _____ 10/15/18
 Chairman Date Secretary Date

PUBLIC COMMENT POLICIES AND PROCEDURES
Revised June, 2018

In accordance with NCGS 153A-52.1, 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. 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.

As with public hearings, the Chair (or presiding officer) will determine and announce limits on speakers at the start of the Public Comment period. Each speaker will be allocated no more than five (5) minutes. The Chairman (or presiding officer) may, at their discretion, decrease this time allocation if the number of persons wishing to speak would unduly prolong the meeting. A staff member will be designated as official timekeeper, and the timekeeper will inform the speaker when they have one minute remaining of their allotted time. When the allotted time is exhausted, the speaker will conclude their remarks promptly and leave the lectern. Speakers may not yield their time to another speaker, and they may not sign up to speak more than once during the same Public Comment period.

An individual wishing to address the Board during the Public Comment period shall register with the Clerk/Deputy Clerk to the Board prior to the opening of the meeting by signing his or her name, and providing an address and short description of his or her topic on a sign-up sheet stationed at the entrance of the meeting room. Any related documents, printed comments, or materials the speaker wishes distributed to the Commissioners shall be delivered to the Clerk/Deputy Clerk in sufficient amounts (10 copies) at least fifteen minutes prior to the start of the meeting. Speakers will be acknowledged to speak in the order in which their names appear on the sign-up sheet. Speakers will address the Commissioners from the lectern, not from the audience, and begin their remarks by stating their name and address.

To ensure the safety of board members, staff and meeting attendees, speakers are not allowed to approach the Board on the seating platform, unless invited by the Board to approach.

Speakers who require accommodation for a disabling condition should contact the office of the County Clerk or County Manager not less than twenty-four (24) hours prior to the meeting.

If time allows, those who fail to register before the meeting may be allowed speak during the Public Comment period. These individuals will be offered the opportunity to 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.

A total of thirty (30) minutes shall be set aside for public comment. At the end of this time, those who signed up to speak but have not yet been recognized may be requested to hold their comments until the next meeting's public comment period, at which time they will be given priority for expression. Alternatively, the Board, in its discretion, may extend the time allotted for public comment.

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. Speakers will not discuss matters regarding the candidacy of any person seeking public office, including the candidacy of the person addressing the Board.

Speakers will be courteous in their language and presentation, shall not use profanity or racial slurs and shall not engage in personal attacks that by irrelevance, duration or tone may threaten or perceive to threaten the orderly and fair progress of the discussion. Failure to abide by this requirement may result in forfeiture of the speaker's right to speak.

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. Any action on items brought up during the Public Comment period will be at the discretion of the Board. When appropriate, items will be referred to the Manager or the proper Department Head for further review.

A copy of the Public Comments Policy will be included in the agenda of each regular meeting agenda and will be made available at the speaker registration table. The policy is also available on the County's website.