



**SAMPSON COUNTY  
BOARD OF COMMISSIONERS  
MEETING AGENDA**

**November 6, 2023**

**6:00 pm Convene Regular Meeting (County Auditorium)**

Invocation and Pledge of Allegiance  
Approve Agenda as Published

**Item 1 Reports and Presentations**

a. NCDOT Update **1**

**Item 2 Action Items**

a. Bid Award for the T.O. 4&8 Water Main Extensions **2-7**

b. Lead and Copper Service Line Resolution **8-11**

c. 2024 Reappraisal Schedule of Values **12-21**

**Item 3 Board Appointments**

a. Library Board of Trustees **22-23**

**Item 4 Consent Agenda** **24**

a. Approve the minutes of the September 25, 2023 and October 2, 2023 meetings **25-31**

b. Adopt the 2024 County Government Holiday Schedule **32**

c. Adopt the 2024 Board of Commissioners Meeting Schedule **33**

d. Adopt the Title VI Nondiscrimination Plan for Sampson Area Transportation **34-72**

e. Adopt the 2023 System Safety Plan for Sampson Area Transportation **73-271**

f. Adopt the Drug and Alcohol Testing Policy for Sampson Area Transportation **272-298**

g. Authorize the acceptance of an Emergency Management Capacity Building Competitive Grant for FY 2023 and approve the associated budget amendment	299-303
h. Authorize the acceptance of grant funds from the 2023 Homeland Security Grant Program and approve the associated budget amendment	304-308
i. Approve the Clinton-Sampson Airport Rates and Charges Effective 11/1/2023 – 6/30/2024	309
j. Adopt a Resolution Supporting Allocation of Contingency Funding for Repair of Jumping Run Road in the Ivanhoe Community of Sampson County	310
k. Authorize the County Manager to execute a contract between Sampson County Department of Social Services and Vanguard Professional Services	311-342
l. Adopt a Proclamation Honoring & Celebrating the 155 <sup>th</sup> Anniversary of Keathern Chapel Missionary Baptist Church	343
m. Approve late disabled veterans tax exclusion requests for James Y. Becton, Jason A. Bogart, Nealy Warren, Jr., and Brandon L. Rheel	344-355
n. Approve tax refunds and releases as submitted	356-377
o. Approve budget amendments as submitted	378-387
<b>Item 5 Board Information</b>	<b>388</b>
a. Hwy 421 Rest Area Press Release	389
<b>Item 6 County Manager’s Report</b>	
<b>Item 7 Public Comment Period</b>	
<b>Item 8 Closed Session – G.S. § 143-318.11(a)(6)&amp;(a)(3)</b>	
<b>Adjournment</b>	

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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO. 1(a)

Meeting Date: November 6, 2023	<input type="checkbox"/>	Information Only	<input type="checkbox"/>	Public Comment
	<input checked="" 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

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**SUBJECT:** NCDOT Update

**DEPARTMENT:** NCDOT

**PUBLIC HEARING:** No

**CONTACT PERSON(S):** Keith Jackson, Highway Maintenance Engineer

**PURPOSE:** To provide a quarterly update on NCDOT projects

**ATTACHMENTS:** None

**BACKGROUND:**

Highway Maintenance Engineer Keith Jackson will provide an update on current and ongoing NCDOT projects.

**RECOMMENDED ACTION OR MOTION:**

No action required

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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO. 2(a)

Meeting Date: November 6, 2023	<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

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**SUBJECT:** Bid Award for the T.O. 4&8 Water Main Extensions

**DEPARTMENT:** Public Works

**PUBLIC HEARING:** No

**CONTACT PERSON(S):** David Ross, Dewberry Engineers  
Mark Turlington, Public Works Director

**PURPOSE:** To award the bid for the T.O. 4&8 Water Main Extensions

**ATTACHMENTS:** Letter of Recommendation of Award, SCIF Funding Worksheet, Bid Tabulation Sheet

**BACKGROUND:**

Bids for the T.O. 4&8 Water Main Extensions were received on Thursday, September 7, 2023 at 2:00 pm. Fewer than three bids were received for the project, so the bids were not opened. As stated in G.S. 143-132, three bids are required for construction or repair contracts subject to the formal bidding procedures. A re-advertisement for bids was issued, which set the bid opening date to Thursday, September 28, 2022 at 2:00 pm. After declaring bidding closed, it was noted that five (5) bid proposals for the project were submitted. Five (5) bidders were present for the bid opening. Each of the five (5) bid proposals were then opened and read aloud. After the bid opening, Dewberry Engineers Inc. (Dewberry) reviewed the bids received for this project and is of the opinion that each bidder has submitted a responsive, responsible bid. The apparent low, responsive, responsible bidder is Herring-Rivenbark. This project is being funded by the directly allocated State Capital and Infrastructure Fund (SCIF). The total funding available for system improvement type projects includes \$9,000,000. Dewberry recommends that Sampson County award the contract for the T.O. 4&8 Water Main Extensions to Herring-Rivenbark, the apparent low, responsible, responsive bidder based on the Base Bid price. The Contract award will be for \$2,012,197.50.

**RECOMMENDED ACTION OR MOTION:**

Award the bid for the T.O. 4&8 Water Main Extensions to the lowest responsible, responsive bidder, Herring Rivenbark, as recommended by Dewberry at a bid price of \$2,012,197.50.



September 29, 2023

Sampson County  
 Mr. Edwin Causey  
 County Manager  
 406 County Complex Road  
 Clinton, NC 28328

RE: Letter of Recommendation of Award  
 Sampson County T.O. 4&8 Water Main Extensions

Dear Mr. Causey:

Bids for the T.O. 4&8 Water Main Extensions on Thursday, September 7, 2023 at 2:00 pm. Fewer than three bids were received for the project, so the bids were not opened. As stated in G.S. 143-132, three bids are required for construction or repair contracts subject to the formal bidding procedures. If three bids are not received after the first advertisement, the project must be re-advertised. A re-advertisement for bids was issued, which set the bid opening date to Thursday, September 28, 2022 at 2:00 pm.

Bids for the re-advertised T.O. 4&8 Water Main Extensions were received on Thursday, September 28, 2023 at 2:00 pm at the Sampson County Public Works Office located at 827 SE Blvd., Clinton, NC. After declaring bidding closed, it was noted that five (5) bid proposals for the project were submitted. Five (5) bidders were present for the bid opening.

Each of the five (5) bid proposals were then opened and read aloud. After the bid opening, Dewberry Engineers Inc. (Dewberry) reviewed the bids received for this project and it is our opinion that each bidder has submitted a responsive, responsible bid. The following questions were asked and received unanimous responses noted in italics:

- Were all addenda received? Three were issued. *Yes.*
- Was anyone denied the right to bid? *No.*
- Are there any objections to proceeding with the bid opening? *No.*

The apparent low, responsive, responsible bidder is Herring-Rivenbark. A summary of each bidder's base bid with alternates is provided below, and the Certified Bid Tabulation is enclosed for your reference:

	<b>Herring &amp; Rivenbark Inc.</b>	<b>Wells Brothers Construction</b>	<b>Burnette Ent. Of Wilmington</b>	<b>S&amp;L Contracting, LLC</b>	<b>Baxter Johnson Contracting</b>
<b>Schedule A</b>	<b>\$2,012,197.50</b>	\$3,644,890.28	\$3,534,421.60	\$3,022,922.50	\$4,450,430.00

<b>Schedule A + Alternate A</b>	\$1,906,118.00	\$3,519,890.28	\$3,494,391.60	\$2,919,922.50	\$4,350,430.00
<b>Schedule A + Alternate B</b>	\$2,126,047.50	\$3,657,390.28	\$3,558,884.10	\$3,058,922.50	\$4,490,430.00
<b>Schedule A + Alternate C</b>	\$1,940,197.50	\$3,584,890.28	\$3,516,921.60	\$2,962,422.50	\$4,400,430.00
<b>Schedule A + Schedule B</b>	\$1,947,968.00	\$3,472,390.28	\$3,452,429.10	\$2,895,422.50	\$4,340,430.00

This project is being funded by the directly allocated State Capital and Infrastructure Fund (SCIF). The total funding available for system improvement type projects includes \$9,000,000.

Dewberry recommends that Sampson County award the contract for the T.O. 4&8 Water Main Extensions to Herring-Rivenbark, the apparent low, responsible, responsive bidder based on the Base Bid price. The Contract award will be for **\$2,012,197.50**.

Should have you have any questions or comments, please call me at (984) 232-6788.

Sincerely,

Dewberry Engineers Inc.

David A. Ross.  
 Project Manager

Enclosure: Certified Bid Tabulation

Cc: Mark Turlington, Sampson County  
 Mac Ellen Brown, Sampson County  
 Juanita Brewington, Sampson County  
 Matt West, P.E., Dewberry  
 Emma Hague-Rogers, Dewberry

Project Name: SCIF FUNDING  
 Expenditures to Date  
 Work Performed Thru 09/29/23



<b>CONSTRUCTION CONTRACTS</b>		Total Contract Amount	Cumulative Cost to Date	Minus Retainage on Payable Cost	Minus Cumulative Sales Tax	Minus Previously Paid to Date	Requested For This Pay Request
<b>Outreach Program Roads</b>							
Serenity Lake Drive	\$	232,624					
Jernigan Loop Road	\$	365,904					
Welcome School Road, JC Howard, Howard	\$	562,169					
Kenan Weeks Road	\$	354,248					
<b>System Improvements*</b>							
<i>T.O. 4&amp;8 Water Main Extensions:</i>							
5 McCullen Rd, Gov. Moore Rd, E Darden Rd, Wrench Rd, Hollerin Rd, Auctioneer Rd, Roseboro Hwy, N Peavine Rd	\$	2,012,198					
NC 24 Bypass	\$	986,539					
Gov Moore Well Site	\$	1,000,000					
Nathan Dudley Road	\$	151,312					
Elevated Storage Tanks Water Mains (Caldwell Tanks)	\$	335,000					
Contingency (10% of Construction)	\$	599,999					
<b>Construction Total</b>	\$	<b>6,599,992</b>					
<b>ENGINEERING CONTRACTS</b>		Total Contract Amount	Cumulative Cost to Date			Minus Previously Paid to Date	Requested For This Pay Request
<b>Task Order No. 3 (OnCall Spring 22 Funding App.)</b>							
	\$	19,201	\$ 19,201			\$ (19,201)	\$ -
<b>Task Order No. 4 (Gov. Moore, Roseboro, WM Ext.)*</b>							
	\$	336,300	\$ 306,396			\$ (279,340)	\$ 27,056
<b>Task Order No. 5 (Groundwater Supply Wells)*</b>							
	\$	86,400	\$ 25,080			\$ (25,080)	\$ -
<b>Task Order No. 6 (Water Customer Recruitment)</b>							
	\$	5,600	\$ 5,600			\$ (5,600)	\$ -
<b>Task Order No. 8 (Water Main Extensions)</b>							
	\$	303,300	\$ 222,910			\$ (188,345)	\$ 34,565
<b>Task Order No. 5 Amendment**</b>							
	\$	150,000					
<b>Engineering Total</b>	\$	<b>900,801</b>	\$ <b>579,187</b>				
<b>ADMINISTRATION</b>		Total Contract Amount	Cumulative Cost to Date			Minus Previously Paid to Date	Requested For This Pay Request
<b>Construction Materials and Supplies</b>							
	\$	218,672				\$ (218,672)	Total not paid/invoiced at this time.
<b>Land Acquisition (Well)</b>							
	\$	20,000					
<b>Administration Total</b>	\$	<b>238,672</b>	\$ -				
<b>PAY REQUEST TOTALS</b>			Cumulative Cost to Date	Minus Retainage on Payable Cost		Minus Previously Paid to Date	Total Requested For This Pay Request
			\$ 579,187	\$ -		\$ (736,238)	\$ -
<b>FUNDING</b>		Total Funding Amount				Funds Dispersed to Date	Requested Reimbursement For This Pay Request
<b>SCIF Funding</b>							
	\$	9,000,000				\$ (736,238)	\$ -
<b>Total Funding</b>	\$	<b>9,000,000</b>				\$ -	\$ -
<b>Total Project Budgeted Cost</b>		\$	<b>7,739,465</b>				
<b>Variance</b>		\$	<b>1,260,535</b>			<b>Funds Remaining</b>	<b>\$ 8,263,762</b>

\*Project originally to be funded through ARP.  
 \*\*The amendment has not been issued. Numbers are for preliminary purposes only.

BID TABULATION  
 PROJECT: T.O. 4&8 Water Main Extensions  
 OWNER: Sampson County, NC  
 BID OPENING DATE: September 28, 2023

*David A. Ross*  
 David Ross, P.E.  
 Certified as Correct



				Wells Brothers Construction		S&L Contracting, LLC		Burnette Enterprises of Wilmington		Baxter Johnson Contracting*		Herring and Rivenbark	
SCHEDULE A - Unit Prices													
Item No.	Item Description	Unit	Estimated Quantity	Bid Unit Price	Bid Amount	Bid Unit Price	Bid Amount	Bid Unit Price	Bid Amount	Bid Unit Price	Bid Amount	Bid Unit Price	Bid Amount
1	Mobilization/General Conditions	LS	1	\$ 109,346.70	\$ 109,346.70	\$ 60,000.00	\$ 60,000.00	\$ 200,061.60	\$ 200,061.60	\$ 115,000.00	\$ 115,000.00	\$ 5,000.00	\$ 5,000.00
2	Open Cut, Water Main 6-inch AWWA C900 PVC												
2a	S McCullen Rd	LF	6,500	\$ 35.41	\$ 230,165.00	\$ 34.50	\$ 224,250.00	\$ 52.00	\$ 338,000.00	\$ 49.00	\$ 318,500.00	\$ 27.75	\$ 180,375.00
2b	Governor Moore Rd	LF	5,500	\$ 35.62	\$ 195,910.00	\$ 34.25	\$ 188,375.00	\$ 52.00	\$ 286,000.00	\$ 49.00	\$ 269,500.00	\$ 27.75	\$ 152,625.00
2c	Auctioneer Rd	LF	8,800	\$ 35.15	\$ 309,320.00	\$ 34.25	\$ 301,400.00	\$ 52.00	\$ 457,600.00	\$ 48.00	\$ 422,400.00	\$ 27.75	\$ 244,200.00
2d	N Peavine Rd	LF	7,550	\$ 36.80	\$ 277,840.00	\$ 34.50	\$ 260,475.00	\$ 52.00	\$ 392,600.00	\$ 48.00	\$ 362,400.00	\$ 27.75	\$ 209,512.50
2e	E Darden Rd	LF	2,350	\$ 37.52	\$ 88,172.00	\$ 34.25	\$ 80,487.50	\$ 52.00	\$ 122,200.00	\$ 47.00	\$ 110,450.00	\$ 27.75	\$ 65,212.50
2f	Hollerin Rd	LF	8,700	\$ 35.76	\$ 311,112.00	\$ 34.50	\$ 300,150.00	\$ 52.00	\$ 452,400.00	\$ 47.00	\$ 408,900.00	\$ 27.75	\$ 241,425.00
2g	Roseboro Highway	LF	500	\$ 65.95	\$ 32,975.00	\$ 38.25	\$ 19,125.00	\$ 52.00	\$ 26,000.00	\$ 71.00	\$ 35,500.00	\$ 27.75	\$ 13,875.00
3a	Wrench Rd	LF	130	\$ 145.27	\$ 18,885.10	\$ 38.50	\$ 5,005.00	\$ 52.00	\$ 6,760.00	\$ 128.00	\$ 16,640.00	\$ 27.75	\$ 3,607.50
4	Horizontal Directional Drill, Water Main 8-inch DR11 HDPE (200 PSI)												
4a	Sheet C-101: 180 LF	LS	1	\$ 21,985.74	\$ 21,985.74	\$ 13,350.00	\$ 13,350.00	\$ 25,200.00	\$ 25,200.00	\$29,520.00*	\$ 29,520.00	\$ 9,650.00	\$ 9,650.00
4b	Sheet C-101: 180 LF	LS	1	\$ 21,985.74	\$ 21,985.74	\$ 13,350.00	\$ 13,350.00	\$ 25,200.00	\$ 25,200.00	\$29,520.00*	\$ 29,520.00	\$ 9,650.00	\$ 9,650.00
4c	Sheet C-102: 180 LF	LS	1	\$ 21,985.74	\$ 21,985.74	\$ 13,350.00	\$ 13,350.00	\$ 25,200.00	\$ 25,200.00	\$29,520.00*	\$ 29,520.00	\$ 9,650.00	\$ 9,650.00
4d	Sheet C-103: 190 LF	LS	1	\$ 22,671.18	\$ 22,671.18	\$ 14,025.00	\$ 14,025.00	\$ 26,600.00	\$ 26,600.00	\$30,400.00*	\$ 30,400.00	\$ 10,000.00	\$ 10,000.00
4e	Sheet C-104: 200 LF	LS	1	\$ 23,356.61	\$ 23,356.61	\$ 14,560.00	\$ 14,560.00	\$ 28,000.00	\$ 28,000.00	\$31,000.00*	\$ 31,000.00	\$ 10,300.00	\$ 10,300.00
4f	Sheet C-105: 200 LF	LS	1	\$ 23,356.61	\$ 23,356.61	\$ 14,560.00	\$ 14,560.00	\$ 28,000.00	\$ 28,000.00	\$31,000.00*	\$ 31,000.00	\$ 10,300.00	\$ 10,300.00
4g	Sheet C-106: 160 LF	LS	1	\$ 20,614.88	\$ 20,614.88	\$ 12,300.00	\$ 12,300.00	\$ 22,400.00	\$ 22,400.00	\$28,160.00*	\$ 28,160.00	\$ 9,150.00	\$ 9,150.00
4h	Sheet C-202: 220 LF	LS	1	\$ 24,727.47	\$ 24,727.47	\$ 15,720.00	\$ 15,720.00	\$ 30,800.00	\$ 30,800.00	\$32,560.00*	\$ 32,560.00	\$ 10,750.00	\$ 10,750.00
4i	Sheet C-205: 670 LF	LS	1	\$ 55,571.92	\$ 55,571.92	\$ 41,300.00	\$ 41,300.00	\$ 93,800.00	\$ 93,800.00	\$75,710.00*	\$ 75,710.00	\$ 25,500.00	\$ 25,500.00
4j	Sheet C-205: 150 LF	LS	1	\$ 19,929.44	\$ 19,929.44	\$ 11,745.00	\$ 11,745.00	\$ 21,000.00	\$ 21,000.00	\$27,750.00*	\$ 27,750.00	\$ 9,000.00	\$ 9,000.00
4k	Sheet C-301: 130 LF	LS	1	\$ 17,514.67	\$ 17,514.67	\$ 10,600.00	\$ 10,600.00	\$ 18,200.00	\$ 18,200.00	\$38,350.00*	\$ 38,350.00	\$ 7,950.00	\$ 7,950.00
4l	Sheet C-301: 160 LF	LS	1	\$ 20,614.88	\$ 20,614.88	\$ 12,400.00	\$ 12,400.00	\$ 22,400.00	\$ 22,400.00	\$28,160.00*	\$ 28,160.00	\$ 9,150.00	\$ 9,150.00
4m	Sheet C-302: 160 LF	LS	1	\$ 20,614.88	\$ 20,614.88	\$ 12,400.00	\$ 12,400.00	\$ 22,400.00	\$ 22,400.00	\$28,160.00*	\$ 28,160.00	\$ 9,150.00	\$ 9,150.00
4n	Sheet C-304: 190 LF	LS	1	\$ 22,671.18	\$ 22,671.18	\$ 14,025.00	\$ 14,025.00	\$ 26,600.00	\$ 26,600.00	\$30,400.00*	\$ 30,400.00	\$ 10,000.00	\$ 10,000.00
4o	Sheet C-308: 100 LF	LS	1	\$ 15,458.37	\$ 15,458.37	\$ 8,900.00	\$ 8,900.00	\$ 14,000.00	\$ 14,000.00	\$30,800.00*	\$ 30,800.00	\$ 7,550.00	\$ 7,550.00
4p	Sheet C-402: 220 LF	LS	1	\$ 24,727.47	\$ 24,727.47	\$ 15,720.00	\$ 15,720.00	\$ 30,800.00	\$ 30,800.00	\$32,560.00*	\$ 32,560.00	\$ 10,750.00	\$ 10,750.00
4q	Sheet C-404: 160 LF	LS	1	\$ 20,614.88	\$ 20,614.88	\$ 12,400.00	\$ 12,400.00	\$ 22,400.00	\$ 22,400.00	\$28,160.00*	\$ 28,160.00	\$ 9,150.00	\$ 9,150.00
4r	Sheet C-406: 190 LF	LS	1	\$ 22,671.18	\$ 22,671.18	\$ 14,025.00	\$ 14,025.00	\$ 26,600.00	\$ 26,600.00	\$30,400.00*	\$ 30,400.00	\$ 10,000.00	\$ 10,000.00
4s	Sheet C-407: 180 LF	LS	1	\$ 20,941.83	\$ 20,941.83	\$ 13,500.00	\$ 13,500.00	\$ 25,200.00	\$ 25,200.00	\$41,940.00*	\$ 41,940.00	\$ 9,650.00	\$ 9,650.00
4t	Sheet C-501: 200 LF	LS	1	\$ 23,356.61	\$ 23,356.61	\$ 14,600.00	\$ 14,600.00	\$ 28,000.00	\$ 28,000.00	\$31,000.00*	\$ 31,000.00	\$ 10,300.00	\$ 10,300.00
4u	Sheet C-601: 150 LF	LS	1	\$ 19,929.44	\$ 19,929.44	\$ 11,475.00	\$ 11,475.00	\$ 21,000.00	\$ 21,000.00	\$27,450.00*	\$ 27,450.00	\$ 9,000.00	\$ 9,000.00
4v	Sheet C-602: 120 LF	LS	1	\$ 17,873.15	\$ 17,873.15	\$ 10,040.00	\$ 10,040.00	\$ 16,800.00	\$ 16,800.00	\$25,200.00*	\$ 25,200.00	\$ 8,600.00	\$ 8,600.00
4w	Sheet C-602: 190 LF	LS	1	\$ 21,627.26	\$ 21,627.26	\$ 14,025.00	\$ 14,025.00	\$ 26,600.00	\$ 26,600.00	\$35,720.00*	\$ 35,720.00	\$ 10,000.00	\$ 10,000.00
4x	Sheet C-701: 165 LF	LS	1	\$ 19,913.68	\$ 19,913.68	\$ 12,600.00	\$ 12,600.00	\$ 23,100.00	\$ 23,100.00	\$35,475.00*	\$ 35,475.00	\$ 8,400.00	\$ 8,400.00
4y	Sheet C-705: 180 LF	LS	1	\$ 21,985.74	\$ 21,985.74	\$ 13,450.00	\$ 13,450.00	\$ 25,200.00	\$ 25,200.00	\$29,520.00*	\$ 29,520.00	\$ 9,650.00	\$ 9,650.00
4z	Sheet C-707: 160 LF	LS	1	\$ 20,614.88	\$ 20,614.88	\$ 12,350.00	\$ 12,350.00	\$ 22,400.00	\$ 22,400.00	\$28,160.00*	\$ 28,160.00	\$ 9,150.00	\$ 9,150.00
4aa	Sheet C-708: 165 LF	LS	1	\$ 19,913.68	\$ 19,913.68	\$ 12,600.00	\$ 12,600.00	\$ 23,100.00	\$ 23,100.00	\$28,545.00*	\$ 28,545.00	\$ 8,400.00	\$ 8,400.00
5	6" DIP (Dry Bore)												
5a	Sheet C-201: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5b	Sheet C-204: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5c	Sheet C-305: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5d	Sheet C-306: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5e	Sheet C-306: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5f	Sheet C-601: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5g	Sheet C-702: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
5h	Sheet C-704: 80 LF	LS	1	\$ 19,961.45	\$ 19,961.45	\$ 17,600.00	\$ 17,600.00	\$ 19,200.00	\$ 19,200.00	\$ 20,400.00	\$ 20,400.00	\$ 6,060.00	\$ 6,060.00
5i	Sheet C-706: 20 LF	LS	1	\$ 6,742.29	\$ 6,742.29	\$ 4,400.00	\$ 4,400.00	\$ 4,800.00	\$ 4,800.00	\$ 6,600.00	\$ 6,600.00	\$ 2,150.00	\$ 2,150.00
6	12" Steel Casing Bore and Jack												



6a	Sheet C-501: 50 LF	LS	1	\$ 31,003.60	\$ 31,003.60	\$ 19,300.00	\$ 19,300.00	\$ 9,500.00	\$ 9,500.00	\$29,250.00*	\$ 29,250.00	\$ 14,200.00	\$ 14,200.00
6b	Sheet C-708: 50 LF	LS	1	\$ 31,003.60	\$ 31,003.60	\$ 19,300.00	\$ 19,300.00	\$ 9,500.00	\$ 9,500.00	\$29,250.00*	\$ 29,250.00	\$ 14,200.00	\$ 14,200.00
6c	Sheet C-801: 50 LF	LS	1	\$ 31,003.60	\$ 31,003.60	\$ 19,300.00	\$ 19,300.00	\$ 9,500.00	\$ 9,500.00	\$29,250.00*	\$ 29,250.00	\$ 14,200.00	\$ 14,200.00
<b>Miscellaneous</b>													
7	6" X 4" Reducer	EA	1	\$ 1,200.81	\$ 1,200.81	\$ 800.00	\$ 800.00	\$ 900.00	\$ 900.00	\$ 7,500.00	\$ 7,500.00	\$ 465.00	\$ 465.00
8	6" X 6" Tapping Sleeves and Gate Valve.	EA	2	\$ 7,897.30	\$ 15,794.60	\$ 5,570.00	\$ 11,140.00	\$ 3,900.00	\$ 7,800.00	\$ 10,200.00	\$ 20,400.00	\$ 4,615.00	\$ 9,230.00
9	8" X 6" Tapping Sleeves and Gate Valve.	EA	1	\$ 7,484.12	\$ 7,484.12	\$ 6,075.00	\$ 6,075.00	\$ 4,900.00	\$ 4,900.00	\$ 10,200.00	\$ 10,200.00	\$ 4,875.00	\$ 4,875.00
10	6" X 6" Cut-in Tee and Gate Valve	EA	3	\$ 5,753.54	\$ 17,260.62	\$ 6,830.00	\$ 20,490.00	\$ 2,500.00	\$ 7,500.00	\$ 13,600.00	\$ 40,800.00	\$ 6,000.00	\$ 18,000.00
11	8" X 6" Cut-in Tee and Gate Valve	EA	1	\$ 8,478.51	\$ 8,478.51	\$ 7,110.00	\$ 7,110.00	\$ 3,100.00	\$ 3,100.00	\$ 15,200.00	\$15,200.00*	\$ 6,100.00	\$ 6,100.00
12	6" X 6" Tee and 2 Gate Valves	EA	1	\$ 8,007.39	\$ 8,007.39	\$ 8,290.00	\$ 8,290.00	\$ 5,900.00	\$ 5,900.00	\$ 16,200.00	\$ 16,200.00	\$ 7,600.00	\$ 7,600.00
13	Remove Cap & Connection to Existing Waterline with 6" Gate Valve	EA	4	\$ 5,889.17	\$ 23,556.68	\$ 3,900.00	\$ 15,600.00	\$ 1,500.00	\$ 6,000.00	\$ 6,000.00	\$ 24,000.00	\$ 4,700.00	\$ 18,800.00
14	2" Blow Off Valve Assembly with 6" Gate Valve	EA	18	\$ 6,122.93	\$ 110,212.74	\$ 6,180.00	\$ 111,240.00	\$ 3,900.00	\$ 70,200.00	\$ 8,100.00	\$ 145,800.00	\$ 5,650.00	\$ 101,700.00
15	2" Blow Off Valve Assembly with 2- 6" Gate Valves	EA	11	\$ 8,386.22	\$ 92,248.42	\$ 8,770.00	\$ 96,470.00	\$ 5,900.00	\$ 64,900.00	\$ 10,200.00	\$ 112,200.00	\$ 7,585.00	\$ 83,435.00
16a	¾" Domestic Taps with Tapping Sleeve, Corporation Stop, ¾" CTO Polyethylene Service Line, Meter Stop, Dual Check Valve, and Meter Box	EA	50	\$ 2,580.08	\$ 129,004.00	\$ 3,110.00	\$ 155,500.00	\$ 950.00	\$ 47,500.00	\$ 1,575.00	\$ 78,750.00	\$ 1,500.00	\$ 75,000.00
16b	¾" Domestic Taps with Tapping Sleeve, Corporation Stop, ¾" CTO Polyethylene Service Line, Meter	EA	50	\$ 3,112.01	\$ 155,600.50	\$ 3,560.00	\$ 178,000.00	\$ 1,000.00	\$ 50,000.00	\$ 2,030.00	\$ 101,500.00	\$ 1,960.00	\$ 98,000.00
17	Gravel Driveway Repair	LS	1	\$ 61,080.13	\$ 61,080.13	\$ 52,040.00	\$ 52,040.00	\$ 13,000.00	\$ 13,000.00	\$ 67,000.00	\$ 67,000.00	\$ 3,500.00	\$ 3,500.00
18	Erosion and Sediment Control Measures	LS	1	\$ 112,884.05	\$ 112,884.05	\$ 71,700.00	\$ 71,700.00	\$ 35,000.00	\$ 35,000.00	\$ 146,000.00	\$ 146,000.00	\$ 14,500.00	\$ 14,500.00
19	Cleanup, Seeding, and Matting Along Utility Pipelines	LS	1	\$ 292,962.62	\$ 292,962.62	\$ 86,730.00	\$ 86,730.00	\$ 25,000.00	\$ 25,000.00	\$ 272,000.00	\$ 272,000.00	\$ 16,000.00	\$ 16,000.00
20	Traffic Control and Construction Access	LS	1	\$ 161,249.61	\$ 161,249.61	\$ 69,400.00	\$ 69,400.00	\$ 4,000.00	\$ 4,000.00	\$ 182,300.00	\$ 182,300.00	\$ 2,500.00	\$ 2,500.00
21	Allowance No. 1: Contingency Allowance	LS			\$ 100,000.00		\$ 100,000.00		\$ 100,000.00		\$ 100,000.00		\$ 100,000.00
<b>Total of All Unit Price and Lump Sum Bid Items</b>					\$ 3,644,890.28		\$ 3,022,922.50		\$ 3,534,421.60		\$4,435,230.00*		\$ 2,012,197.50

<b>Schedule B – Add or Deduct Alternate</b>										
<b>Alternate A – SDR21 PVC in lieu of C900 PVC</b>	<b>DEDUCT</b>	\$ 125,000.00	<b>DEDUCT</b>	\$ 103,000.00	<b>DEDUCT</b>	\$ 40,030.00	<b>DEDUCT</b>	\$ 100,000.00	<b>DEDUCT</b>	\$ 106,079.50
<b>Alternate B – 6" C900 DR18 Fusible PVC in lieu of 8" HDPE DR11</b>	<b>ADD</b>	\$ 12,500.00	<b>ADD</b>	\$ 36,000.00	<b>ADD</b>	\$ 24,462.50	<b>ADD</b>	\$ 40,000.00	<b>ADD</b>	\$ 113,850.00
<b>Alternate C – Service Lines – Sampson County supplies contractor with service saddle, corporation stop, ¾" CTS polyethylene line, meter stop, dual check valve, and meter box as indicated on the drawing details.</b>	<b>DEDUCT</b>	\$ 60,000.00	<b>DEDUCT</b>	\$ 60,500.00	<b>DEDUCT</b>	\$ 17,500.00	<b>DEDUCT</b>	\$ 50,000.00	<b>DEDUCT</b>	\$ 72,000.00
<b>Total of Schedule B</b>		\$ (172,500.00)		\$ (127,500.00)		\$ (81,992.50)		\$ (110,000.00)		\$ (64,229.50)
<b>Total of Schedule A + Alternate A</b>		\$ 3,519,890.28		\$ 2,919,922.50		\$ 3,494,391.60		\$ 4,335,230.00		\$ 1,906,118.00
<b>Total of Schedule A + Alternate B</b>		\$ 3,657,390.28		\$ 3,058,922.50		\$ 3,558,884.10		\$ 4,475,230.00		\$ 2,126,047.50
<b>Total of Schedule A + Alternate C</b>		\$ 3,584,890.28		\$ 2,962,422.50		\$ 3,516,921.60		\$ 4,385,230.00		\$ 1,940,197.50
<b>Total of Schedule A + Schedule B</b>		\$ 3,472,390.28		\$ 2,895,422.50		\$ 3,452,429.10		\$ 4,325,230.00		\$ 1,947,968.00

\*Corrected.

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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO. 2(b)

Meeting Date: November 6, 2023	<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"/>	

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**SUBJECT:** Lead and Copper Service Line Resolution

**DEPARTMENT:** Public Works

**PUBLIC HEARING:** No

**CONTACT PERSON(S):** David Ross, Dewberry Engineers  
Mark Turlington, Public Works Director

**PURPOSE:** To adopt a Resolution Authorizing the County to Seek Funding for the Lead and Copper Service Line Inventory Assessment Project through the NCDEQ State Revolving Fund

**ATTACHMENTS:** Resolution, Lead and Copper Service Line Description

**BACKGROUND:**

To comply with the Lead and Copper Rule revisions released by the EPA, all community water systems are required to develop an initial inventory of all service line connections, both system-owned and customer-owned, by October 16, 2024. In order to meet these regulations, Sampson County will be performing an inventory assessment of the service lines in the public water system. The inventory development will include locating and mapping lead service lines using historical data recorded by Sampson County. This data will be tracked using the Sampson County GIS (geographic information system) and findings shared with the community. The County is seeking funding for this project through the NCDEQ State Revolving Fund.

**RECOMMENDED ACTION OR MOTION:**

Adopt a Resolution Authorizing the County to Seek Funding for the Lead and Copper Service Line Inventory Assessment Project through the NCDEQ State Revolving Fund

## **Lead and Copper Service Line Inventory Assessment Funding Application Description**

To comply with the Lead and Copper Rule revisions released by the EPA, all community water systems are required to develop an initial inventory of all service line connections, both system-owned and customer-owned, by October 16, 2024. In order to meet these regulations, Sampson County will be performing an inventory assessment of the service lines in the public water system. The inventory development will include locating and mapping lead service lines using historical data recorded by Sampson County. This data will be tracked using the Sampson County GIS (geographic information system) and findings shared with the community. The County is seeking funding for this project through the NCDEQ State Revolving Fund.

**RESOLUTION BY GOVERNING BODY OF APPLICANT**

WHEREAS, The County of Sampson has need for and intends to perform a project described as an inventory analysis of lead and copper service lines in within the Sampson County Water System as required by the EPA, and

WHEREAS, The County of Sampson intends to request State loan and/or grant assistance for the project,

**NOW THEREFORE BE IT RESOLVED, BY THE BOARD OF COMMISSIONERS OF THE COUNTY OF SAMPSON:**

That County of Sampson, the **Applicant**, will arrange financing for all remaining costs of the project, if approved for a State loan and/or grant award.

That the **Applicant** will provide for efficient operation and maintenance of the project on completion of construction thereof.

That the **Applicant** will adopt and place into effect on or before completion of the project a schedule of fees and charges and other available funds which will provide adequate funds for proper operation, maintenance, and administration of the system and the repayment of all principal and interest on the debt.

That the governing body of the **Applicant** agrees to include in the loan agreement a provision authorizing the State Treasurer, upon failure of the County of Sampson to make a scheduled repayment of the loan, to withhold from the County of Sampson any State funds that would otherwise be distributed to the local government unit in an amount sufficient to pay all sums then due and payable to the State as a repayment of the loan.

That Edwin W. Causey, County Manager, the **Authorized Representative** and successors so titled, is hereby authorized to execute and file an application on behalf of the **Applicant** with the State of North Carolina for a loan and/or grant to aid in the study of or construction of the project described above.

That the **Authorized Representative**, and successors so titled, is hereby authorized and directed to furnish such information as the appropriate State agency may request in connection with such application or the project: to make the assurances as contained above; and to execute such other documents as may be required in connection with the application.

That the **Applicant** has substantially complied or will substantially comply with all Federal, State, and local laws, rules, regulations, ordinances, and funding conditions applicable to the project and to Federal and State grants and loans pertaining thereto.

Adopted this the 6<sup>th</sup> day of November, in Sampson County, North Carolina.

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\_\_\_\_\_  
(Signature of Chief Executive Officer)

\_\_\_\_\_  
(Title)

**ATTEST:** \_\_\_\_\_  
Clerk to the Board

**FORM FOR CERTIFICATION BY THE RECORDING OFFICER**

The undersigned duly qualified and acting Clerk of the Board of the County of Sampson does hereby certify:  
That the above/attached resolution is a true and correct copy of the resolution authorizing the filing of an application with the State of North Carolina, as regularly adopted at a legally convened meeting of the Sampson County Board of Commissioners duly held on the 6<sup>th</sup> day of November, 2023; and, further, that such resolution has been fully recorded in the journal of proceedings and records in my office. IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
(Signature of Recording Officer)

\_\_\_\_\_  
(Title of Recording Officer)

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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO. 2(c)

Meeting Date: November 6, 2023	<input type="checkbox"/> Information Only <input type="checkbox"/> Report/Presentation <input checked="" type="checkbox"/> Action Item <input type="checkbox"/> Consent Agenda	<input type="checkbox"/> Public Comment <input type="checkbox"/> Closed Session <input type="checkbox"/> Planning/Zoning <input type="checkbox"/> Water District Issue
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**SUBJECT:** 2024 Reappraisal Schedule of Values

**DEPARTMENT:** Tax

**PUBLIC HEARING:** No

**CONTACT PERSON(S):** Jim Johnson, Tax Administrator

**PURPOSE:** To set a date for the public hearing to receive public comments on the 2024 Revaluation Market Schedule of Values

**ATTACHMENTS:** Memo, Presentation

**BACKGROUND:**

Sampson County is scheduled for a reappraisal of all real property with an effective date of January 1, 2024. General Statute 105-317(c) states that 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. The 2024 Revaluation Market Schedule of Values (SOV) and the Present-Use Schedule of Values will be delivered to the Board at this meeting and the schedule to be followed afterwards is as follows:

- Set a date of a public hearing. Proposed date is Monday, November 20, 2023 at 6:00 p.m. in the Sampson County Administration Building (Building C), 406 County Complex Road, Clinton, NC 28328
- Advertise the date of the public hearing and that the SOV are available for public inspection at the Sampson County Tax Office, 126 W Elizabeth Street, Courthouse Annex Building, Clinton, NC 28328. The ad will appear in the Tuesday, November 7, 2023 edition of the Sampson Independent
- Adoption of the SOV not less than seven days after the public hearing and at least twenty-one days after delivering the SOV to the Board of Commissioners. Adoption tentatively scheduled for Monday, December 4, 2023 at the regularly scheduled Board of Commissioners meeting
- After the adoption of the SOV, a notice that the SOV has been adopted must be published four times in the newspaper stating that a notice of appeal can be filed within thirty days of the publication of the first notice.
- 

**RECOMMENDED ACTION OR MOTION:**

Set the date for the public hearing as proposed.

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 24, 2023  
SUBJECT: 2024 Reappraisal Schedule of Values

Sampson County is scheduled for a reappraisal of all real property with an effective date of January 1, 2024. General Statute 105-317( c ) states that 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.

The 2024 revaluation Market Schedule of Values (SOV) and the Present-Use Schedule of Values are to be delivered to the Board of Commissioners on Monday November 6, 2023. The schedule to be followed after the SOV are delivered to the Board of Commissioners is as follows:

- Set a date for a public hearing- Proposed is Monday, November 20, 2023, at 6:00 pm in the Sampson County Administration Building (Building C), conference room, 406 County Complex Road, Clinton, NC 28328.
- Advertise the date of the public hearing and that the SOV are available for public inspection at the Sampson County Tax Office, 126 W Elizabeth Street, Courthouse Annex Building, Clinton, NC 28328. The ad will appear in the Tuesday, November 7, 2023, edition of the Sampson Independent.
- Adoption of the SOV not less than seven days after the public hearing and at least twenty-one days after delivering the SOV to the Board of Commissioners. Adoption tentatively scheduled for the Monday December 4, 2023, regularly scheduled Board of Commissioners meeting.
- After the adoption of the SOV, a notice that the SOV has been adopted must be published four times in the newspaper stating that a notice of appeal can be filed within thirty days of the publication of the first notice.

# SAMPSON COUNTY 2024 REVALUATION



# REVALUATION

## What is revaluation?

A process that updates the assessed value of all real property in the county. Real estate values can increase or decrease over time.

**Revaluation is NOT a budget driven process nor is it about raising someone's taxes.**

# REVALUATION

## Why do we do it?

- Required by North Carolina General Statute 105-286 at least once every eight years. Sampson County advanced their scheduled 2027 reappraisal to 2024 and adopted a four-year cycle thereafter, as recommended by the Department of Revenue.
- Keeps real estate value levels more equitable with current market conditions.
- Reestablishes the fairness of the tax burden between properties, which typically change in value at different rates by location and property type.

# As Property Values Change

- It's not practical to try and match the tax values with the continuous fluctuations in the market values.
- Revaluation is the process of setting the tax values at a specific point in time.
- Each property owner is paying taxes according to the value of their particular property as of the date of revaluation.

# Statutory Process

- Properties are appraised at 100% market value at the time of a county-wide revaluation. Data is reviewed from the most recent qualified sales leading up to the reappraisal date.
  - A qualified sale is a transaction between a willing buyer and seller.
  - An un-qualified sale: foreclosures, special financing, special land contracts, and sales between relatives or affiliated companies.
- The Schedule of Values is a manual to describe the methodology and procedures for appraising real estate at market value at the time of county's most recent revaluation.
- Real property values remain the same until next revaluation, unless physical changes are made to the property between revaluation years.
- New buildings and other improvements are appraised according to the degree of completion on January 1 of each year.

# Revaluation Methods Used

- **Market** – Analyzing sales of comparable properties and adjusting for differences to establish value for a specific property.
- **Cost** – Using the total material and labor cost (minus depreciation) and the lands costs to establish value for a specific property.
- **Income** – Incorporating consideration of a property's rental income, expenses, vacancy rates, and rate of monetary return to establish value for a specific property.

# What Citizens Need To Know

- If you own real estate in Sampson County, you WILL receive a notification of your new value.
- All property owners should review the notification of value change.
- If property owners wish to appeal their value, please do so in the time frame listed on your notice. Also review comps in your area.
- If a property owner does not agree with the office review decision, they may file an appeal to the Board of Equalization and Review.
- If a property owner does not agree with the decision from the Board of Equalization and Review, they may appeal to the Property Tax Commission.

Any Questions?



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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO. 3

Meeting Date: November 6, 2023

<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

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**SUBJECT:** Appointments

**DEPARTMENT:** Governing Body

**PUBLIC HEARING:** No

**CONTACT PERSON(S):** Vice Chairperson Sue Lee

**PURPOSE:** To consider appointments to the Library Board of Trustees

**ATTACHMENTS:** Memos

Library Board of Trustees - Ms. Debbie Daughtry resigned from the Library Board in September 2023. Library Director Kelsey Edwards recommends that Dr. La'Chandra C. Parker be appointed to fill the vacancy. Ms. Belinda Best's term ended in 2023. Ms. Edwards recommends that Ms. Best be reappointed to the Library Board.



# Memo

**To:** Sampson County Board of Commissioners  
**From:** Kelsey Edwards, Library Director  
**CC:** Ed Causey, County Manager & Stephanie Shannon, Clerk to the Board  
**Date:** Tuesday, October 24, 2023  
**Re:** Library Board Appointments

---

I request the Board of Commissioners appoint a new Library Board member to replace Ms. Debbie Daughtry as she resigned from the Library Board in September 2023. I thank Ms. Daughtry for her previous service to the library and the residents of Sampson County. I would like to put forward a recommendation to fill the slot previously held by Ms. Daughtry. My recommendation is to appoint Dr. La'Chandra C. Parker, a resident of Newton Grove.

Also, according to my records, Ms. Belinda (Lynn) Best's term ended in September 2023. It is my recommendation that Ms. Best be reappointed to the Library Board for another term. I appreciate Ms. Best's service on the Library Board and appreciate her willingness to serve another term if reappointed. Thank you for your assistance with this.

Thank you.

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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO.      4

Meeting Date:    November 6, 2023	<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

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**SUBJECT:**                      Consent Agenda

**DEPARTMENT:**              Administration/Multiple Departments

**ITEM DESCRIPTIONS/ATTACHMENTS:**

- a. Approve the minutes of the September 25, 2023 and October 2, 2023 meetings
- b. Adopt the 2024 County Government Holiday Schedule
- c. Adopt the 2024 Board of Commissioners Meeting Schedule
- d. Adopt the Title VI Nondiscrimination Plan for Sampson Area Transportation
- e. Adopt the 2023 System Safety Plan for Sampson Area Transportation
- f. Adopt the Drug and Alcohol Testing Policy for Sampson Area Transportation
- g. Authorize the acceptance of an Emergency Management Capacity Building Competitive Grant for FY 2023 and approve the associated budget amendment
- h. Authorize the acceptance of grant funds from the 2023 Homeland Security Grant Program and approve the associated budget amendment
- i. Approve the Clinton-Sampson Airport Rates and Charges Effective 11/1/2023 – 6/30/2024
- j. Adopt a Resolution Supporting Allocation of Contingency Funding for Repair of Jumping Run Road in the Ivanhoe Community of Sampson County
- k. Authorize the County Manager to execute a contract between Sampson County Department of Social Services and Vanguard Professional Services
- l. Adopt a Proclamation Honoring & Celebrating the 155<sup>th</sup> Anniversary of Keathern Chapel Missionary Baptist Church
- m. Approve late disabled veterans tax exclusion requests for James Y. Becton, Jason A. Bogart, Nealy Warren, Jr., and Brandon L. Rheel |
- n. Approve tax refunds and releases as submitted
- o. Approve budget amendments as submitted

**RECOMMENDED ACTION OR MOTION:**

Motion to approve Consent Agenda as presented

**Hospital Budget Presentation**

The Sampson County Board of Commissioners reconvened at 6:00 p.m. on Monday, September 25, 2023, 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 Jerol Kivett, Vice Chairperson Sue Lee, and Commissioners Thaddeus Godwin, Lethia Lee, and Allen McLamb.

Chairman Jerol Kivett called the meeting to order and thanked the hospital trustees for their hospitality. Following a budget presentation by CFO Jerry Heinsman, the Board voted unanimously to approve the budget as presented on a motion made by Chairman Kivett and seconded by Vice Chairperson Sue Lee.

**Adjourn**

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

\_\_\_\_\_  
R. Jerol Kivett, Chairperson

\_\_\_\_\_  
Stephanie P. Shannon, Clerk to the Board

The Sampson County Board of Commissioners convened for their regular meeting at 6:00 p.m. on Monday, October 2, 2023, in the County Auditorium, 435 Rowan Road in Clinton, North Carolina. Members present: Chairman Jerol Kivett, Vice Chairperson Sue Lee, and Commissioners Thaddeus Godwin, Lethia Lee, and Allen McLamb.

Chairman Jerol Kivett called the meeting to order and turned the meeting over to Vice Chairperson Sue Lee. Vice Chairperson Sue Lee called upon Commissioner Lethia Lee who provided the invocation. Vice Chair Sue Lee then led the Pledge of Allegiance.

### **Approval of Agenda**

Upon a motion by Commissioner Godwin and seconded by Commissioner Lethia Lee, the Board voted unanimously to approve the agenda with the following changes:

- Added Item 2B – CDBG-NR Reconstruction Bid Award for Contract James Fryar
- Removed Item 2A – Recommendation for Disposition of Real Property

### **Item 1: Public Hearing**

Naming of Private Roads Chairman Kivett opened a public hearing and called upon GIS Coordinator Jessie Matthews who presented the Road Naming Committee's recommendations for the naming of private roads. Chairman Kivett opened the floor for public comments and hearing none, closed the public hearing. Upon a motion by Commissioner Godwin and seconded by Commissioner McLamb, the Board voted unanimously to name PVT 1005-3361 Phil Jack Road and PVT 1005-3361-284 Harvest Hills Lane.

### **Item 2: Action Items**

CDBG-NR Reconstruction Bid Award for Contract James Fryar Chairman Kivett called upon Finance Officer David Clack who reviewed the bid tabulation sheet and recommendations for award from The Adams Company. Upon a motion by Commissioner McLamb and seconded by Chairman Kivett, the Board voted unanimously to award the bid for Contract James Fryar to Finesse Builders, Inc. (Owner Ginger Carter) at the bid price of \$69,300.

### **Item 3: Consent Agenda**

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

(As Board of Commissioners)

- a. Approved the minutes of the September 11, 2023 meeting (Copy filed in Inc. Minute Book \_\_\_\_, Page \_\_\_\_.)

- b. Adopted the Amended Hazard Mitigation Plan as submitted by Emergency Services (Copy filed in Inc. Minute Book \_\_\_\_\_, Page \_\_\_\_\_.)
- c. Approved a request to discard items weeded from the collections of the Sampson-Clinton Public Library System
- d. Authorized the acceptance of grant funds from the Grassroots Arts Program for the Sampson-Clinton Public Library System
- e. Adopted the Revised Sampson County Safety Manual as submitted by Human Resources (Copy filed in Inc. Minute Book \_\_\_\_\_, Page \_\_\_\_\_.)
- f. Authorized execution of an Agreement for Airport Safety/Maintenance Projects between Sampson County and the City of Clinton and the North Carolina Department of Transportation (Division of Aviation) (Copy filed in Inc. Minute Book \_\_\_\_\_, Page \_\_\_\_\_.)
- g. Adopted a Resolution Approving the Local Water Supply Plan for Sampson County Water District I - Clinton and authorized submission to the Department of Environmental Quality, Division of Water Resources (Copy filed in Inc. Minute Book \_\_\_\_\_, Page \_\_\_\_\_.)
- h. Adopted a Resolution Approving the Local Water Supply Plan for Sampson County Water District II - Dunn and authorized submission to the Department of Environmental Quality, Division of Water Resources (Copy filed in Inc. Minute Book \_\_\_\_\_, Page \_\_\_\_\_.)
- i. Adopted the Revised Sampson County Department of Social Services Internal Grievance Procedure
- j. Approved the First Amendment to the Contract for EMS Medical Director Services
- k. Approved late disabled veterans tax exclusion requests for Fred C. Warren II and David W. Tyndall
- l. Approved tax refunds and releases as submitted

#10260	Mark Douglas Kelley	\$334.90
#10263	David Wayne Tyndall	\$331.40
#10266	Terry Wayne Long	\$118.04
#10267	Wayne Lee's Towing Service LLC	\$112.97
#10274	Mark Bergstresser	\$416.25
#10275	Kenneth Ray Best	\$416.25
#10273	Larry Edward Bailey	\$416.25
Tax Release	Star Telephone Membership Corp.	\$458.87
Tax Release	Ronald K. Doorn	\$490.72

Tax Release                      Bettie Ellen Williams                      \$436.80

m. Approved budget amendments as submitted

<b><u>EXPENDITURE</u></b>		Health Department		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
12551240	523900	Medical Supplies	\$7,000.	
12551240	526200	Departmental Supplies	\$2,200.	
12551240	526201	Department Supplies Equipment	\$20,000.	
12551240	537000	Advertising	\$2,000.	
12551240	539500	Employee Training	\$23,721.	
12551240	543000	Rental Equipment	\$2,500.	

<b><u>REVENUE</u></b>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
12551240	404000	State Assistance	\$57,421.	

<b><u>EXPENDITURE</u></b>		Health Department		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
12551650	526201	Departmental Supplies Equipment	\$4,806.	
12551680	526201	Departmental Supplies Equipment	\$4,806.	

<b><u>REVENUE</u></b>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
12535165	404097	Fund Balance	\$4,806.	
12535168	404097	Fund Balance	\$4,806.	

<b><u>EXPENDITURE</u></b>		Cooperative Extension		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
04449560	526200	Departmental Supplies	\$2,775.	

<b><u>REVENUE</u></b>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
04034956	404010	Lagoon Mgmt. - Revenues	\$2,775.	

<b><u>EXPENDITURE</u></b>		Aging		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
2558670	525000	HR Const – United Way	\$1,633.	

<b><u>REVENUE</u></b>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
2035867	403602	Fund Balance Appropriated	\$1,633.	

<b><u>EXPENDITURE</u></b>		Aging		
<u>Code Number</u>		<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
2558790	526200	Info/Case Assist – Dept. Supplies	\$1,333.	
2558790	544000	Info/Case Assist – Contracted Services	\$2,000.	

<b><u>REVENUE</u></b>				
<u>Code Number</u>		<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
2035879	403602	Info/Case Assist – Health Promotion	\$3,333.	

(As Board of Health)

- n. Approved the SCHD Fee/CPT Code Update
- o. Authorized the Annual Update of the SCHD HIPAA Policy and Procedures Manual

**Item 4: Board Information**

The Board received the following for information only:

- a. May 15, 2023 SCHD Health Advisory Committee Minutes
- b. July 24, 2023 SCHD Health Advisory Committee Special Called Meeting Minutes
- c. 2022 Child Fatality Report

**Item 5: County Manager's Report**

Chairman Kivett called upon County Manager Ed Causey who informed the Board that during the November meeting, Tax Administrator Jim Johnson would be proposing a revaluation schedule and requesting a public hearing on the matter at some point during the month of November. The Board will then adopt the agreed upon proposed schedule at the December meeting. Mr. Causey then shared that a draft copy of the Market Study has been received and that Mr. Clack and Ms. Dillman have prepared a response to the draft in hopes of receiving a finalized study as soon as possible.

**Item 6: Public Comment Period**

Following a brief overview of Public Comment Policies and Procedures by Clerk to the Board Stephanie Shannon, Chairman Kivett reviewed standards of conduct and decorum and then opened the floor for public comments. The following were received:

Larry Sutton, 4761 Bearskin Road, Clinton, NC - "Good evening to the Board of County Commissioners and staff members. My comments are again on the County landfill and I'll begin by asking this question, 'Where were you on May 7, 1973?' 'Where were you on May 7, 1973?' For some of you, you may not have even been around, but looking at the audience, I think most everybody here was around. Toddler, younger adult, older adult, or whatever. I was a 23-year-old graduate student at Duke University in Durham preparing for my teaching career. I ask that question because on May 7, 1973 that was a County Board of Commissioners meeting night. Monday. And at that Monday meeting, the Commissioners voted to proceed in using Snow Hill Community as a landfill site. That was fifty years ago this year. In the meantime, our County landfill has become the largest in North Carolina and the second worst emitter of methane gas. My point being, we have become known for dubious reasons, having the largest landfill in the entire state. That point is being raised because for the last several meetings there have been some concerns raised by Snow Hill residents pertaining to the landfill and I want to join my voice with their concerns about the landfill in Sampson County in the Snow Hill community and work with anyone who's willing to help us do more about getting

our Health Department more involved in monitoring the air and water quality in that community. So again, it's been fifty years since the Snow Hill community received the landfill. Thank you."

Robert Graczyk, 2556 Greens Bridge Road, Garland, NC - "Next month you all will have a meeting here and it is November and in the month of November we celebrate our veterans. Veterans have been coming to each of your meetings to show their support. They're slowly dwindling. There were many, now there are fewer. They all have VFW posts and American Legion posts that they all sponsor. And on the 11<sup>th</sup> month, the 11<sup>th</sup> day, at 11:00 a.m., we will all celebrate Veterans Day. All of these fine men and women. But they also are going to have a fundraiser that Saturday on Veterans Day. They're going to be selling Boston Butts so see any of them to get tickets from your local veterans. Reach out to them. They reached out to us. They made freedom free. It wasn't because of who they are, but they gave their blood, sweat, and tears for us. Thank you very much."

Paul Fisher, 966 Marion Amos Road, Roseboro, NC - "I live at 966 Marion Amos Road, Roseboro. If anybody don't know where its at, it's at Snow Hill like going towards White Woods Road. Everybody knows where White Woods is, I'm quite sure you do. Now, I was at a friend of mine's house last week and what we did was, we went outside and just sit around and enjoy the fresh air and have a good time. This is fall and this is what everybody else does, I'm quite sure you do if you got a patio or something, that's what you do. I can't do it at my house because it stinks. It smells. I have to be on the inside most of the time. If it's not, I have a breathing problem, I don't need to be out there. But, this is something that should have been taken care of a long time ago. That smell, it don't have to be, and something needs to be done about it. And the other thing is, I read in the paper a couple of weeks ago that Cumberland County just signed a contract that they're going to start bringing some more stuff down here from Fayetteville area with GFI. So that's another thing. There's going to be more stuff coming into the landfill and then I read something again today about some kind of water something that the County had done, I think it's going to upgrade the water around the landfill. I don't know that much about it, but my concern is that you need to do something with the landfill. A gentleman got up last week and talked about something that was broken down there and he carried his material down there and couldn't get it unloaded and he carried it back home. Well, most people don't do that. They go up through the White Woods Road and that's where they'll leave it at. They're not taking it back home and if you come through there, it looks pure filthy. Now if the landfill can't maintain their stuff, somebody or y'all, need to figure out why. Anybody that's coming, that stuff comes from the western part of the County, Salemburg, Dunn, up in that area. But it comes by my house flying and half the stuff is flying off. I call the Sheriff's Department and they come out there and try to get it off the road, supposed to be sending DOT out there but they didn't ever come so I ended up picking it up myself. But those are, there's a bunch of problems going on around there, but like I said, somebody needs to take care of it."



## Adjournment

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

---

R. Jerol Kivett, Chairman

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Stephanie P. Shannon, Clerk to the Board

## 2024 HOLIDAY SCHEDULE

<b>Holiday</b>	<b>Observance Date</b>	<b>Day of Week</b>
New Year's Day	January 1, 2023	Monday
Martin Luther King, Jr. Birthday	January 15, 2023	Monday
Good Friday	March 29, 2023	Friday
Memorial Day	May 27, 2023	Monday
Independence Day	July 4, 2023	Thursday
Labor Day	September 2, 2023	Monday
Veterans Day	November 11, 2023	Monday
Thanksgiving	November 28 & 29, 2023	Thursday & Friday
Christmas	December 24, 25 & 26, 2023	Tuesday, Wednesday, & Thursday

## **2024 BOARD OF COMMISSIONERS MEETING SCHEDULE**

Monday, January 8, 2024

(delayed a week to avoid New Year's Day closure)

Monday, February 5, 2024

Monday, March 4, 2024

Monday, April 8, 2024

(delayed a week to avoid Easter Monday)

Monday, May 6, 2024

Monday, June 3, 2024

Monday, July 8, 2024

(delayed a week to avoid Independence Day)

Monday, August 5, 2024

Monday, September 9, 2024

(delayed a week to avoid Labor Day closure)

Monday, October 7, 2024

Monday, November 4, 2024

Monday, December 2, 2023

*All regular meetings are held at 6:00 pm in the County Auditorium, 435 Rowan Road in Clinton, North Carolina, unless otherwise advertised.*

# SAMPSON AREA TRANSPORTATION



November 6, 2023

## Title VI Program Plan



**TITLE VI PLAN REVIEW AND ADOPTION**

On behalf of the Sampson County Board of Commissioners, I hereby acknowledge receipt of the Title VI Nondiscrimination Plan. We, the Sampson County Board of Commissioners, have **reviewed and hereby adopt** this Plan. We are committed to ensuring that all decisions are made in accordance with the nondiscrimination guidelines of this Plan, to the end the no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Sampson Area Transportation services and activities on the basis of race, color, national origin, sex, age, creed (religion), or disability, as protected by Title VI of the Civil Rights Act of 1964 and the nondiscrimination provisions of the Federal Transit Administration.

\_\_\_\_\_  
Signature of Authorizing Official

\_\_\_\_\_  
DATE

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**TITLE VI NONDISCRIMINATION AGREEMENT**  
BETWEEN  
**THE NORTH CAROLINA DEPARTMENT OF TRANSPORTATION**  
AND  
**SAMPSON AREA TRANSPORTATION**

In accordance with DOT Order 1050.2A, Sampson Area Transportation (SAT) assures the North Carolina Department of Transportation (NCDOT) that no person shall, on the ground of **race, color, national origin, sex, creed, age, or disability**, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by (SAT).

Further, SAT hereby agrees to:

1. Designate a Title VI Coordinator that has a responsible position within the organization and easy access to the Director of the organization.
2. Issue a policy statement, signed by the Director of the organization, which expresses a commitment to the nondiscrimination provisions of Title VI and related applicable statutes. The signed policy statement shall be posted and circulated throughout the organization and to the general public and published where appropriate in languages other than English. The policy statement will be re-signed when there is a change of Director.
3. Insert the clauses of the contract language from Section 6.1 in every contract awarded by the organization. Ensure that every contract awarded by the organization's contractors or consultants also includes the contract language.
4. Process all and, when required, investigate complaints of discrimination consistent with the procedures contained within this Plan. Log all complaints for the administrative record.
5. Collect statistical data (race, color, national origin, sex, age, disability) on participants in, and beneficiaries of, programs and activities carried out by the organization.
6. Participate in training offered on Title VI and other nondiscrimination requirements. Conduct or request training for employees or the organization's subrecipients.
7. Take affirmative action, if reviewed or investigated by NCDOT, to correct any deficiencies found within a reasonable time period, not to exceed 90 calendar days, unless reasonable provisions are granted by NCDOT.
8. Document all Title VI nondiscrimination-related activities as evidence of compliance. Submit information and reports to NCDOT on a schedule outlined by NCDOT.

**THIS AGREEMENT** is given in consideration of, and for the purpose of obtaining, any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding.

Authorized Signature
Date
Jerol Kivett Sampson County BOC Chairperson



## 1.0 INTRODUCTION

Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000d provides that: “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 subjected to discrimination under any program or activity receiving Federal financial assistance.” The broader application of nondiscrimination law is found in other statutes, executive orders, and regulations, which provide additional protections based on age, sex, creed (religion), and disability, including the 1987 Civil Rights Restoration Act, which extended nondiscrimination coverage to all programs and activities of federal-aid recipients, subrecipients, and contractors, including those that are not federally-funded (see Appendix A – Applicable Nondiscrimination Authorities).

SAT is a recipient of Federal Transit Administration (FTA) funds from the North Carolina Department of Transportation (NCDOT). SAT establishes this Title VI Nondiscrimination Plan for the purpose of complying with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, and related requirements outlined within the FTA Certifications & Assurances, “Nondiscrimination Assurance.” This document details the nondiscrimination program, policies, and practices administered by SAT, and will be updated periodically to incorporate changes and additional responsibilities as they are made. This Plan will be submitted to NCDOT or FTA, upon request.

## 2.0 DESCRIPTION OF PROGRAMS AND SERVICES

### 2.1 PROGRAM(S) AND SERVICES ADMINISTERED

SAT provides public transportation options to its customers within Sampson County, North Carolina. This transportation is available to the elderly, disabled, and general-public residents Monday through Friday from 5:00 a.m. to 5:00 p.m. for trips to local agencies, work, non-emergency medical appointments, individual shopping trips, community college, nutrition sites, and senior centers. SAT does not operate on holidays that have been approved by the Sampson County Board of Commissioners. These holidays are listed on the Sampson County website. Transportation reservations should be made two days in advance by calling our office at 910-299-0127. Medicaid transportation clients should call DSS at 910-592-7131. SAT receives Rural Operating Assistance Program funding from state funds to supplement the cost of non-Medicaid trips. The rider fare for in county, non-Medicaid trips is \$2.00 per one-way trip. SAT staff includes the following: Transportation Director, Transportation Supervisor, Transportation Office Assistant, three Admin. Support Specialists, six full time drivers, and 19 part time drivers.

Type of Service	Days of week	Times	Fare (if applicable)
RGP, EDTAP, Employment	Mon-Fri	5:00 am-5:00 pm	\$2.00 each way, in-county
Non-emergency medical	Mon-Fri	5:00 am-5:00 pm	\$2.00 each way, in-county
Medicaid NEMT	Mon-Fri	5:00 am-5:00 pm	

### 2.2 FUNDING SOURCES / TABLES

For the purpose of federally assisted programs, "federal assistance" shall include:

1. grants and loans of Federal funds;
2. the grant or donation of Federal property and interest in property;
3. the detail of Federal personnel;
4. the sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal

consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and

5. any Federal agreement, arrangement, or other contract which has, as one of its purposes, the provision of assistance.

Each FTA Formula Grant received by our system, and whether the funds were received through NCDOT or directly from FTA, is checked below.

Grant Title	NCDOT	FTA	Details (i.e., purpose, frequency, and duration of receipt)
5310 (Transportation for Elderly Persons and Persons with Disabilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Trans. To dialysis and medical appointments
5311 (Formula Grants for Other than Urbanized Areas)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Funds received annually for both Admin and Capital costs.
5311 (b)(3) (Rural Transit Assistance)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Funds received annually for both Admin and Capital costs.

### 2.3 DECISION-MAKING PROCESS

The Sampson County Board of Commissioners is the governing Board for Sampson Area Transportation, and they make the final decision on adopting program documents. The BOC meets once per month. When approval from the BOC is needed, a request will be made by the agency Director with all pertinent information being sent to the County Manager for approval and then to put on the BOC agenda. All plans, policies, grants, rate changes, and budgets are required to be adopted by the BOC. Sampson County Local Coordinated Plan (LCP) must be approved every four years. Drug and Alcohol, System Safety Plan, and Title VI Plan are initially approved by the BOC, as well as any revisions or needed updates. The BOC approves by vote from the five-

Any documents that need BOC approval will be discussed and voted on by the Transportation Advisory Board at a quarterly meeting that is currently held on the third Wednesday of January, April, July, and October, prior to sending to the BOC for final approval. TAB also may vote on issues that do not require BOC approval.

Board or Committee Name	Appointed	Elected	# of Members
Transit Advisory Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8
Board of Commissioners	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5

### 2.4 TITLE VI COORDINATOR

The individual below has been designated as the Title VI Coordinator for SAT, and is empowered with enough authority and responsibility to implement the Title VI Nondiscrimination Program:

Name: Rosemarie Oates Mobley  
 Official Title: Director, Title VI Coordinator  
 Address: 405 County Complex Rd Clinton NC 28328  
 Phone : 910-299-0127  
 Email: roates@sampsonnc.com

Key responsibilities of the Co-ordinator include:

- Maintaining knowledge of Title VI and related requirements.
- Attending civil rights training when offered by NCDOT or any other regulatory agency.
- Administering the Title VI Nondiscrimination Program and coordinating implementation of this Plan.
- Training internal staff and officials on their Title VI nondiscrimination obligations.
- Disseminating Title VI information internally and to the general public, including in languages other than English.
- Presenting Title VI-related information to decision-making bodies for input and approval.
- Ensuring Title VI-related posters are prominently and publicly displayed.
- Developing a process to collect data related to race, national origin, sex, age, and disability to ensure minority, low-income, and other underserved groups are included and not discriminated against.
- Ensuring that non-elected boards and committees reflect the service area and minorities are represented.
- Implementing procedures for prompt processing (receiving, logging, investigating and/or forwarding) of discrimination complaints.
- Coordinating with, and providing information to, NCDOT and other regulatory agencies during compliance reviews or complaint investigations.
- Promptly resolving areas of deficiency to ensure compliance with Title VI nondiscrimination requirements.

## 2.5 CHANGE OF TITLE VI COORDINATOR AND/OR SAT DIRECTOR

If Title VI Coordinator or SAT Director changes, this document and all other documents that name the Coordinator, will immediately be updated, and an updated policy statement will be signed by the new SAT Director.

## 2.6 ORGANIZATIONAL CHART

SAT currently employs 25 staff which consist of the following job categories:

- Director
- Transportation Supervisor
- Administrative Assistants (3)
- Office Assistant
- Drivers (19)

An organizational chart showing the Title VI Coordinator's place within the organization is in **Appendix B**.

## 2.7 SUBRECIPIENTS

Sampson Area Transportation does not have pass through funds to any other organizations and, therefore, does not have any subrecipients.

### 3.0 TITLE VI NONDISCRIMINATION POLICY STATEMENT

It is the policy of SAT, as a federal-aid recipient, to ensure that no person shall, on the ground of **race, color, national origin, sex, creed (religion), age or disability**, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs and activities, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all other related nondiscrimination laws and requirements.

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Jerol Kivett, Sampson County BOC Chairperson

---

Date

#### **Title VI and Related Authorities**

Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d) provides that, “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 subjected to discrimination under any program or activity receiving federal financial assistance.” The 1987 Civil Rights Restoration Act (P.L. 100-259) clarified and restored the original intent of Title VI by expanding the definition of “programs and activities” to include all programs and activities of federal-aid recipients, subrecipients, and contractors, whether such programs and activities are federally assisted or not.

Related nondiscrimination authorities include, but are not limited to: U.S. DOT regulation, 49 CFR part 21, “Nondiscrimination in Federally-assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act”; 49 U.S.C. 5332, “Nondiscrimination (Public Transportation)”; FTA Circular 4702.1B - Title VI Requirements and Guidelines for Federal Transit Administration Recipients; DOT Order 5610.2a, “Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”; FTA C 4703.1 - Environmental Justice Policy Guidance For Federal Transit Administration Recipients; Policy Guidance Concerning (DOT) Recipient's Responsibilities to Limited English Proficient (LEP) Persons, 74 FR 74087; The Americans with Disabilities Act of 1990, as amended, P.L. 101-336; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 790; Age Discrimination Act of 1975, as amended 42 U.S.C. 6101; Title IX of the Education Amendments of 1972, 20 U.S.C. 1681; Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, 42 U.S.C. 4601; Section 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794d

#### **Implementation**

- This statement will be signed by the Director of Sampson Area Transportation and re-signed whenever a new person assumes that position.
- The signed statement will be posted on office bulletin boards, near the receptionist’s desk, in meeting rooms, inside vehicles, and disseminated within brochures and other written materials.
- The *core* of the statement (signature excluded) will circulate *internally* within annual acknowledgement forms.
- The statement will be posted or provided in languages other than English, when appropriate.

#### 4.0 NOTICE OF NONDISCRIMINATION

- Sampson Area Transportation operates its programs and services without regard to **race, color, national origin, sex, creed (religion), age, and disability** in accordance with Title VI of the Civil Rights Act and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Sampson Area Transportation.
- For more information on SAT's civil rights program, and the procedures to file a complaint, contact 910-299-0127, (TTY 877-243-2823); email [roates@sampsonnc.com](mailto:roates@sampsonnc.com); or visit our administrative office at 405 County Complex Rd Clinton NC 28328. For more information, visit [www.sampsoncountync.com/city.ca.us](http://www.sampsoncountync.com/city.ca.us).
- If information is needed in another language, contact 910-299-0127.
- A complainant may file a complaint directly with the North Carolina Department of Transportation by filing with the Office of Civil Rights, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

##### Implementation

- The notice will be posted in its entirety on our website and in any documents and reports we distribute.
- The notice will be posted in our offices and inside our vehicles.
- Ads in newspapers and other publications shall include the following: "Sampson Area Transportation operates without regard to **race, color, national origin, sex, creed (religion), age or disability**. For more information on Sampson Area Transportation's Title VI program or how to file a discrimination complaint, please contact Rosemarie Oates Mobley at 910-299-0127 or [roates@sampsonnc.com](mailto:roates@sampsonnc.com)."
- The statement will be posted or provided in languages other than English and Spanish.

## 5.0 PROCEDURES TO ENSURE NONDISCRIMINATORY ADMINISTRATION OF PROGRAMS AND SERVICES

We are committed to nondiscriminatory administration of our programs and services, organization wide. SAT will remind employees of Title VI nondiscrimination obligations through staff training and use of the **Annual Education and Acknowledgment Form** below. The Title VI Coordinator will periodically assess program operations to ensure this policy is being followed.

### Annual Education and Acknowledgement Form

#### Title VI Nondiscrimination Policy

*(Title VI and related nondiscrimination authorities)*

No person shall, on the grounds of race, color, national origin, sex, age, creed, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of a Federal-aid recipient.

All employees and representatives of SAT are expected to consider, respect, and observe this policy in their daily work and duties. If any person approaches you with a civil rights-related question or complaint, please direct him or her to Rosemarie Oates Mobley at 910-299-0127 or [roates@sampsonnc.com](mailto:roates@sampsonnc.com).

In all dealings with the public, use courtesy titles (e.g., Mr., Mrs., Miss, Dr.) to address or refer to them without regard to their race, color, national origin, sex, age or disability.

#### Acknowledgement of Receipt of Title VI Program

I hereby acknowledge receipt of SAT's Title VI Program and other nondiscrimination guidelines. I have read the Title VI Program and I am committed to ensuring that no person is excluded from participation in or denied the benefits of SAT's programs, policies, services and activities on the basis of race, color, national origin, sex, age, creed (religion), or disability, as provided by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

#### Implementation

- Periodically, but not more than once a year, employees and representatives will receive, review and certify commitment to the Title VI Program.
- New employees shall be informed of Title VI provisions and expectations to perform their duties, accordingly, asked to review the Title VI Program, and required to sign the acknowledgement form.
- Periodic review of operational practices and guidelines by the Title VI Coordinator to verify compliance with the Title VI Program. Maintain documents of each review on file.
- Signed acknowledgement forms and records of internal assessments will remain on file for at least three years.

## 6.0 CONTRACT ADMINISTRATION

SAT ensures all contractors will fulfill their contracts in a nondiscriminatory manner. While contractors are not required to prepare a Title VI Program, they must comply with the nondiscrimination requirements of the organization to which they are contracted. SAT and its contractors will not discriminate in the selection and retention of contractors (at any level) or discriminate in employment practices in connection with any of our projects.

### 6.1 CONTRACT LANGUAGE

I. During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

**(1) Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Nondiscrimination in Federally assisted programs of the U.S. Department of Transportation, Federal Transit Administration (FTA), as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

**(2) Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin, sex, age, creed (religion), low-income, limited English proficiency, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.

**(3) Solicitations for Subcontractors, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor's obligations under this contract and the Acts and the Regulations relative to Nondiscrimination on the grounds of race, color, or national origin.

**(4) Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the FTA to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the FTA, as appropriate, and will set forth what efforts it has made to obtain the information.

**(5) Sanctions for Noncompliance:** In the event of a contractor's noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to:

- (a) withholding payments to the contractor under the contract until the contractor complies; and/or
- (b) cancelling, terminating, or suspending a contract, in whole or in part.

**(6) Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the FTA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

II. During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following nondiscrimination statutes and authorities; including but not limited to:

#### Pertinent Nondiscrimination Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been

acquired because of Federal or Federal-aid programs and projects);

- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;

- The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq);
- Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination based on race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity).

\*The Contractor has read and is familiar with the terms above:

**Contractor's Initials**

**Date**

### Implementation

- The nondiscrimination language above (**with** initials line) will be appended to any *existing* contracts, purchase orders, and agreements that do not include it, and initialed by the responsible official of the other organization.
- The nondiscrimination language above (**without** initials line) will be incorporated as standard language before the signature page of our standard contracts, purchase orders, and agreements.
- The Title VI Coordinator will review *existing* contracts to ensure the language has been added.

## 6.2 NONDISCRIMINATION NOTICE TO PROSPECTIVE BIDDERS

The SAT, in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities, and Title 49 Code of Federal Regulations, Parts 21 and 26, hereby notifies all bidders that it will affirmatively insure that in any contact entered into pursuant to this advertisement, minority and women business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, sex, age, creed, limited English proficiency, low-income, or disability in consideration for an award.



**Implementation**

- The nondiscrimination language above will be included in all solicitations for bids for work or material and proposals for negotiated agreements to assure interested firms that we provide equal opportunity and do not discriminate.
- Outreach efforts will be made to minority and women-owned firms that work in requested fields and documented.
- Unless specifically required under Disadvantaged Business Enterprise (DBE) or Affirmative Action programs, all contractors will be selected without regard to their race, color, national origin, or sex.

## 7.0 EXTERNAL DISCRIMINATION COMPLAINT PROCEDURES

These discrimination complaint procedures outline the process used by SAT to process complaints of alleged discrimination filed under Title VI of the Civil Rights Act of 1964 and related nondiscrimination laws that are applicable to SAT programs, services, and activities. Complaints will be investigated by the appropriate authority. Upon completion of an investigation, the complainant will be informed of all avenues of appeal. Every effort will be made to obtain early resolution of complaints at the lowest level possible by informal means.

### FILING OF COMPLAINTS

1. **Applicability** – These procedures apply to the beneficiaries of our programs, activities, and services, such as the members of the public and any consultants/contractors we hire.
2. **Eligibility** – Any person or class of persons who believes that he/she has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities based upon race, color, sex, age, national origin, creed (religion) or disability, may file a written complaint. The law prohibits intimidation or retaliation of any sort. The complaint may be filed by the affected individual or a representative and must be in writing.
3. **Time Limits and Filing Options** – A complaint must be filed no later than 180 calendar days after the following:
  - The date of the alleged act of discrimination; or
  - The date when the person(s) became aware of the alleged discrimination; or
  - Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Complaints may be submitted to the following entities:

- **Sampson Area Transportation 405 County Complex Rd Clinton NC 28328**
  - **North Carolina Department of Transportation**, Office of Civil Rights, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511; 919-508-1830 or toll free 800-522-0453
  - **US Department of Transportation**, Departmental Office of Civil Rights, External Civil Rights Programs Division, 1200 New Jersey Avenue, SE, Washington, DC 20590; 202-366-4070  
**Federal Transit Administration**, Office of Civil Rights, ATTN: Title VI Program Coordinator, East Bldg. 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590
  - **US Department of Justice**, Special Litigation Section, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530, 202-514-6255 or toll free 877-218-5228
4. **Format for Complaints** – Complaints shall be in **writing** and **signed** by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed. Allegations received by telephone or in person will be reduced to writing, may be recorded and will be provided to the complainant for confirmation or revision before processing. Complaints will be accepted in other languages, including Braille.
  5. **Discrimination Complaint Form** – The Discrimination Complaint Form is consistent with the FTA Certifications & Assurances, "Nondiscrimination Assurance."
  6. **Complaint Basis** – Allegations must be based on issues involving race, color, national origin, sex, age, creed (religion) or disability. The term "basis" refers to the complainant's membership in a protected group category.

Protected Categories	Definition	Examples	Applicable Statutes and Regulations
			FTA
Race	An individual belonging to one of the accepted racial groups; or the perception, based usually on physical characteristics that a person is a member of a racial group	Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, White	Title VI of the Civil Rights Act of 1964; 49 CFR Part 21; 49 U.S.C. 5332(b); FTA Circular 4702.1B
Color	Color of skin, including shade of skin within a racial group	Black, White, brown, yellow, etc.	
National Origin	Place of birth. Citizenship is not a factor. Discrimination based on language or a person's accent is also covered.	Mexican, Cuban, Japanese, Vietnamese, Chinese	
Sex	Gender	Women and Men	49 U.S.C. 5332(b); Title IX of the Education Amendments of 1972
Age	Persons of any age	21 year old person	Age Discrimination Act of 1975
Disability	Physical or mental impairment, permanent or temporary, or perceived.	Blind, alcoholic, para-amputee, epileptic, diabetic, arthritic	Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990
Creed	Religion.	Muslim, Christian, Hindu, Atheist	49 U.S.C. 5332(b)

### Complaint Processing

1. When a complaint is received, an Acknowledgment Letter and a Complainant Consent/Release Form will be mailed to the complainant within ten (10) business days by registered mail.
2. We will consult with the NCDOT Title VI Program to determine the acceptability and jurisdiction of all complaints received. (Note: If NCDOT will investigate, the Title VI Program will be responsible for the remainder of this process. We will record the transfer of responsibility in our complaints log).
3. Additional information will be requested if the complaint is incomplete. The complainant will be provided 15 business days to submit any requested information and the signed Consent Release form. Failure to do so may be considered good cause for a determination of no investigative merit.
4. Upon receipt of the requested information and determination of jurisdiction, we will notify the complainant and respondent of whether the complaint has enough merit to warrant investigation.
5. If the complaint is investigated, the notification shall state the grounds of our jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. If the complaint does not warrant investigation, the notification to the complainant shall specifically state the reason for the decision.

### Complaint Log

1. When a complaint is received, the complaint will be entered into the Discrimination Complaints Log with other pertinent information and assigned a **Case Number**. (Note: All complaints must be logged).
2. The complaints log will be submitted to the NCDOT's Civil Rights office during Title VI compliance reviews. (Note: NCDOT may also be request the complaints log during pre-grant approval processes).
3. The **Log Year(s)** since the last submittal will be entered (e.g., 2015-2018, 2017-2018, FFY 2018, or 2018) and the complaints log will be signed before submitting the log to NCDOT.
4. When reporting **no complaints**, check the **No Complaints or Lawsuits** box and sign the log.

Sampson Area Transportation  
**DISCRIMINATION COMPLAINT FORM**

<p><b>Any person who believes that he/she has been subjected to discrimination based upon race, color, creed, sex, age, national origin, or disability may file a written complaint with Sampson Area Transportation, within 180 days after the discrimination occurred.</b></p>				
Last Name:		First Name:		<input type="checkbox"/> Male <input type="checkbox"/> Female
Mailing Address:		City	State	Zip
Home Telephone:	Work Telephone:	E-mail Address		
<p>Identify the Category of Discrimination:</p> <input type="checkbox"/> RACE <input type="checkbox"/> COLOR <input type="checkbox"/> NATIONAL ORIGIN <input type="checkbox"/> SEX <input type="checkbox"/> CREED (RELIGION) <input type="checkbox"/> DISABILITY <input type="checkbox"/> LIMITED ENGLISH PROFICIENCY <input type="checkbox"/> AGE				
<p><i>*NOTE: Title VI bases are race, color, national origin. All other bases are found in the "Nondiscrimination Assurance" of the FTA Certifications &amp; Assurances.</i></p>				
<p>Identify the Race of the Complainant</p> <input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian <input type="checkbox"/> Alaskan Native <input type="checkbox"/> Pacific Islander <input type="checkbox"/> Other _____				
<p>Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.</p>				
<p>Names of individuals responsible for the discriminatory action(s):</p>				
<p>How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. <b>(Attach additional page(s), if necessary).</b></p>				
<p>The law prohibits intimidation or <b>retaliation</b> against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.</p>				
<p>Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).</p>				
	<u>Name</u>	<u>Address</u>	<u>Telephone</u>	
1.	_____	_____	_____	
2.	_____	_____	_____	
3.	_____	_____	_____	
4.	_____	_____	_____	

**DISCRIMINATION COMPLAINT FORM**

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- NC Department of Transportation \_\_\_\_\_
- Federal Transit Administration \_\_\_\_\_
- US Department of Transportation \_\_\_\_\_
- US Department of Justice \_\_\_\_\_
- Federal or State Court \_\_\_\_\_
- Other \_\_\_\_\_

Have you discussed the complaint with any SAT representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

**\*\*WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

\_\_\_\_\_  
**COMPLAINANT'S SIGNATURE**

\_\_\_\_\_  
**DATE**

**MAIL COMPLAINT FORM TO:**

Sampson Area Transportation  
 Attention: Rosemarie Oates Mobley  
 405 County Complex Rd  
 Clinton, NC 28328  
 roates@sampsonnc.com  
 910-299-0127

**FOR OFFICE USE ONLY**

Date Complaint Received: \_\_\_\_\_

Processed by: \_\_\_\_\_

Case #: \_\_\_\_\_

Referred to:  NCDOT  FTA Date Referred: \_\_\_\_\_

**DISCRIMINATION COMPLAINTS LOG**

**Log Year(s):**

CASE NO.	COMPLAINANT NAME	RACE/GENDER	RESPONDENT NAME	BASIS	DATE FILED	DATE RECEIVED	ACTION TAKEN	DATE INVESTIG. COMPLETED	DISPOSITION

**No Complaints or Lawsuits**

I certify that to the best of my knowledge, the above-described complaints or lawsuits alleging discrimination, or **no complaints or lawsuits** alleging discrimination, have been filed with or against Sampson Area Transportation since the previous Title VI Program submission to NCDOT.

\_\_\_\_\_  
**Signature of Title VI Coordinator or Other Authorized Official**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Print Name and Title of Authorized Official**

## INVESTIGATIVE GUIDANCE

- A. Scope of Investigation** – An investigation should be confined to the issues and facts relevant to the allegations in the complaint, unless evidence shows the need to extend the issues.
- B. Developing an Investigative Plan** – It is recommended that the investigator prepares an Investigative Plan (IP) to define the issues and lay out the blueprint to complete the investigation. The IP should follow the outline below:
1. Complainant(s) Name and Address (Attorney name and address if applicable)
  2. Respondent(s) Name and Address (Attorney for the Respondent(s) name and address)
  3. Applicable Law(s)
  4. Basis/(es)
  5. Allegation(s)/Issue(s)
  6. Background
  7. Name of Persons to be interviewed
    - a. Questions for the complainant(s)
    - b. Questions for the respondent(s)
    - c. Questions for witness(es)
  8. Evidence to be obtained during the investigation
    - a. Issue – e.g., Complainant alleges his predominantly African American community was excluded from a meeting concerning a future project which could affect the community.
      - i. Documents needed: e.g., mailing list which shows all physical addresses, P.O. Box numbers, property owner names, and dates when the meeting notification was mailed; other methods used by the RPO to advertise the meeting.
- C. Request for Information** – The investigator should gather data and information pertinent to the issues raised in the complaint.
- D. Interviews** – Interviews should be conducted with the complainant, respondent, and appropriate witnesses during the investigative process. Interviews are conducted to gain a better understanding of the situation outlined in the complaint of discrimination. The main objective during the interview is to obtain information that will either support or refute the allegations.
- E. Developing an Investigative Report** – The investigator should prepare an investigative report setting forth all relevant facts obtained during the investigation. The report should include a finding for each issue. A sample investigative report is provided below.

## **SAT Investigative Report**

- I. COMPLAINANT(S) NAME:**
- II. RESPONDENT(S)**
- III. APPLICABLE LAW/REGULATION**
- IV. COMPLAINT BASIS**
- V. ISSUES/ALLEGATIONS**
- VI. BACKGROUND**
- VII. INVESTIGATIVE PROCEDURES**
- VIII. ISSUES/FINDINGS OF FACT**
- IX. CONCLUSION**
- X. RECOMMENDED ACTIONS**



## 8.0 SERVICE AREA POPULATION CHARACTERISTICS

To ensure that Title VI reporting requirements are met, we will collect and maintain population data on potential and actual beneficiaries of our programs and services. This section contains relevant population data for our overall service area. This data provides context for the Title VI Nondiscrimination Program and will be used to ensure nondiscrimination in public outreach and delivery of our programs and services.

### 8.1 RACE AND ETHNICITY

The following table was completed using data from Census Table QT-P3, Race and Hispanic or Latino Origin: 2010:

Race and Ethnicity	Number	Percent
Total Population	63,284	100
White	38,439	60.7
Black or African American	16,115	25.5
American Indian or Alaska Native		
Asian	370	.6
Native Hawaiian and Other Pacific Islander	0	0
Some other Race	4,932	7.8
Two or More Races	2,110	3.3
HISPANIC OR LATINO (of any race)		
Mexican	7,445	11.8
Puerto Rican	515	0.8
Cuban	326	.5
Other Hispanic or Latino	4,379	6.9

### 8.2 AGE & SEX

The following table was completed using data from Census Table QT-P1, Age Groups and Sex: 2010:

Age	Number			Percent		
	Both sexes	Male	Female	Both sexes	Male	Female
Total Population	63,284	31,128	32,156	100%	100%	100%
Under 5 years	4,088	2,072	2,016	6.5	6.7	6.3
Under 18 years	16,490	7,962	7,628	24.5	25.6	23.4
18 to 64 years						
65 years and over	11,340	4,868	6,472	17.9	15.6	20.1
<b>Median Age</b>	<b>40.3</b>	<b>38.9</b>	<b>41.8</b>			

### 8.3 DISABILITY

The following table was completed using data from Census Table S1810, Disability Characteristics:

Subject	Total		With a Disability		Percent with a Disability	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Total civilian noninstitutionalized population	62,446	+/-244	9,462	+/-837	15.2%	+/-1.3
Population under 5 years	4,087	+/-20	58	+/-59	1.4%	+/-1.7
Population 5 to 17 years	11,379	+/-25	728	+/-217	6.4%	+/-1.9
Population 18 to 64 years	35,909	+/-133	4,976	+/-488	24.1%	+/-2.9
Population 65 years and over	11,071	+/-142	3,700	+/-253	15.2%	+/-1.5
SEX						
Male	30,473	+/-218	4,589	+/-553	15.1%	+/-1.8
Female	31,973	+/-116	4,873	+/-479	19.7%	+/-1.5
RACE AND HISPANIC OR LATINO ORIGIN						
White	37,991	+/-955	5,415	+/-583	14.3%	+/-1.6
Black or African American	15,779	+/-382	3,168	+/-499	20%	+/-3.1
American Indian and Alaska Native	1,302	+/-262	232	+/-91	17.8%	+/-5.7
Asian	309	+/-33	11	+/-9	3.0%	+/-2.5
Native American and Other Pacific Islander	0	+/-31	0	+/-31		
Some other Race	4,921	+/-891	411	+/-175	8.4%	+/-3.7
Two or more races	2,064	+/-556	235	+/-107	11.4%	+/-4.9
Hispanic or Latino	12,573	+/-46	993	+/-298	7.9%	+/-2.4

#### 8.4 POVERTY

The following table was completed using data from Census Table S1701, Poverty Status in the Past 12 Months: <b>bject</b>	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-	Estimate	Margin of Error +/-
Population for whom poverty status is determined	62,404	+/-268	13,541	+/-1,615	21.7%	+/-2.6
AGE						
Under 18	15,307	+/-98	5,287	+/-962	34.5%	+/-6.1
18 to 64	36,026	+/-168	7,009	+/-870	19.5%	+/-2.4
65 years and over	11,071	+/-154	1,245	+/-279	11.2%	+/-2.5
SEX						
Male	30,525	+/-209	6,095	+/-887	20%	+/-2.9
Female	31,879	+/-135	7,446	+/-909	23.4%	+/-2.8
RACE AND HISPANIC OR LATINO ORIGIN						
White	38,001	+/-953	7,075	+/-1,450	18.5%	+/-3.7
Black or African American	15,767	+/-383	6,028	+/-703	31.9%	+/-4.3
American Indian and Alaska Native	1,302	+/-282	321	+/-164	24.7%	+/-12.2
Asian	369	+/-33	63	+/-53	17.1%	_/-14.4
Native American and Other Pacific Islander						
Some other Race	4,901	+/-894	606	+/-413	12.4%	+/-8.6
Two or more races	2,064	+/-556	448	+/-347	21.7%	+/-14.5
Hispanic or Latino	12,553	+/-58	3,652	+/-901	29.1%	+/-7.2
RACE AND HISPANIC OR LATINO ORIGIN						
All individuals below:						
50 percent of poverty level	4,561	+/-987				
125 percent of poverty level	16,325	+/-1,555				
150 percent of poverty level	20,210	+/-1,545				
185 percent of poverty level	25,774	+/-1,524				
200 percent of poverty level	27,964	+/-1,479				

## 8.5 HOUSEHOLD INCOME

The following table was completed using data from Census Table S1901, Income in the Past 12 Months (In 2013 Inflation-Adjusted Dollars):

Subject	Households	
	Estimate	Margin of Error +/-
Total		
Less than \$10,000	8.5%	+/-1.6
\$10,000 to \$14,999	5.4%	+/-1.1
\$15,000 to \$24,999	14.1%	+/-1.9
\$25,000 to \$34,999	12.3%	+/-1.8
\$35,000 to \$49,999	15.7%	+/-2.1
\$50,000 to \$74,999	18.7%	+/-2.1
\$75,000 to \$99,999	9.8%	+/-1.3
\$100,000 to \$149,999	10.4%	+/-1.6
\$150,000 to \$199,999	2.8%	+/-0.8
\$200,000 or more	2.3%	+/-0.7
Median income (dollars)	42,914	+/-2,515
Mean income (dollars)	60,840	+/-3,618

## 8.6 LIMITED ENGLISH PROFICIENCY POPULATIONS

1.	Sampson County, NC	
	Estimate	Margin of Error +/-
Total	59,196	+/-20
Speak only English	48,118	+/-483
Spanish or Spanish Creole:	20,742	+/-295
Speak English "very well"	53,292	+/-680
Speak English less than "very well"	5,904	+/-680

## 8.7 POPULATION LOCATIONS

Federal-aid recipients are required to identify the characteristics and locations of populations they serve, particularly by race/ethnicity, poverty and limited English proficiency. We will document this narratively or through maps that overlay boundaries and demographic features on specific communities, and provide this information to NCDOT, upon request.

## 9.0 TITLE VI EQUITY ANALYSES (AND ENVIRONMENTAL JUSTICE ASSESSMENTS)

**Title VI Equity Analyses.** In accordance with FTA Circular 4702.1B, a Title VI equity analysis will be conducted whenever we construct a facility, such as a vehicle storage facility, maintenance facility, or operation center. The equity analysis will be conducted during the planning stage, with regard to the location of the facility, to determine if the project could result in a disparate impact to minority communities based on race, color or national origin. Accordingly, we will look at various alternatives before selecting a site for the facility. Project-specific demographic data on potentially affected communities and their involvement in decision-making activities will be documented. Title VI Equity Analyses will remain on file indefinitely, and copies will be provided to NCDOT, upon request, during compliance reviews or complaint investigations.

**Environmental Justice Analyses.** As required by FTA C 4703.1, environmental justice (EJ) analyses will be conducted to determine if our programs, policies, or activities will result in disproportionately high and adverse human health and environmental effects on minority populations and low-income populations. EJ applies to our projects, such as when we construct or modify a facility, and our policies, such as when there will be a change in service, amenities or fares. Thus, we will look at various alternatives and seek input from potentially affected communities before making a final decision. Demographic data will be collected to document their involvement in the decision-making process. EJ analyses will remain on file indefinitely, and copies will be provided to NCDOT, upon request, during compliance reviews or complaint investigations.

## 10.0 PUBLIC INVOLVEMENT

### 10.1 INTRODUCTION

Effective public involvement is a key element in addressing Title VI in decision-making. This **Public Participation Plan** describes how SAT will disseminate vital agency information and engage the public. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems who may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective outreach methods for a given project or population.

General public involvement practices will include:

- Expanding traditional outreach methods. Think outside the box: Go to hair salons, barbershops, street fairs, etc.
- Providing for early, frequent and continuous engagement by the public.
- Use of social media and other resources as a way to gain public involvement.
- Coordinating with community- and faith-based organizations such as the Hispanic Liaison, educational institutions, and other entities to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP persons could also include audio programming available on podcasts.

### 10.2 PUBLIC NOTIFICATION

Passengers and other interested persons will be informed of their rights under Title VI and related authorities with regard to our program. The primary means of achieving this will be posting and disseminating the policy statement and notice as stipulated in Sections 3.0 and 4.0, respectively. Additional measures may include verbally announcing our obligations and the public's rights at meetings, placing flyers at places frequented by targeted populations, and an equal opportunity tag-on at the end of radio announcements. The method of notification will be determined through an initial screening of the area.

### 10.3 DISSEMINATION OF INFORMATION

Information on Title VI and other programs will be crafted and disseminated to employees, contractors and subrecipients, stakeholders, and the general public. Public dissemination efforts may vary depending on factors present, but will generally include: posting public statements setting forth our nondiscrimination policy in eye-catching designs and locations; placing brochures in public places, such as government

offices, transit facilities, and libraries; having nondiscrimination language within contracts; including nondiscrimination notices in meeting announcements and handouts; and displaying our Notice of Nondiscrimination at all our public meetings.

At a minimum, nondiscrimination information will be disseminated on our website and on posters in conspicuous areas at our office(s). Project-related information and our most current Title VI-related information will be maintained online.

#### 10.4 MEETINGS AND OUTREACH

There is no one-size-fits-all approach to public involvement. A variety of comprehensive and targeted public participation methods will be used to facilitate meaningful public involvement. Methods for engaging stakeholders and target audiences, including traditionally underserved and excluded populations (i.e., minorities, youth, low-income, the disabled, etc.) will include the following:

##### Public Relations and Outreach

Public relations and outreach (PRO) strategies aim to conduct well-planned, inclusive and meaningful public participation events that foster good relations and mutual trust through shared decision-making with the communities we serve.

- We will seek out and facilitate the involvement of those potentially affected.
- Public events will aim to be collaborative, fun, and educational for all, rather than confrontational and prescriptive.
- Media plans will typically involve multiple channels of communication like mailings, radio, TV, and newspaper ads.
- Abstract objectives will be avoided in meeting announcements. Specific “attention-grabbing” reasons to attend will be used, such as “Help us figure out how to relieve congestion on [corridor name]” or “How much should it cost to ride the bus? Let us know on [date].”
- Efforts will be made to show how the input of participants can, or did, influence final decisions.
- We will do our best to form decision-making committees that look like and relate to the populations we serve.
- We will seek out and identify community contacts and partner with local community- and faith-based organizations that can represent, and help us disseminate information to, target constituencies.
- Demographic data will be requested during public meetings, surveys, and from community contacts and committee members.

##### Public Meetings

“Public meeting” refers to any meeting open to the public, such as hearings, charrettes, open house and board meetings.

- Public meetings will be conducted at times, locations, and facilities that are convenient and accessible.
- Meeting materials will be available in a variety of predetermined formats to serve diverse audiences.
- An assortment of advertising means may be employed to inform the community of public meetings.
- Assistance to persons with disabilities or limited English proficiency will be provided, as required.

##### Small Group Meetings

A small group meeting is a targeted measure where a meeting is held with a specific group, usually at their request or consent. These are often closed meetings, as they will typically occur on private property at the owner’s request.

- If it is determined that a targeted group has not been afforded adequate opportunities to participate, the group will be contacted to inquire about possible participation methods, including a group meeting with them individually.

- Unless unusual circumstances or safety concerns exist, hold the meeting at a location of the target group's choosing.
- Share facilitation duties or relinquish them to members of the target group.
- Small group discussion formats may be integrated into larger group public meetings and workshops. When this occurs, the smaller groups will be as diverse as the participants in the room.

Community Surveying

- Opinion surveys will occasionally be used to obtain input from targeted groups or the general public on their transportation needs, the quality or costs of our services, and feedback on our public outreach efforts.
- Surveys may be conducted via telephone, door-to-door canvassing, at community fairs, by placing drop boxes in ideal locations, or with assistance from other local agencies like social services.
- Surveys will be translated into languages other than English, when appropriate.

**10.5 LIMITED ENGLISH PROFICIENCY**

Limited English Proficient (LEP) persons are individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. These individuals reported to the U.S. Census Bureau that they speak English less than very well.

To comply with USDOT's LEP Policy Guidance and Executive Order 13166, this section of our Title VI Plan outlines the steps we will take to ensure meaningful access by LEP persons to all benefits, services and information provided under our programs and activities. A four-factor analysis was conducted to determine the LEP language groups present in our planning area and the specific language services that are needed.

**Four Factor Analysis**

This Four Factor Analysis is an individualized assessment that balances the following four factors:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee;
- (2) The frequency with which LEP individuals come in contact with the program;
- (3) The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
- (4) The resources available to the recipient and costs.

**Factor #1: *The number or proportion of LEP persons eligible to be served or likely to be encountered by the program, activity, or service of the recipient.***

LANGUAGE SPOKEN AT HOME	Estimate	Margin of Error	Percent of Population	Margin of Error
<b>Total (population 5 years and over):</b>	<b>59,196</b>	<b>+/- 20</b>	<b>(X)</b>	<b>(X)</b>
Speak only English	48,118	+/- 483	81.3%	+/- .8%
Spanish or Spanish Creole:	10,371	+/- 498	17.5%	+/- .8
Speak English "very well"	4,784	+/- 486	46.1%	+/- 5.2%
Speak English less than "very well"	5,904	+/- 680	%	+/- %

Based on census estimates, factoring in margins of error, there is one individual LEP language group within Sampson County that meets the safe harbor threshold, which is Spanish speaking individuals. These individuals are settled throughout Sampson County, generally living outside the town limits of

Clinton, Roseboro, Autryville, Salemburg, and Garland. Sampson Area Transportation provides services throughout Sampson County and does not place any limits on the areas within the county that it picks up from. There is a staff member that is bilingual in English and Spanish, and interpreters are also available through Sampson County Dept. of Social Services and Health Dept. All advertising is provided in both English and Spanish. In accordance with the USDOT LEP guidance, SAT will provide Title VI related written notice and materials free of cost in Spanish

**Factor #2: *The frequency with which LEP individuals come in contact with the program.***

SAT provides rides to approximately 25 LEP persons per year. While formal data has not been collected, the agency has indicated it has encountered approximately 25 LEP persons using the service within the last 6 months.

SAT has an open-door policy and will provide rides to any county resident who requests to do so. If an individual has speech limitations, the office staff or driver will work with the Office Manager and Sampson County, if needed, to ensure the individual receives access to the transportation services.

SAT will distribute a survey once per year in order to gather information from transit riders and the general public regarding the services provided. This information will help SAT determine what they are doing well, and what areas need improvement.

**Factor #3: *The nature and importance of the program, activity, or service provided by the recipient to people's lives.***

Sampson Area Transportation understands that a person who has a LEP language barrier also faces difficulties obtaining health care, education, and access to employment. A transportation system is a key link to connecting LEP persons to these essential services. SAT provides transportation for residents to and from the following agencies:

- Dept of Social Services
- Health Department
- Department of Aging
- Nutrition Sites
- Adult Day Care
- Senior Centers
- Vocational Rehabilitation
- Community College

SAT has identified activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. The activities and services include having emergency evacuation procedures posted in our facilities and in the transit vehicles and providing information to the public on security awareness and emergency preparedness. Information can also be distributed via public television and radio broadcasts. SAT is an integral part of the Sampson County Emergency Operations Plan and is actively involved with Sampson County Emergency Services whose staff disseminates information to the general public, in both English and Spanish.

SAT's assessment of what programs, activities, and services that are most critical include contact with community organizations such as Sampson County Dept. of Social Services & Health Dept., Sampson Community College, and churches throughout Sampson County that serve LEP persons, as well as contact with LEP persons themselves to obtain information on the importance of the modes or the types of



services that are provided to LEP populations. Brochures that explain the services that are provided have been distributed to these agencies and are written in both the English and Spanish language.

In order to help SAT understand the significance of our program to our community, the following questions are included on the survey that has been previously mentioned. Surveys are also completed via telephone, and a translator is available for those who speak limited English.

- Is SAT important to you?
- Do you have other means of transportation?
- Does using SAT services help you financially?

**Factor #4: The resources available to the recipient and costs.**

SAT makes every reasonable effort to communicate with LEP persons about available transit services, including providing the funding for translation of current services and bilingual materials and pay for Language Line services, as needed. As resources permit, SAT will include training for all drivers on best practices for serving LEP individuals.

SAT works with Sampson County Social Services and Health Department to gain insight regarding the needs and concerns of LEP persons about local transit services. SAT is continually exploring options for the best methods of delivering information and meeting the transit needs of all LEP persons and Sampson County residents.

**LANGUAGE ASSISTANCE PLAN**

As a result of the above four factor analysis, a Language Assistance Plan (Plan) was required. This Plan represents our commitment to ensuring nondiscrimination and meaningful access by persons who are Limited English Proficient (LEP). This Plan also details the mechanisms we will use to reach LEP persons and the language assistance services we provide. We will provide services to any person, upon request. If an individual is LEP, we will work with the individual to ensure they receive the needed transportation service. Our employees will be routinely oriented on the principles and practices of Title VI and LEP to ensure fairness in the administration of this Plan.

**Language Assistance Measures**

The following general language assistance measures are reasonable and achievable for our organization at this time:

- Translating public notices posted in the local paper and at stations, stops, and in vehicles into **any languages that meet the safe harbor threshold in Factor 1.**
- Vital documents—such as brochures with service times and routes—are translated into Spanish across the entire service area, and available in our facilities, doctor’s offices and shopping centers.

- Making a concerted effort to inform LEP persons of available language assistance via staff, broadcast media, relationship-building with organizations, and our website.
- Posting vital bulletin board information and disseminating community surveys in various languages.
- Providing translation and interpretive services when appropriate (upon request or predetermined) at meetings.
- Determining how best to take public involvement to LEP groups directly, including through small group meetings.
- Where possible, utilizing or hiring staff who speak a language other than English and can provide competent language assistance.
  - Note: We will not ask community-based organizations (CBO) to provide, or serve as, interpreters at our meetings. Relying upon CBOs in that capacity could raise ethical concerns. If a CBO decides (on its own) to translate any materials for its constituents, or bring interpreters it trusts to our meetings, we will not object. That is their right.
- Using language identification flashcards to determine appropriate services.
- Establishing a process to obtain feedback on our language assistance measures.
  - Spanish: When written interpretation/translation is needed, SAT staff may contact an interpreter at either Sampson County Health Department or Sampson County Department of Social Services for assistance. All SAT legal notices, public notices, and agency brochures are printed in both English and Spanish. SAT brochures are distributed throughout the county to local agencies such as Sampson County Health Department, Sampson County Social Services, Sampson Community College, and other area businesses. Currently, SAT receives referrals for LEP persons from the Sampson County Health Department and Sampson County Social Services for transit assistance.

#### Written Translation and Oral Interpretation

Vital documents will be translated for each eligible LEP language group in our service area that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be encountered. Translated materials will be placed online and in appropriate public (or private) places accessible to LEP persons. The safe harbor provisions apply to the translation of written documents only, and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. When appropriate, translation of any document will be communicated orally in the appropriate language.

In the event that the 5% trigger is reached for a LEP language group that is fewer than 50 persons, written notice will be provided in the primary language of that group of the right to receive competent oral interpretation of vital written materials, free of cost. The most effective method of notice, which could be an ad in the local newspaper or other publication, a radio commercial, or door hangers, will be determined in consideration of the circumstances on the ground and in coordination with LEP community contacts.

#### Staff Support for Language Assistance

- Agency staff will be provided a list of referral resources that can assist LEP persons with written translation and oral interpretation, including the Title VI Officer. This list will be updated as needed to remain current.
- All main offices and vehicles will have on hand a supply of language assistance flashcards and materials translated into the languages of the largest LEP language groups. When encountered by an LEP person, staff (including drivers) should present the individual with an iSpeak flashcard and let them choose the language. Do not assume you know their preferred language. Drivers are permitted to seek volunteer assistance from other passengers before contacting a referral resource. Document the encounter and report it to the Title VI Coordinator.

- **Training:** All employees will be instructed on our procedures for providing timely and reasonable assistance to LEP persons. New employee orientation will also explain these procedures to new hires. Staff routinely encountering LEP persons by telephone or in person will receive annual refresher training. All other employees will be reminded of LEP through annual Title VI program acknowledgements (Section 5.0) and basic Title VI trainings (Section 11.0).

Project-Specific LEP Outreach

A project-specific four factor analysis will be conducted for any project or outreach event limited to a specific geographical area (i.e., the project study area or outreach area, respectively). Language assistance will be provided in accordance with the measures already outlined, including translating written materials for each LEP language group that is 5% or 1,000, whichever is less, of the project or outreach area population.

Monitoring and Updating the LAP

Monitoring of daily interactions with LEP persons will be continuous, thus language assistance techniques may be refined at any time. This Plan will be periodically reviewed—at least annually—to determine if our assistance measures and staff training are working. Resource availability and feedback from agency staff and the general public will be factors in the evaluation and any proposed updates. Among other practices, this process will include working with LEP community contacts to determine if our employees are responding appropriately to requests made with limited English or in languages other than English, and observing how agency staff responds to requests, including observing drivers or surveying riders. To the best of our ability, we will attempt to never eliminate a successful existing LEP service. Significant LEP program revisions will be approved or adopted by our board or designated official and dated accordingly. LEP data and procedures will be reviewed and updated at least once every three years.

**10.6 DEMOGRAPHIC REQUEST**

The following form was used to collect required data on Key Community Contacts and nonelected committee members.

Sampson Area Transportation is required by Title VI of the Civil Rights Act of 1964 and related authorities to record demographic information on members of its boards and committees. Please provide the following information:

<p><b>Race/Ethnicity:</b></p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> American Indian/Alaskan Native</p> <p><input type="checkbox"/> Native Hawaiian/Pacific Islander</p> <p><input type="checkbox"/> Hispanic/Latino</p> <p><input type="checkbox"/> Other (please specify): _____</p>	<p><b>National Origin:</b> (if born outside the U.S.)</p> <p><input type="checkbox"/> Mexican</p> <p><input type="checkbox"/> Central American: _____</p> <p><input type="checkbox"/> South American: _____</p> <p><input type="checkbox"/> Puerto Rican</p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Vietnamese</p> <p><input type="checkbox"/> Korean</p> <p><input type="checkbox"/> Other (please specify): _____</p>
<p><b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female</p>	<p><b>Age:</b></p> <p><input type="checkbox"/> Less than 18      <input type="checkbox"/> 45-64</p> <p><input type="checkbox"/> 18-29              <input type="checkbox"/> 65 and older</p> <p><input type="checkbox"/> 30-44</p>
<p><b>Disability:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p><b>I choose not to provide any of the information requested above:</b> <input type="checkbox"/></p>	

Completed forms will remain on file as part of the public record. For more information regarding Title VI or this request, please contact the Sampson Area Transportation at 910-299-0127 or by email at roates@sampsonnc.com.

Please sign below acknowledging that you have completed this form.

Thank you for your participation!

**Name (print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Implementation**

- Forms will be completed prior to NCDOT Title VI reviews and remain on file for three years.
- All new and existing members of appointed decision-making boards or committees will be **required** to complete this form for reporting purposes.
- If a member, for whatever reason, selects *“I choose not to provide any of the information requested above,”* this will be accepted as a **completed** form.
- If a member chooses not to provide any of the information on the form, the Title VI Coordinator will be permitted to indicate that member’s race and gender, based on the Co-ordinator’s best guess.
- Data from these forms will be used to complete the Demographic Request Table.
- Once a new member submits this form, the Demographic Request Table for the associated committee will be updated.

**10.7 KEY COMMUNITY CONTACTS**

Contact Name	Community Name	Interest or Affiliation	Also a Committee Member? (Y/N)
Dana Hall	Sampson County Dept. of Aging	Senior Population	Yes
Lynn Fields	Sampson County Dept of Social Services	All County Residents	Yes
Ann Knowles	Sampson County Veteran’s Services	All County Military Veteran’s	Yes
Wanda Robinson	Sampson County Health Dept.	All county residents	Yes
Cliff Ireland	Military Veteran’s Rep.	All county military veteran’s	Yes
Amanda Raynor	Sampson Community College	All county residents	Yes
Richard Sauer	Sampson County Emergency Services	All county residents	Yes
Becky Spruill-Vann	Tim’s Gifts, Inc	All county residents	Yes

Contact information for key community contacts is not public information and is maintained outside of this document. Any staff member who wishes to contact any individual listed above must request that information from the Title VI Coordinator.

**10.8 SUMMARY OF OUTREACH EFFORTS MADE SINCE THE LAST TITLE VI PROGRAM SUBMISSION**

The following format is used to document SAT’s outreach efforts in reports to NCDOT. All meetings and disseminations of information capture information for the table below:

Meeting Date	Meeting Time	Meeting Purpose	Target Audience	Information Disseminated
2 <sup>nd</sup> Wednesday of the following months: July, October, January, April	10:00 am	Transit Advisory Board Meeting	General Public, any persons interested in the services available through SAT	Information varies based on current events relevant to SAT, the Board, and public comments/input/recommendations

## 11.0 STAFF TRAINING

All employees will receive basic Title VI training at least once every three years. New hires will receive this training within 15 days of their start date. Basic training will cover all sections of this Plan and our overall Title VI obligations. Staff may receive specialized training on how Title VI applies to their specific work areas. Those who routinely encounter the public, such as office personnel, call center staff, and vehicle drivers, will receive annual refresher training. Trainings will be provided or organized by the Title VI Coordinator and will often coincide with updates to our nondiscrimination policies and procedures. Records of staff trainings, such as agendas, sign-in sheets, copies of calendars, and certificates, will remain on file for at least three years (and in personnel files).

## 12.0 NONELECTED BOARDS AND COMMITTEES – BY RACE AND GENDER

The table below depicts race and gender compositions for each of our nonelected (appointed) decision-making bodies. Member names and full demographics for each committee are available, upon request.

Body	Male %	Female %	Caucasian %	African American %	Asian American %	Native American %	Other %	Hispanic %
Service Area Population	49.2	50.8	61.9	25	.05	.03	11.3	21.2
Transit Advisory Board	25	75	75	12.5			12.5	

### Strategies for Representative Committees

Diversification goals will be provided to our nonelected boards and committees to help ensure that their membership mirrors our service area demographics, as adequately as possible. We will provide periodic updates on our outreach efforts at meetings. When there is an opening on a board or committee, we will ensure the following:

- Current members will be made aware of diversity goals and polled for nominees.
- Officials from local minority groups will be made aware of the diversity goals and polled for nominees.
- Key Contacts from LEP groups will be contacted and polled for nominees.
- A recruitment notice for a Board Member opening will be posted on our website.
- An advertisement of recruitment notice for a Board Member will be placed with the local newspaper and other publications popular with minorities and other protected groups.

## 13.0 RECORD-KEEPING AND REPORTS

As a subrecipient of FTA funds through NCDOT, we are required to submit a Title VI Program update to NCDOT every three years, on a schedule determined by NCDOT. Records will be kept to document

compliance with the requirements of the Title VI Program. Unless otherwise specified, Title VI-related records shall be retained indefinitely. These records will be made available for inspection by authorized officials of the NCDOT and/or FTA. Reports on Title VI-related activities and progress to address findings identified during Title VI compliance reviews may also be provided, upon request. It will occasionally be necessary to update this Title VI Plan or any of its components (e.g., complaints, Public Involvement, and LEP). Updates will be submitted to NCDOT for review and approval and adopted by our Board when required.

In addition to items documented throughout this Plan, records and reports due at the time of compliance reviews or investigations may include:

#### Compliance Reviews

- Title VI Program Plan
- List of civil rights trainings provided or received
- Summaries from any *internal* reviews conducted
- Ads and notices for specific meetings
- Findings from reviews by any other *external* agencies
- Title VI equity analyses and EJ assessments
- Discrimination Complaints Log

#### Complaint Investigations

- Investigative Reports
- Discrimination complaint, as filed
- List of interviewees (names and affiliations)
- Supporting Documentation (e.g., requested items, photos taken, dates and methods of contact, etc.)

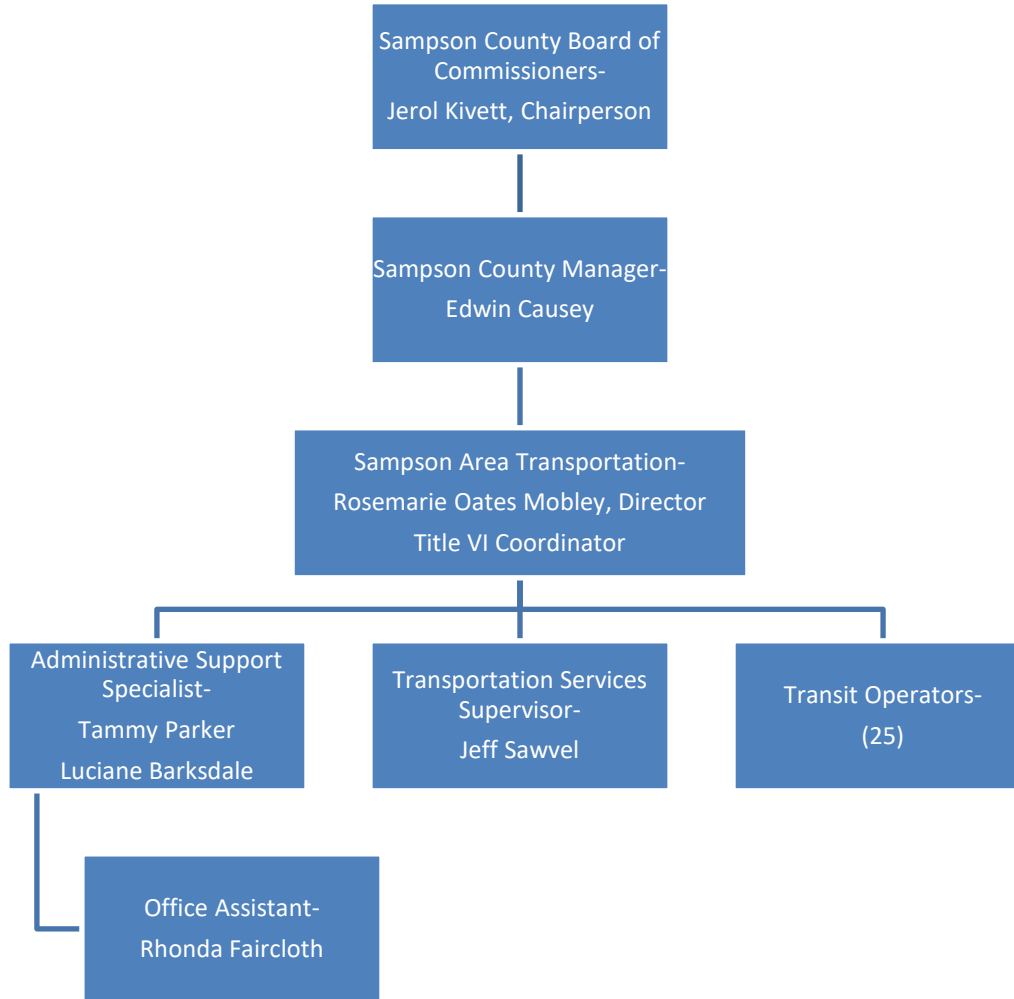
## **Appendix A**

### **Applicable Nondiscrimination Authorities**

During the implementation of this Title VI Program, the organization, for itself, its assignees and successors in interest, is reminded that it has agreed to comply with the following non-discrimination statutes and authorities, including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq.*, 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 *et seq.*), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 *et seq.*), (prohibits discrimination on the basis of age);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 *et seq.*).
- Title VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000e *et seq.*, Pub. L. 88-352), (prohibits employment discrimination on the basis of race, color, creed (religion), sex, or national origin);
- 49 CFR Part 26, regulation to ensure nondiscrimination in the award and administration of DOT-assisted contracts in the Department's highway, transit, and airport financial assistance programs;
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 *et seq.*), (prohibits discrimination on the basis of sex);
- Airport and Airway Improvement Act of 1982, (49 USC § 4 71, Section 4 7123), as amended, (prohibits discrimination based on race, creed (religion), color, national origin, or sex);
- The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Federal transit laws, specifically 49 U.S.C. § 5332 (prohibiting discrimination based on race, color, religion, national origin, sex (including gender identity), disability, age, employment, or business opportunity).

**Appendix B-Organizational Chart**





**Appendix C**  
**NCDOT's Compliance Review Checklist for Transit**

<b>I. Program Administration (General Requirements)</b>	
<i>Requirement: FTA C 4702.1B – Title VI Requirements and Guidelines for FTA Recipients, Chapter III – General Requirements and Guidelines.</i>	
<b>Note:</b> Every NCDOT subrecipient receiving any of the FTA Formula Grants listed above must complete this section.	
<b>Requested Items</b> (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)	<b>Completed</b>
1. A copy of the recipient's <i>signed</i> NCDOT's Title VI Nondiscrimination Agreement	<input type="checkbox"/>
2. Title VI Policy Statement ( <i>signed</i> )	<input type="checkbox"/>
3. Title VI Notice to the Public, including a list of locations where the notice is posted	<input type="checkbox"/>
4. Type the name and title of your Title VI Coordinator and attach a list of their Title VI duties <b>Name/Title:</b>	<input type="checkbox"/>
5. Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)	<input type="checkbox"/>
6. Title VI Complaint Form	<input type="checkbox"/>
7. List of transit-related Title VI investigations, complaints, and lawsuits (i.e., discrimination complaints log)	<input type="checkbox"/>
8. Public Participation Plan, including information about outreach methods to engage traditionally underserved constituencies (e.g., minorities, limited English proficient populations (LEP), low-income, disabled), as well as a summary of outreach efforts made since the last Title VI Program submission	<input type="checkbox"/>
9. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance, which requires conducting four-factor analyses	<input type="checkbox"/>
10. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees	<input type="checkbox"/>
11. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions <b>reviewed and approved</b> the Title VI Program	<input type="checkbox"/>
12. A description of the procedures the agency uses to ensure nondiscriminatory administration of programs and services	<input type="checkbox"/>
13. <b>If you pass through FTA funds to other organizations</b> , include a description of how you monitor your subrecipients for compliance with Title VI, and a schedule for your subrecipients' Title VI Program submissions. ➤ <b>No Subrecipients</b> <input type="checkbox"/>	<input type="checkbox"/>
14. A Title VI equity analysis <b>if you have constructed or conducted planning for a facility</b> , such as a vehicle storage facility, maintenance facility, operation center, etc. ➤ <b>No Facilities Planned or Constructed</b> <input type="checkbox"/>	<input type="checkbox"/>
15. Copies of environmental justice assessments conducted for <b>any construction projects during the past three years</b> and, if needed based on the results, a description of the program or other measures used or planned to mitigate any identified adverse impact on the minority or low-income communities	<input type="checkbox"/>

➤ No Construction Projects <input type="checkbox"/>		
16. If the recipient has undergone a Title VI Compliance Review in the last 3 years, please indicate the year of the last review and who conducted it. <b>Year/Agency:</b>		<input type="checkbox"/>
<h2 style="text-align: center;">II. Transit Providers</h2> <p><i>Requirement: FTA C 4702.1B, Chapter IV – Requirements and Guidelines for Fixed Route Transit Providers.</i></p> <p><b>Note:</b> All NCDOT subrecipients that provide <b>fixed route</b> public transportation services (e.g., local, express or commuter bus; bus rapid transit; commuter rail; passenger ferry) must complete this section.</p> <p>➤ <b>Not Applicable</b> <input type="checkbox"/> (Check this box if you do not provide <b>fixed route</b> services, and skip questions 17 and 18. This section does not apply to you if you <b>only</b> provide demand response services.)</p>		
<b>Requested Items</b> (Please attach electronic documents (.pdf, .doc, etc.) or provide links to online versions)	<b>Completed</b>	
17. Service standards ( <b>quantitative measures</b> ) developed for <i>each specific fixed route mode</i> that the recipient provides (standards may vary by mode) must be submitted for each of the following indicators:		
<ul style="list-style-type: none"> <li>• Vehicle load for each mode (Can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees.)</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Vehicle headway for each mode (Measured in minutes (e.g., every 15 minutes), headway refers to the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Service frequency is measured in vehicles per hour (e.g., 4 buses per hour).)</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• On time performance for each mode (Expressed as a percentage, this is a measure of runs completed as scheduled. The recipient must define what is considered to be “on time.” Performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along a route.)</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Service availability for each mode (Refers to a general measure of the distribution of routes within a transit provider’s service area, such as setting the maximum distance between bus stops or train stations, or requiring that a percentage of all residents in the service area be within a one-quarter mile walk of bus service. )</li> </ul>	<input type="checkbox"/>	
18. Service policies ( <b>system-wide policies</b> ) adopted to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin, must be submitted for each of the following:		
<ul style="list-style-type: none"> <li>• Transit amenities for each mode (e.g., benches, shelters/canopies, printed materials, escalators/elevators, and waste receptacles. <b>NOTE:</b> Attach this information <u>only</u> if you have decision-making authority over siting transit amenities or you set policies to determine the siting of amenities.)</li> </ul>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>• Vehicle assignment for each mode (Refers to the process by which transit vehicles are placed into service throughout a system. Policies for vehicle assignment may be based on the type or age of the vehicle, where age would be a proxy for condition, or on the type of service offered.)</li> </ul>	<input type="checkbox"/>	

**SAMPSON AREA  
TRANSPORTATION  
SYSTEM SAFETY PLAN**

**2023**

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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 Emergency Action Plan, Fire Prevention Plan, Preventive Maintenance Plan, drug & Alcohol Policy, Safety & security Plan, and Continuity of Operations Plan.

### **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. An *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 an *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.

Month \_\_\_\_\_ Day \_\_\_\_\_ 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 SSP. 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 SSP 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 nineteen (19) 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 (5) minutes from arrival. The driver will use the vehicle's horn in an effort to get the rider's attention. After 5 minutes, the vehicle will continue on its route.
10. It is the rider's responsibility to have the exact fare for their ride. Drivers do not carry change and should not be expected to make change. Riders without the correct fare will not be transported.

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

## **Children and Passenger Assistants**

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

### **Children riding alone**

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

### **Child safety seats**

The child's parent(s) will be responsible for having and installing a child safety seat on the van for transportation services. The child safety seat shall be age and weight appropriate. Children younger than age 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 \$4.00 per round-trip and \$2.00 for additional stops. Fares for one-way is \$2.00.

## **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 two SAT staff members. 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 sometimes, 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 can ask (1) if it is a service animal, and; (2) What work or task the animal has been trained to perform. 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 wheelchair 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 Sampson Area Transportation. 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.

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.

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

This position is identified as the safety officer for the transportation system. The roles and responsibilities are:

Maintains full knowledge of all standard and emergency operating procedures; performs safety audits of operations; ensures that employees make safety a primary concern when on the job; actively investigates all incidents and accidents; prohibits unsafe conduct and conditions; conducts quarterly safety meetings with staff which are a vital part of safety atmosphere; receives and responds to any safety concerns raised by employees; reports to management any safety concerns or possible hazards.

### 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

# Transportation Director

Department: Transportation

FLSA Status: Exempt

## General Definition of Work

Performs complex administrative work planning and directing the operation of the Transportation Services and related work as apparent or assigned. Work involves setting policies and goals under the direction of the County Manager. Departmental supervision is exercised over all personnel within the department

## 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

- Coordinates transportation for human service agencies and general public in a cost-efficient manner.
- Develops and administers operational and administrative budget.
- Oversees public relations and outreach for programs and special activities.
- Researches federal and state sources for available funding assistance; prepares all grant applications.
- Monitors grant funds and expenditures; prepares request for reimbursement for CTP grants.
- Develops, implements and maintains departmental policies and procedures; ensures compliance with government regulations.
- Assures the timely completion of all local, state, and federal reports as required by the County, NCDOT, and/or FTA.
- Prepares workbooks for yearly compliance reviews and follow-up.
- Acts as the Title VI officer for department; trans staff upon hire and yearly thereafter.
- Develops and plans for Quarterly rider surveys, compiles survey results and submits to NCDOT.
- Develops and implements yearly success plan.
- Approves quarterly agenda and attends the Transportation Advisory Board meetings; prepares reports and makes presentations on services provided and provides statistical information; and recommends grant applications and service changes.
- Attends Board of Commissioner meetings; reports on services and recommends grant applications, service changes, etc.
- Reviews and approves all purchases.
- Prepares and maintains a variety of records, reports and logs.

## Knowledge, Skills and Abilities

Comprehensive knowledge of the safe and efficient operation of transit vehicles; comprehensive knowledge of the principles, practices, methods and equipment related to public transportation operations; comprehensive knowledge of the geography of the County, surrounding areas, and the location of streets and important buildings; comprehensive knowledge of area traffic laws; comprehensive 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

Bachelor's degree with coursework in transportation, business or public administration, or related field and considerable experience in public transportation planning/management with considerable 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 blood borne 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**

Complete NIMS 100, 200, 300, 700, 800 training within six months of hire.

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

Must respond in accordance with pre-identified emergency response assignment in the event of an emergency declaration by County Emergency Management/Administration.

Obtain CPR and First Aid certifications within six months of hire.

Last Revised: 1/8/2018

## 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 DOT 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.

## 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's 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 aid 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 classroom 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

### **Remedial Training**

- Remedial training will be provided as needed in addition to the required annual training.
- *Drivers that are not meeting proficiency, **expert performance level**, must be given remedial training until they are proficient.*

<b>NEW HIRE TRAINING LOGS</b>	
License Check	
Ride Check	
Policies & Procedures included in SSP	
Driver Handbook	
Bloodborne Pathogens-Video	
Bloodborne Pathogen-Hands on	
ADA	
Title VI/Civil Rights	
Defensive Driving	
Vehicle Evacuation	
Pre & Post Inspection	
Tablets	
Fares	
Wheelchair Securement-Video	
Wheelchair Securement-Hands on	
Smoking & Electronics Policy	
W/C Lift Training	
Conflict of Interest & Ethics Policy	
2 The Point Training	
Job Description	
Prohibited Drug Use (NRTAP Website)	
Zero Tolerance D&A Policy	

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# Driver's Training Logs

	<b>DRIVER NAME:</b>	<b>Signature and Date</b>
	<b>License Check</b>	
	<b>Ride Check</b>	
	<b>First Aid</b>	
	<b>Blood borne Pathogens (Video) &amp; Hands on</b>	
	<b>ADA</b>	
	<b>Defensive Driving</b>	
	<b>Vehicle Evacuation</b>	
	<b>Wheelchair Securement (DVD) &amp; Hands On</b>	
	<b>Lift Training (Video)</b>	
	<b>Effects &amp; Consequences of Prohibited Drug Use (Videos)</b>	
	<b>Zero Tolerance Drug &amp; Alcohol Testing Policy</b>	
	<b>Fire Extinguisher Training</b>	
	<b>Civil Rights/ Title VI</b>	
	<b>Criminal Background Check</b>	

## 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 passenger's 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 some time 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 ensure 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 stepwells on vehicles should be sufficient for passengers to enter and exit safely.
- Passengers should not be permitted in the stepwells 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 GAUGE**

### **CHECK CONDITION OF CONTROLS**

Check all 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 ensure 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 conversation 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 off the engine. Turn on the four-way flashers and set the parking brake. If the vehicle is in traffic, help direct traffic around the vehicle. The driver should also contact the coordinator or dispatcher to send the police and/or another vehicle to transport the passengers.

## **EMERGENCY DRIVING PROCEDURES**

### **PREPARATION**

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

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

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

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

## **ACCIDENT CAUSES**

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

- Mechanical Defects—3 percent
- Condition of street or highway—12 percent

### **--Human failure or error—85 percent**

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

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

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

## **SLIPPERY ROAD SURFACES**

It will take longer to stop and harder to turn without skidding when the road is slippery. It is necessary for you to drive slower, enabling you to stop in the same distance as on a dry road. Wet roads can double stopping distance. Reduce speed by about 1/3 (e.g., slow from 55 to 35) on a wet road. On packed snow, reduce speed by 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 cannot 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 readily 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 PEDAL 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.

## **NIGHTTIME 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 handrails 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 ensure 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 ensure 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 systems 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 an 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 hallway.
    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 windstorms 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  
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 workplace/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: \_\_\_\_\_

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Formal Presentation (Name of presenter and topic): \_\_\_\_\_

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Other Subjects Discussed: \_\_\_\_\_

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Reports on Weekly Meetings: \_\_\_\_\_

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Employees' Comments/Suggestions: \_\_\_\_\_

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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 biohazard 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 will be recorded in AssetWorks and reported to NCDOT within 24 hours.
- 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 an 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?) \_\_\_\_\_  
\_\_\_\_\_

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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  
(only)

\_\_\_\_\_  
Print Witness Name (For statement and signature)

\_\_\_\_\_  
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:

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2. Describe what you were doing just prior to the accident/incident:

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3. Describe how the accident/incident occurred:

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4. Do you think this accident/incident could have been prevented? If so, how? If not, why? \_\_\_\_\_

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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  
\_\_\_\_ Strain/Sprain

\_\_\_\_ Burns  
\_\_\_\_ 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	

\_\_\_\_\_ Failure to use protective equipment properly

\_\_\_\_\_ Other

Unsafe Conditions

\_\_\_\_\_ Defective equipment

\_\_\_\_\_ Weather

\_\_\_\_\_ Congestion

\_\_\_\_\_ Inadequate lighting

\_\_\_\_\_ Inadequate warning

\_\_\_\_\_ Assault/Horseplay

\_\_\_\_\_ Fire/Explosion hazards

\_\_\_\_\_ Other

\_\_\_\_\_ 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 you 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 11/6/2023**

**A. PURPOSE**

- 1) The Sampson Area Transportation system provides public transit and paratransit 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, or a refusal to test. 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 Sampson Area Transportation 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. See Attachment A for a list of employees and the authority under which they are included.

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 transit employee who operates a non-revenue service vehicle that requires a Commercial Driver's 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 Under FTA Authority:* 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).

*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.

*DOT, The Department, DOT Agency:* These terms encompass all DOT agencies, including, but not limited to, the Federal Aviation Administration (FAA), the Federal Railroad Administration (FRA), the Federal Motor Carrier Safety Administration (FMCSA), the Federal Transit Administration (FTA), the National Highway Traffic Safety Administration (NHTSA), the Pipeline and Hazardous Materials Safety Administration (PHMSA), and the Office of the Secretary (OST). For purposes of 49 CFR Part 40, the United States Coast Guard (USCG), in the Department of Homeland Security, is considered to be a DOT agency for drug testing purposes. These terms include any designee of a DOT agency.

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

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

*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 and appears on ODAPC's Web page for "Approved Evidential Breath Measurement Devices" because it conforms with the model specifications available from NHTSA.

*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 creatinine and specific gravity values that are lower than expected for human urine.

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

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

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

*Performing (a safety-sensitive function):* A covered employee is considered to be performing a safety-sensitive function 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, opioids, amphetamines, or phencyclidine specified in 49 CFR Part 40, as amended.

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

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

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

*Safety-sensitive functions:* 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 or certified marriage and family therapist, or drug and alcohol counselor (certified by an organization listed at <https://www.transportation.gov/odapc/sap>) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

*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) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer.
- (2) 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.
- (3) 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.
- (4) In the case of a directly observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient quantity of urine or breath without a valid medical explanation.
- (6) Fail or decline to take a second test as directed by the collector or the employer for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or the employer's Designated Employer Representative (DER).

- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly observed test.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.
- (14) 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.

*Vehicle:* A bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A public transit vehicle is a vehicle used for public transportation or for ancillary services.

*Verified negative test:* A drug test result reviewed by a medical review officer and determined to have no evidence of prohibited drug use at or 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 at or 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 1380.11 through 1380.15 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, opioids, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. It is important to note that the use of marijuana in any circumstances remains completely prohibited for any safety-sensitive employee subject to drug testing under USDOT regulations. The use of marijuana in any circumstance (including under state recreational and/or medical marijuana laws) by a safety-sensitive employee is a violation of this policy and a violation of the USDOT regulation 49 CFR Part 40, as amended.

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

- b. 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.

Alcohol: The use of beverages containing alcohol (including mouthwash, medication, food, candy) or any other substances containing alcohol in a manner which violates the conduct listed in this policy is prohibited.

#### **F. PROHIBITED CONDUCT**

- 1) Illegal use of the drugs listed in this policy and as defined in 49 CFR Part 40, as amended is prohibited at all times. All covered employees are prohibited from reporting for duty or remaining on duty any time if they have used a prohibited drug as 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 workplace 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 49 CFR 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, random, or follow-up alcohol test can only 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 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 an 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) or Liquid Chromatography/Mass Spectrometry (LC/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 or LC/MS test are at or 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 Sampson Area Transportation. If a legitimate explanation is found, the MRO will report the test result as negative.

- 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 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 analysis is 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, 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 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 EBTs 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 (alcohol screening device (ASD)) which is also approved by NHTSA. A list of approved ASDs 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) 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 workday 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.

#### **K. PRE-EMPLOYMENT TESTING**

- 1) All applicants for covered transit positions shall undergo urine drug testing prior to performance of a safety-sensitive function.

- a. 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.
- b. An employee shall not be placed, transferred or promoted into a position covered under FTA authority or company authority until the employee takes a drug test with verified negative results.
- c. 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.
- d. When an employee being placed, transferred, or promoted from a non-covered position to a position covered under FTA authority or company authority submits a drug test with a verified positive result, the employee shall be subject to disciplinary action in accordance with Section Q herein.
- e. If a pre-employment test is canceled, Sampson Area Transportation will require the applicant to take and pass another pre-employment drug test.
- f. In instances where an 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 test under 49 CFR Part 655 and have negative test results prior to the conduct of safety-sensitive job functions.
- g. 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.



- h. 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, USDOT-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 USDOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a USDOT 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* FTA 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* 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 the 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 for assessment and treatment consistent with Section Q of this policy. 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 at the time of the accident, 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 conditions is met:
  - a. The accident results in injuries requiring immediate medical treatment away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident.
  - b. One or more vehicles incurs disabling damage as a result of the occurrence and must be transported away from the scene, unless

the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by 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 (8) eight hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

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 only be performed just before, during, or just after the performance of a safety sensitive duty. However, under Sampson Area Transportation 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. 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 undue concerns for public safety. The SAP will determine whether the employee returning to duty will require a return-to-duty drug test, alcohol test, or both.

## **P. FOLLOW-UP TESTING**

Covered employees that have returned to duty following a positive or refused 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.

- 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 SAPs. A test refusal is defined as any of the following circumstances:
  - a. Fail to appear for any test (except a pre-employment test) 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  $\geq 0.02$  to  $\leq 0.039$  BAC shall result in the removal of the employee from duty for eight hours or the remainder of the workday whichever is longer. The employee will not be allowed to return to safety-sensitive duty for his/her next shift until he/she submits to a NONDOT 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 described 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 testing 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 provided 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 proceeding.
- 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.

This Policy was adopted by the *Sampson County Board of Commissioners* on

\_\_\_\_\_.

\_\_\_\_\_  
Chairman, Sampson County BOC

\_\_\_\_\_  
Date

## Attachment A

<i><b>Job Title</b></i>	<i><b>Job Duties</b></i>	<i><b>Testing Authority</b></i>
Transportation Director	Oversees complete operation of SAT	SAT (Non-DOT)
Transportation Supervisor	Oversees drivers & vehicles	DOT-FTA / SAT
Administrative: Finance	Handles billing & invoice payments	DOT-FTA / SAT
Administrative: Receptionist	Greets visitors; answers telephone; provides information	DOT-FTA / SAT
Transportation Office Manager	Develops and provides scheduling of transportation vehicles and Drivers	DOT-FTA / SAT
Transportation Drivers	Operates transit vehicle on an assigned route and schedule.	DOT-FTA / SAT

## **Attachment B Contacts**

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

### **Sampson Area Transportation Drug and Alcohol Program Manager**

Name: Jeff Sawvel

Title: Transportation Supervisor

Address: 311 County Complex Rd. Building H 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 Professionals**

Name: Ms. Trina McDonald

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

Address: 1020 Rankin St. #412, Wilmington, NC 28401

Telephone Number: 910-833-8624

Name: Ms. Vande Wilson

Title: Professional Counseling, LCAS, SAP/DOT, TFCBT

Address: 312 College St. Suite C, Clinton, NC 28328

Telephone Number: 910-299-0848

### **HHS Certified Laboratory Primary 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 decals, 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, dustpan, 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 taillights, 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 is completed electronically on the driver's tablet. The pre and post trip inspections are completed on a daily basis. If there are any items that are not in the van, or any maintenance that needs to be done, the driver is to notify the Transportation Supervisor, who 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 EVAPORATON CONROL
PM-ANU-31	OXYGEN (O2) 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 FLIUD 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 Logbook. 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 manufacture's 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 manmade 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—one of the lead drivers arrives between 3:45am to 4:00am to open the building and the gates to the parking lot. Lead driver checks messages for any cancellations and begins the operational aspects of transportation. Drivers and passengers are aware that the Transportation Supervisor and/or Director can be reached on their cell phones at all times, for any reason.

Monday through Friday PM - the Supervisor is in the office until 5:30 pm. 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 ensuring 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 lockbox 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.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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) Railroad 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

# **CONTINUITY OF OPERATIONS PLAN**

## FOREWORD

Local Communities have an ethical responsibility to ensure the safety of their community. They also have a legal obligation to operate in a prudent and efficient manner, even during an impending threat or following a disaster.

This continuity of operations (COOP) plan provides guidance for Sampson Area Transportation . (SAT) to perform its essential functions as part of a COOP capability.

Recommended changes to this document may be addressed, at any time, to the Director, Sampson Area Transportation.

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Chairperson, Sampson County BOC

## **Introduction**

### Sampson Area Transportation

#### **Purpose**

This continuity of operations (COOP) plan for Sampson Area Transportation, hereinafter called SAT, presents a management framework, establishes operational procedures to sustain essential functions, and guides the restoration of full functions if normal operations are interrupted.

This plan was prepared in accordance with Department of Homeland Security (DHS) Headquarters Continuity of Operations (COOP) Guidance Document, dated April 2004, which provides a structure for formulating a COOP plan; Presidential Decision Directive-67, "Ensuring Constitutional Government and Continuity of Government Operations," which requires all Federal departments and agencies to have a viable COOP capability; and State of North Carolina requires all local communities to prepare for emergencies and disasters.

This document focuses on the basic COOP elements: essential functions, critical systems, alternative facilities, orders of succession, delegations of authority, and vital records. Development of procedures that address the basic COOP elements and work in concert with business continuity and disaster recovery plans allows for uninterrupted delivery of SAT's essential functions.

This document applies to the full spectrum of threats and emergencies that may affect SAT. Specifically, this COOP plan is based on an event scenario that disrupts SAT's essential functions. In this scenario, SAT is closed for normal business activities. The most likely causes of such disruption are severe winter storms (i.e., ice or snow), widespread utility failure, multiple explosions, civil disturbance, or credible threats of actions that would preclude access to SAT's facilities. Under this scenario, SAT Staff will relocate to a remote facility identified as the Emergency Relocation Site (ERS), currently Sampson County Emergency Management Office 107 Underwood St, Clinton NC.

#### **Essential functions**

This COOP plan is based on SAT's essential functions. It serves as an operational guide to facilitate the relocation of SAT staff to an ERS and the backup of critical systems and vital records so that essential functions may continue. The level and manner of support needed to continue essential functions is dependent on the nature of an event. This plan describes the processes and procedures needed to support continuation of essential functions identified in the following table.



Priority	Department	Essential Functions
1	SAT	Transport passengers for medical, work, and quality of Life needs for the people of Sampson County
2	SAT	Payroll
3	SAT	Accts Receivable/Accts Payable
4		
5		
6		
7		
8		

SAT oversees the essential function listed above, which, in turn, is supported by specific critical systems and/or vital records (i.e., vehicle titles). Therefore, to maintain an operational status, SAT must support the required staff, critical systems, and vital records at the ERS.

#### **Authorities and References**

Authority, support, and justification for continuity of operations (COOP) planning are provided through the documents listed in Annex A.

#### **Concept of Operations**

A COOP plan must be maintained at a high level of preparedness and be ready to be implemented without significant warning. It should be implemented fully no later than 12 hours after activation and provide guidance to sustain operations for up to 30-days. The broad objective of this COOP plan is to provide for the safety and well-being of SAT's employees. In addition, this plan will facilitate the execution of SAT's essential functions during any crisis or emergency in which SAT's locations is threatened or not accessible. Specific SAT COOP Plan objectives include the following:

- Enable staff to perform essential functions to prepare for and respond to the full spectrum of possible threats or emergencies including terrorism, technological catastrophes, natural or manmade disasters, and other crises.
- Identify key principals and supporting staff who will relocate.
- Ensure that the Emergency Relocation Site (ERS) can support Emergency Relocation Group (ERG) operations.
- Protect and maintain vital records and critical systems.

An emergency, such as an explosion, fire, or hazardous materials incident, may require the evacuation of SAT's facility with little or no advance notice. Building evacuation, if required, is accomplished via implementation of Occupant Emergency Plans for SAT. **This COOP Plan is not an evacuation plan,** rather it provides for a deliberate and preplanned movement of selected principals and supporting staff to the ERS.

Following an incident so severe that SAT's facility is rendered unusable, or if such an event appears imminent, the Director/Designee instructs the Sampson County Manager and the Emergency Management Director that SAT staff will be relocating to the Emergency Operations Center Conference room.

### **Phase I: Activation and Relocation**

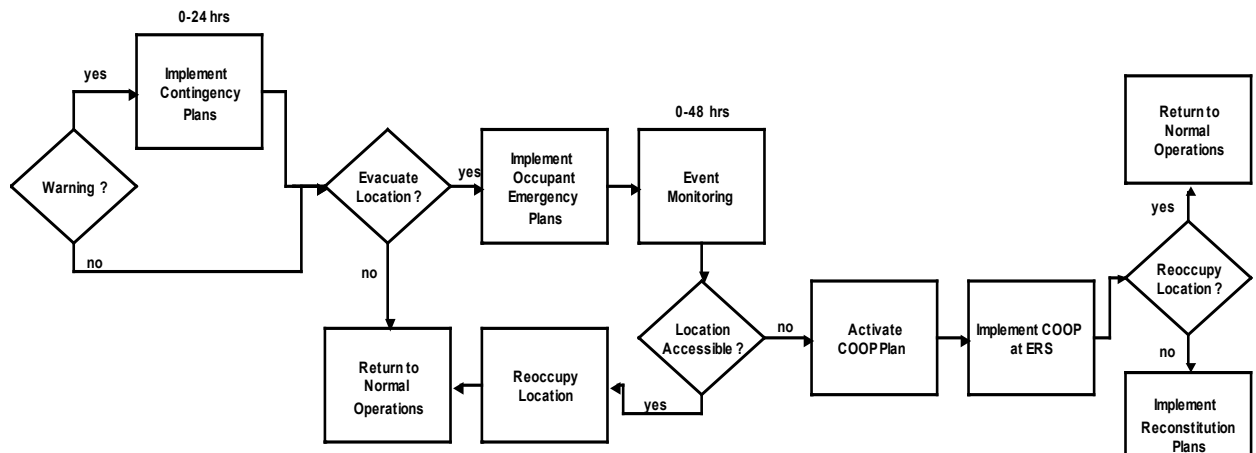
The extent to which orderly alert and notification is possible depends on the amount of warning received, whether personnel are on duty or off duty at home or elsewhere, and, possibly, the extent of risk for SAT's personnel or locations.

#### **Decision Process**

Execution of this COOP plan focuses on continuing SAT's essential functions via the relocation of select personnel, ERS operations, and critical systems recovery. This COOP plan may be executed in several phases that are delimited by the time from warning dissemination and the activities being performed. Depicted below is SAT's decision process.

Any disaster, whether natural, manmade, or technological, that adversely affects SAT's ability to perform essential functions, requires activation of this plan.

#### Alert, Notification, and Implementation Process



SAT staff will be contacted with alert and notification information using the following contact lists.

- SAT Management, Administrative and Operational Staff notified
- Community Emergency Telephone Directory
- FEMA Regional Office Contact Information

**Note:** Information and guidance for SAT members is normally relayed by network messages, e-mail, or phone using existing emergency calling plans. All members of the Emergency Relocation Group (ERG) will be notified initially by phone; however, SAT staff members will be notified via network alerts and/or public address announcements, as appropriate. Based on the situation, current information may also available via announcements released to and made by local radio and TV stations.

Employees should listen for specific instructions and specifically for the words “Emergency Personnel.” All SAT employees should remain either at their office or at home until specific guidance is received.

**Leadership**

**Orders of Succession**

In the event of a vacancy in the position of the Director, or the absence of the incumbent in this position, another individual serving in an acting capacity shall temporarily assume the duties of the position.

- Transportation Supervisor
- Assistant County Manager
- County Manager

**Delegation of Authority**

SAT Director is responsible to ensure that SAT is in contact with Sampson County Emergency Operation Centers (EOC) Director/Designee.

- SAT Director/Designee will contact SAT staff to keep them up to date on the situation and report directly to the EOC and Sampson County.

Delegations of authority from the position of Chief Municipal Officer are established to ensure the ability of Community staff members to perform essential functions while remaining a viable part of the organization. Persons in the following positions, listed in order of precedence, are assigned continuity of operations responsibilities by the Chief Municipal Officer:

- Transportation Supervisor
- Assistant County Manager

**Emergency Response Group**

Personnel with select knowledge, skills, and abilities are required to perform the tasks associated with SAT’s essential functions. The following personnel are identified as critical members of the ERG.

Emergency Personnel			
Office/Division	Position	Duties	Number
<i>Rosemarie Oates Mobley</i>	<i>Director of Transportation</i>	<i>Direction and Control</i>	<i>1</i>
<i>Jeff Sawvel</i>	<i>SAT Transportation Supervisor</i>	<i>Direction and Control</i>	<i>2</i>

**Execution**

Departure of ERG (Emergency Relocation Group) Advance Team:

The Director of Transportation/Designee, or other person with delegated authority, directs the appropriate Staff to the ERS.

- Director/Designee notifies the Relocation Site Support Official that the ERG has departed.
- ERG members depart with their telephones, laptops, Hand-Held Radios and chargers, and any other supplies they may need.
- Director/Designee notifies Sampson County Manager, NC DOT/IMD, EOC and clients, as appropriate, that the activation of the COOP Plan is in progress.

**Departure of Non-ERG Agency Personnel:**

At the time of an emergency notification, and in the absence of guidance to the contrary, non-ERG personnel present at each affected Community location are directed to go home to await further instructions.

Transition of Responsibilities to the Deployed ERG:

- Following arrival at the ERS, the Director/Designee, orders the cessation of operations at SAT’s facility.
- Director/Designee notifies NC DOT/IMD that SAT operations have shifted to the ERS.
- Director/Designee notifies SAT clients that operations have shifted to the ERS.
- As appropriate, Director/Designee, notifies vendors and other service providers that SAT operations have been relocated temporarily and provides direction to either continue or temporarily suspend provision of service.

**Phase II: Alternate Facility Operations**

Alternative facilities (i.e., ERSs) must be capable of supporting operations in a threat-free environment in the event that essential functions and supporting staff are relocated to the site. A relocation site must have sufficient space and equipment to sustain operations for a period of up to 30-days. An ERS must also have the appropriate physical security and access controls.

The Director/Designee conducts semiannual reviews of the space allocations with ERS Support Official to ensure the adequacy of space and other resources.

**Mission Critical Systems**

In general, the telecommunication and information system support provided at SAT’s facility is available independently at the ERS. It is imperative that the Director/Designee ensures that unique or critical information system requirements are considered in planning and, if appropriate, identified as capabilities to be provided by support organizations at the ERS. SAT shall maintain all necessary and up-to-date files, computer software, and databases required to carry out essential functions.

**Vital Files, Records, and Databases**

System Name	Current Location	Other Locations
-------------	------------------	-----------------

System Name	Current Location	Other Locations
SAT	311 County Complex Rd Clinton NC 28328	No other location

One COOP Plan responsibilities is to comply with the U.S. National Archives and Records Administration Code of Regulations, Subchapter B – Records Management, to ensure the protection and continuous availability of vital records. Vital records are documents, references, and records, regardless of media type, that are needed to support essential functions under the full spectrum of emergencies and disasters.

All vital records must be protected from damage or destruction. Community vital records are stored in a properly equipped, environmentally controlled facility that is secure but also accessible when needed for records retrieval. The Director of Transportation is to make certain that databases and other references supporting the essential functions of SAT are prepositioned at each ERS, carried with deploying personnel, or available through a backup process.

Over time, vital records become outdated and require updating through a process called cycling. Inclusion of cycling procedures in the Vital Records Management Program ensures that vital records are current and accurate when needed.

Vital File, Record, or Database	Form of Record (e.g., hardcopy, electronic)	Pre-positioned at Alternate Facility	Hand Carried to Alternate Facility	Backed up at Third Location
Employee Files	Hardcopy	N/A		
Training Files	Hardcopy			
D & A files	Hardcopy			
Payroll Information	Hardcopy/Electronic			
Vendor Files	Hardcopy			
Vendor Files	Hardcopy			
SAT CTS software with data, client's information	Electronic			Web-Based
Grants' Information	Electronic			NCDOT IMD
Contracts	Hardcopy			

**Phase III: Reconstitution**

Within hours of relocating to the ERS, SAT Director, with the approval of Federal, State, and local law enforcement and emergency services, initiates operations to salvage, restore, and recover the SAT facility. Sampson County owns the facility and the contents. These reconstitution efforts generally begin when the Director, or other authorized person, ascertains, in coordination with Federal, State, and local authorities that the emergency situation has ended and is unlikely to recur. However, once the appropriate SAT official determines that the emergency has ended; immediate reconstitution may not be practical. Depending on the situation, one of the following options should be considered for implementation:

- Continue to operate from the ERS.
- Begin an orderly return to Community locations and reconstitute from remaining Community offices or other resources.
- Begin to establish a reconstituted Community in some other facility.

**COOP Planning Responsibilities**

*Director, Sampson Area Transportation*

- Provides overall policy direction, guidance, and objectives for COOP planning.

- Provides policy direction, guidance, and objectives during an incident for the implementation of the COOP Plan.
- Consults with and advises appropriate officials during implementation of the COOP Plan.
- Serves as the principal SAT representative to external parties and groups during implementation of the COOP Plan.
- Serves as the Community COOP program point of contact.
- Coordinate's implementation of the COOP Plan and initiates appropriate notifications inside and outside the Community during COOP Plan implementation.
- Coordinates the COOP Training, Testing, and Exercising Program.
- Aids ERG efforts at the ERS.
- Initiate's recovery of SAT, as part of reconstitution.

#### *ERS Support Official*

- Prepares site support plans to support the implementation of the COOP Plan to facilitate the smooth transition of direction and operations from SAT's facility to the ERS.
- Provides for the proper storage of backup copies of vital records and other pre-positioned items.
- Designates personnel responsible to assist the arriving ERG Advance Team.
- Maintains a current roster of designated site support staff.
- Supports periodic coordination visits by SAT.
- Keeps SAT Director informed of site vulnerabilities or changes in site resources that may impact the effective implementation of the COOP Plan.
- Requests an annual security risk assessment of the ERS by security staff to assist in ensuring COOP relocation site readiness.
- Coordinates appropriate billeting arrangements with the ERS, if appropriate, for employees who will not commute and need to remain overnight near the ERS.
- Conducts periodic coordination visits to the ERS.
- Participates in scheduled tests, training, and exercises.

#### *SAT Transportation Supervisor*

- Appoints a COOP point of contact for coordination and implementation of the COOP Plan.
- Keeps the Senior COOP Official informed of any changes in the designation of the office COOP point of contact.
- Identifies essential functions to be performed when any element of SAT is relocated as part of the COOP Plan.
- Identifies those functions that can be deferred or temporarily terminated in the event the COOP Plan is implemented.
- Maintains a current roster of office personnel designated as ERG members.
- Maintains current personnel emergency notification and relocation rosters.
- Prepares backup copies or updates of vital records.
- Ensures that the time and attendance function is represented on the ERG.

- Designates personnel to assist security officials in securing office equipment and files at Community locations when implementing the COOP Plan.
- Conducts periodic tests of the office telephone notification cascade(s).

#### *SAT Staff*

- Review and understand the procedures for emergency evacuation from SAT's facility in the Occupant Emergency Plan.
- Review and understand responsibilities related to COOP support functions and performance of SAT essential functions at a relocation site.
- Report to work to perform essential functions as detailed in this COOP plan or as requested.
- Provide current contact information to supervisors.

### **Logistics**

#### **Alternate Location**

Sampson Area Transportation has designated one ERS to support the ERG following an event that disables the infrastructure supporting SAT's activities that occur at 311 County Complex Rd, Clinton, N.C. The ERS should be used when 311 County Complex Rd. is closed for normal business activities. The relocation site has adequate space, the necessary equipment, and the connectivity to support relocating each ERG responsible for performing essential functions.

#### **Interoperable Communications**

The success of SAT operations at the Emergency Relocation Site (ERS) depends upon the availability and redundancy of significant communication systems to support connectivity to internal organizations, other agencies, critical customers, and the public. Interoperable communication should provide a capability to correspond with SAT essential functions, to communicate with other Federal agencies, State agencies, and local emergency support personnel, and to access other data and systems necessary to conduct all activities.

### **Test, Training, and Exercises**

A changing threat environment and recent events emphasize the need for COOP capabilities that enable SAT to continue its essential functions across a broad spectrum of emergencies. Federal Preparedness Circular (FPC) 66, in accordance with FPC 65, states that testing, training, and exercising of COOP capabilities are necessary to demonstrate and improve the ability of agencies to execute their essential functions. SAT's Tests, Training, and Exercises (TT&E) Program incorporates the three functional areas of testing systems and equipment, training personnel, and exercising plans and procedures.



## **Multi-Year Strategy and Program Management**

### **Multiyear Strategy**

Sampson Area Transportation’s COOP Plan Multiyear Strategy includes the objectives and key strategies for developing and maintaining a viable COOP program, including the support for short- and long-term initiatives.

### **Program Management**

The Program Management Plan is a critical element of SAT’s strategic planning activities because it documents the tactics executed to achieve the initiatives in the multiyear strategy. It describes SAT’s needs, defines roles and responsibilities, and documents specific program timelines. In addition, it provides an effective program management tool for oversight, resource allocation, and progress evaluation.

### **COOP Plan Maintenance**

To maintain viable COOP capabilities, SAT is continually engaged in a process to designate essential functions and resources, define short- and long-term COOP goals and objectives, forecast budgetary requirements, anticipate and address issues and potential obstacles, and establish planning milestones. Following is a standardized list of activities necessary to monitor the dynamic elements of SAT’s COOP Plan and the frequency of their occurrence.

<b>Activity</b>	<b>Tasks</b>	<b>Frequency</b>
Plan update and certification	Review entire plan for accuracy. Incorporate lessons learned and changes in policy and philosophy. Manage distribution.	Annually
Maintain orders of succession and delegations of authority	Identify current incumbents. Update rosters and contact information.	Semi-annually
Maintain emergency relocation site readiness	Check all systems. Verify accessibility. Cycle supplies and equipment, as necessary.	Monthly
Monitor and maintain vital records management program	Monitor volume of materials. Update/remove files.	On-going

## **Annex A: Authorities and References**

Authority, support, and justification for continuity of operations (COOP) planning are provided through the documents listed below.

### **Federal Guidance**

***Executive Order 12148–Federal Emergency Management.*** EO 12148 establishes Federal policies and coordinates civil emergency planning, management, and assistance functions. It also establishes the President’s role in working with State and local governments.

***Executive Order 12472–Establishment of the National Communications System.*** EO 12472 establishes the National Communication Systems as a Federal interagency group assigned national security and emergency preparedness telecommunications responsibility throughout the full spectrum of emergencies. Responsibilities include planning, developing, and implementing enhancements to the national telecommunications infrastructure to achieve measurable improvements in survivability, interoperability, and operational effectiveness under all conditions. This is accomplished by effective management and by using national telecommunication resources to support the Government during any emergency.

***Executive Order 12656–Assignment of Emergency Preparedness Responsibilities.*** EO 12656 is the foundation of these mandates. It requires Federal agencies to develop plans and procedures that ensure the survival of the U.S. Constitution and American Government by enabling them to continue to provide essential functions and services during and following a disaster or emergency. Executive Order 12656 assigns national security management preparedness responsibilities to Federal departments and agencies.

***Presidential Decision Directive 63.*** PDD–63 is a national-level effort to ensure the security of the increasingly vulnerable and interconnected infrastructure of the United States. It requires departments and agencies to develop a plan for protecting critical infrastructures, including telecommunications, banking and finance, energy, transportation, and other essential functions and services. The directive addresses those services provided by Federal, State, and local governments.

***Presidential Decision Directive 67.*** PDD–67 directs the Federal executive branch departments and agencies to have a viable COOP Plan and capability. Departments and agencies must be able to operate at their alternative facilities with or without warning no longer than 12 hours after the disaster and to maintain sustained operations for a minimum period of up to 30-days. The plans identify those requirements necessary to support the primary functions, such as emergency communications, establishing a chain of command, and delegations of authority.

***Executive Order 13228—Establishing the Office of Homeland Security and the Homeland Security Council.*** EO 13228 establishes the Office of Homeland Security in response to the terrorist attacks on September 11, 2001. Responsibilities of the office include developing and coordinating the implementation of a comprehensive national strategy to secure the United States from terrorist threats or attacks. The office shall coordinate the executive

branch's efforts to detect, prepare for, prevent, protect against, respond to, and recover from terrorist attacks within the United States.

***Executive Order 13231—Critical Infrastructure Protection in the Information Age.*** EO 13231 establishes a protection program that consists of continual efforts to secure information systems for critical infrastructure that includes emergency preparedness communications. To achieve this policy, there will be a senior executive branch committee to coordinate that will have cognizance over all Federal efforts and programs involving continuity of operations, continuity of government, and Federal department and agency information systems protection.

***Robert T. Stafford Disaster Relief and Emergency Assistance Act, Amended (U.S. Code Title 42 Section 5121).*** This act provides for an orderly and continual means of assistance by the Federal Government to State and local governments for carrying out their responsibilities to alleviate the suffering and damage that result from disasters. 42 USC 5121 encourages the development of comprehensive disaster preparedness and assistance plans, programs, capabilities, and organizations by the States and local governments.

***U.S. National Archives & Records Administration (NARA) Code of Federal Regulations.*** The NARA Code of Federal Regulations (CFR), Subchapter B, Records Management, provides guidance and prescribes policies for records management programs relating to record creation and maintenance, adequate documentation, and proper record disposition.

***Homeland Security Presidential Directive–1.*** The Homeland Security Council (HSC) shall ensure coordination of all homeland security-related activities among executive departments and agencies and promote the effective development and implementation of all homeland security policies. The HSC Principals Committee (HSC/PC) shall be the senior interagency forum under the HSC for homeland security issues. The HSC Deputies Committee (HSC/DC) shall serve as the senior sub-Cabinet interagency forum for consideration of policy issues affecting homeland security. HSC Policy Coordination Committees (HSC/PCC) shall coordinate the development and implementation of homeland security policies by multiple departments and agencies throughout the Federal Government and shall coordinate those policies with State and local government.

***Homeland Security Presidential Directive–3.*** The Homeland Security Advisory System provides warnings in the form of a set of graduated "Threat Conditions" that would increase as the risk of the threat increases. At each threat condition, Federal departments and agencies implement a corresponding set of "Protective Measures" to further reduce vulnerability or increase response capability during a period of heightened alert. This system is intended to create a common vocabulary, context, and structure for an ongoing national discussion about the nature of the threats that confront the homeland and the appropriate measures that should be taken in response. It seeks to inform and facilitate decisions appropriate to different levels of government and to private citizens at home and at work.

***FEMA Federal Preparedness Circular (FPC) No. 65—Federal Executive Branch Continuity of Operations (COOP).*** FPC 65 provides guidance to Federal executive branch departments

and agencies for developing viable and executable contingency plans for continuity of operations. COOP planning facilitates the performance of department/agency essential functions during any emergency or situation that may disrupt normal operations. FPC 65 requires that each agency appoint a senior Federal Government executive as an emergency coordinator to serve as program manager and agency point of contact for coordinating agency COOP activities. This ensures continuous performance of an agency's essential functions during an emergency and protects essential facilities, equipment, records, and other assets. The actions recommended in FPC 65 will reduce disruptions to operations and loss of life and minimize damage and losses. It achieves a timely and orderly recovery from an emergency and resumption of full service to customers.

***Federal Preparedness Circular No. 66—Test, Training and Exercise (TT&E) Program for Continuity of Operations (COOP).*** FPC 66 provides guidance to Federal executive branch departments and agencies for use in developing viable and executable TT&E programs to support the implementation and validation of COOP plans. These activities are important elements of a comprehensive emergency preparedness program necessary to improve the ability of agencies to effectively manage and execute their COOP plans.

***Federal Preparedness Circular No. 67—Acquisition of Alternate Facilities for Continuity of Operations (COOP).*** FPC 67 provides guidance to Federal executive branch departments and agencies for acquiring alternative facilities to support their COOP. FPC 67 requires agencies to designate alternative operating facilities as part of their COOP plans and prepare their personnel for the possibility of sudden relocation of essential functions or COOP contingency staff to these facilities should an emergency necessitate that action.

## **State Guidance**

North Carolina (N.C.) General Statutes 58-9; 118-38; 143-166.1, 143-507 through 517, 153-A and 160-A

N.C. General Statutes 166A

N.C. Executive Order 72.

N.C. General Statutes 115C-242 (6)

N.C. General Statutes Article 36A of Chapter 14

State of North Carolina Executive Order 43, North Carolina Emergency Response Commission (NCERC), April 7, 1987

North Carolina General Statute, Chapter 95, Article 8, The Hazardous Chemical Right-To-Know Act

North Carolina Hazardous Materials Right-To-Know Law

**Annex B: Alternate Location/Facility Information**

Sampson Area Transportation has designated one primary Emergency Relocation Site (ERS) to support the Emergency Relocation Group (ERG) following an event that disables the infrastructure supporting Community activities that occur at 311 County Complex Rd Clinton N.C. The ERS should be used when SAT’s office building is closed for normal business activities. The relocation site has adequate space, the necessary equipment, and the connectivity to support relocating each ERG responsible for performing essential functions.

<b>Emergency Relocation Site Information</b>	
Address	Sampson County Emergency Management 107 Underwood St Clinton NC
Phone Number	910-592-8996
Relocation Site Official	Emergency Management Director
Directions	
Map	

## Annex C: Plan Activation and Notification

Emergency Level	Type of Events	COOP Plan Activation Authority	Notification Method
(Local Emergency)	(Fire, attack on your headquarters', etc.)	Rosemarie Oates Mobley, Director	Advise to leave premises and meet at designated location outside the building
		Leave immediately or when notified in advance	
(Regional or National Emergency)			
(National Security Emergency)			

### Internal Contact List

Jeff Sawvel, Transportation Supervisor – (910) 260-2006

Rosemarie Oates Mobley, Director – (910) 289-1793

### External Contact List

Susan Holder, Assistant County Manager – (910) 592-6308 Ext 2222

Ed Causey, County Manager – (910) 592-6308 Ext 2270

## **Annex D: Definitions and Acronyms**

The following terms or phrases are found in this document.

**Advance Team.** ERG personnel who immediately deploy to the Emergency Relocation Site (ERS) upon receiving a COOP warning or activation, to initiate actions at the ERS in preparation for the arrival of the main body of Emergency Personnel. Advance Team plus Emergency Personnel constitute an ERG.

**Business Continuity Plan (BCP).** The BCP provides procedures for sustaining an organization's business functions during and after a disruption. An example of a business function may be an organization's payroll process or consumer information process. A BCP may be written for a specific business process or may address all key business processes.

**Business Recovery Plan (BRP).** The BRP addresses the restoration of business processes after an emergency, but unlike the BCP, lacks procedures to ensure continuity of critical processes throughout an emergency or disruption.

**Continuity of Operations (COOP) Plan.** An action plan that provides for the immediate continuity of essential functions of an organization at an alternative facility for up to 30-days in the event an emergency prevents occupancy of its primary facility.

**Disaster Recovery Plan (DRP).** The DRP applies to major, usually catastrophic, events that deny access to the normal facility for an extended period. Frequently, DRP refers to an IT-focused plan designed to restore operability of the target system, application, or computer facility at a relocation site after an emergency.

**Emergency Personnel.** The key principals and staff members of the ERG, responsible for the execution of essential functions. Advance Team plus Emergency Personnel constitute an ERG.

**Emergency Relocation Group (ERG).** Predesignated principals and staff who move to a relocation site to continue essential functions in the event that locations are threatened or incapacitated. The ERG comprises Advance Team plus Emergency Personnel.

**Emergency Relocation Site (ERS).** A remote alternative facility to which the ERG moves to continue essential functions in the event that traditional work sites are incapacitated.

**Essential functions.** Essential functions are those functions, stated or implied, that are required to be performed by statute or Executive order, or other functions deemed essential by the heads of principal organizational elements (i.e., administrators, office directors, and division directors).

**Occupant Emergency Plan (OEP).** The OEP provides the response procedures for occupants of a facility in the event a situation poses a threat to the health and safety of personnel, the environment, or property. Such events include a fire, hurricane, criminal attack, or a medical emergency.

**Point of Contact (POC).** The designated focal point for actions involving a specific plan, as in "COOP POC."

**Relocation Site (RS) Support Official.** Serves as the COOP point of contact at each ERS. Responsible for the readiness and operational condition of the ERS, as appropriate,

including telecommunications, infrastructure, and equipment; and support the billeting and meal needs of the ERG.

**Senior COOP Official.** Serves as the COOP point of contact. Responsible for coordinating implementation of the COOP Plan; initiating appropriate notifications inside and outside the Agency during COOP Plan implementation; being the point of contact for all COOP training, testing, and exercising; assisting ERG efforts at the ERS; and initiating recovery of the Agency as part of reconstitution.



# SIGNATURE AND CERTIFICATION PAGE

This SSP (System Safety Plan) was adopted by the Sampson County Board of Commissioners on the

\_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_

Chairperson,  
Sampson County Board of Commissioner's

**DRUG AND ALCOHOL TESTING POLICY  
SAMPSON AREA TRANSPORTATION  
Adopted as of 11/6/2023**

**A. PURPOSE**

- 1) The Sampson Area Transportation system provides public transit and paratransit 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, or a refusal to test. 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 Sampson Area Transportation 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. See Attachment A for a list of employees and the authority under which they are included.

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 transit employee who operates a non-revenue service vehicle that requires a Commercial Driver's 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 Under FTA Authority:* 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).

*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.

*DOT, The Department, DOT Agency:* These terms encompass all DOT agencies, including, but not limited to, the Federal Aviation Administration (FAA), the Federal Railroad Administration (FRA), the Federal Motor Carrier Safety Administration (FMCSA), the Federal Transit Administration (FTA), the National Highway Traffic Safety Administration (NHTSA), the Pipeline and Hazardous Materials Safety Administration (PHMSA), and the Office of the Secretary (OST). For purposes of 49 CFR Part 40, the United States Coast Guard (USCG), in the Department of Homeland Security, is considered to be a DOT agency for drug testing purposes. These terms include any designee of a DOT agency.

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

*Disabling damage:* Damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated

but would have been further damaged if so operated, but does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, or windshield wipers that makes them inoperative.

*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 and appears on ODAPC's Web page for "Approved Evidential Breath Measurement Devices" because it conforms with the model specifications available from NHTSA.

*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 creatinine and specific gravity values that are lower than expected for human urine.

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

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

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

*Performing (a safety-sensitive function):* A covered employee is considered to be performing a safety-sensitive function 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, opioids, amphetamines, or phencyclidine specified in 49 CFR Part 40, as amended.

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

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

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

*Safety-sensitive functions:* 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 or certified marriage and family therapist, or drug and alcohol counselor (certified by an organization listed at <https://www.transportation.gov/odapc/sap>) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

**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) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by the employer.
- (2) 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.
- (3) 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.
- (4) In the case of a directly-observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient quantity of urine or breath without a valid medical explanation.
- (6) Fail or decline to take a second test as directed by the collector or the employer for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or the employer's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed test.

- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.
- (14) 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.

*Vehicle:* A bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A public transit vehicle is a vehicle used for public transportation or for ancillary services.

*Verified negative test:* A drug test result reviewed by a medical review officer and determined to have no evidence of prohibited drug use at or 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 at or 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 1380.11 through 1380.15 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, opioids, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. It is important to note that the use of marijuana in any circumstances remains completely prohibited for any safety-sensitive employee subject to drug testing under USDOT regulations. The use of marijuana in any circumstance (including under state recreational and/or medical marijuana laws) by a safety-sensitive employee is a violation of this policy and a violation of the USDOT regulation 49 CFR Part 40, as amended.
  - b. Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all employees covered under FTA authority be tested for marijuana, cocaine, amphetamines, opioids, and phencyclidine as described in this policy. 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.
  - c. 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.

Alcohol: The use of beverages containing alcohol (including mouthwash, medication, food, candy) or any other substances containing alcohol in a manner which violates the conduct listed in this policy is prohibited.

#### **F. PROHIBITED CONDUCT**

- 1) Illegal use of the drugs listed in this policy and as defined in 49 CFR Part 40, as amended is prohibited at all times. All covered employees are prohibited from reporting for duty or remaining on duty any time if they have used a prohibited drug as 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 49 CFR 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, random, or follow-up alcohol test can only 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 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 an 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) or Liquid Chromatography/Mass Spectrometry (LC/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 or LC/MS test are at or 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 Sampson Area Transportation. If a legitimate explanation is found, the MRO will report the test result as negative.

- 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 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 analysis is 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, 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 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 EBTs 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 (alcohol screening device (ASD)) which is also approved by NHTSA. A list of approved ASDs 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) 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.

#### **K. PRE-EMPLOYMENT TESTING**

- 1) All applicants for covered transit positions shall undergo urine drug testing prior to performance of a safety-sensitive function.
  - a. 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.

- b. An employee shall not be placed, transferred or promoted into a position covered under FTA authority or company authority until the employee takes a drug test with verified negative results.
- c. 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.
- d. When an employee being placed, transferred, or promoted from a non-covered position to a position covered under FTA authority or company authority submits a drug test with a verified positive result, the employee shall be subject to disciplinary action in accordance with Section Q herein.
- e. If a pre-employment test is canceled, Sampson Area Transportation will require the applicant to take and pass another pre-employment drug test.
- f. 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 test under 49 CFR Part 655 and have negative test results prior to the conduct of safety-sensitive job functions.
- g. 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.
- h. 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, USDOT-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 USDOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a USDOT 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 FTA 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 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 the 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 for assessment and treatment consistent with Section Q of this policy. 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 at the time of the accident, 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 conditions is met:
- a. The accident results in injuries requiring immediate medical treatment away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident.
  - b. One or more vehicles incurs disabling damage as a result of the occurrence and must be transported away from the scene, unless the covered employee can be completely discounted as a contributing factor to the accident

In addition, any other covered employee whose performance could have contributed to the accident, as determined by 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 (8) eight hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

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 only be performed just before, during, or just after the performance of a safety sensitive duty. However, under Sampson Area Transportation 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. 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 undue concerns for public safety. The SAP will determine whether the employee returning to duty will require a return-to-duty drug test, alcohol test, or both.

## **P. FOLLOW-UP TESTING**

Covered employees that have returned to duty following a positive or refused 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.

- 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 SAPs. A test refusal is defined as any of the following circumstances:
  - a. Fail to appear for any test (except a pre-employment test) 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.

- n. 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  $\geq 0.02$  to  $\leq 0.039$  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 NONDOT 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 described 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 testing 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 provided 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 proceeding.
- 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.

This Policy was adopted by the *Sampson County Board of Commissioners* on  
November 6, 2023.

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Chairman, Sampson County BOC

---

Date

## Attachment A

<u>Job Title</u>	<u>Job Duties</u>	<u>Testing Authority</u>
Transportation Director	Oversees complete operation of SAT	SAT (Non-DOT)
Transportation Supervisor	Oversees drivers & vehicles	DOT-FTA / SAT
Administrative: Finance	Handles billing & invoice payments	DOT-FTA / SAT
Administrative: Receptionist	Greets visitors; answers telephone; provides information	DOT-FTA / SAT
Transportation Office Manager	Develops and provides scheduling of transportation vehicles and Drivers	DOT-FTA / SAT
Transportation Drivers	Operates transit vehicle on an assigned route and schedule.	DOT-FTA / SAT

## **Attachment B Contacts**

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

### **Sampson Area Transportation Drug and Alcohol Program Manager**

Name: Jeff Sawvel

Title: Transportation Supervisor

Address: 311 County Complex Rd. Building H 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 Professionals**

Name: Ms. Trina McDonald

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

Address: 1020 Rankin St. #412, Wilmington, NC 28401

Telephone Number: 910-833-8624

Name: Ms. Vande Wilson

Title: Professional Counseling, LCAS, SAP/DOT, TFCBT

Address: 312 College St. Suite C, Clinton, NC 28328

Telephone Number: 910-299-0848

### **HHS Certified Laboratory Primary Specimen**

Name: Alere Toxicology Services

Address: 1111 Newton St. Gretna, La. 70053

Telephone Number: 504-361-8989

NORTH CAROLINA'S  
SAMPSON COUNTY

OFFICE OF EMERGENCY SERVICES

**MEMORANDUM:**

**TO:** Stephanie Shannon, Clerk to the Board  
**FROM:** Jared Rouse, Emergency Management Coordinator  
**DATE:** October 17, 2023  
**SUBJECT:** **Emergency Management Capacity Building Competitive Grant (FY 2023)**

North Carolina Emergency Management (NCEM) has informed us of our award for the Capacity Building Competitive Grant (CBCG) Fiscal Year 2023. This statewide competitive grant award is for a Mass Care & Point of Distribution (POD) Logistics Support Package. This package includes an all-terrain forklift, gooseneck trailer, pallets and other bulk containers. These items in conjunction with our new warehouse facility will enhance our ability to conduct mass care operations and the distribution of supplies and equipment during disasters.

The amount of the award is \$107,894.20 and this grant is a reimbursement grant with funds from NCEM released upon receipt of proof of expenditure for the awarded item.

I respectfully request this be added to the next Board of Commissioner's meeting agenda for their consideration and adoption.

JR 

Attachments:  
Award Letter  
Quote (s)



NC Department of Public Safety  
EMERGENCY MANAGEMENT

Roy Cooper, Governor

Eddie M. Buffaloe Jr., Secretary  
William C. Ray, Director

June 8, 2023

**Emergency Management Capacity Building Competitive Grant (CBCG) Fiscal Year 2023**

NC Appropriations Act of 2021, SL 2021-180, Section 19E.5.(a)

**Award Notification**

**Recipient:**

Jared Rouse  
Sampson County  
107 Underwood St  
Clinton, NC 28328-2241

**Period of performance:**

July 1, 2023 to June 30, 2024

**Project title:** Mass Care & POD Logs Support Package

**MOA #:** 2294013

**Award amount:** \$107,894.20

The North Carolina Department of Public Safety (NCDPS) / NC Emergency Management (NCEM) is pleased to inform you that a project(s) submitted by your organization for the Fiscal Year (FY) 2023 Emergency Management Capacity Building Competitive Grant (CBCG) has been approved for funding. In accordance with the provisions of the FY 2023 CBCG Notice of Funding Opportunity, NCEM hereby awards your organization a grant in the amount shown above to complete the approved project(s) during the designated period of performance.

**Conditions:** Recipient agrees that funds will only be expended to complete the approved project(s) not to exceed the funding amount for the project(s) during the designated period of performance. Recipient also agrees to comply with all terms, conditions & responsibilities specified in the forthcoming Memorandum of Agreement (MOA), and to comply with all applicable federal, state & local laws, rules and regulations in performance of this grant. This award is subject to final approval by NCDPS / NCEM. Indirect costs are not authorized under this award.

**Supplanting:** Recipient confirms that these grant funds will not be used to supplant or replace local or state funds or other resources that would otherwise have been available for emergency management capacity building activities.

**Payment of funds:** The grant shall be effective upon final approval and execution of the corresponding MOA by Recipient and NCDPS / NCEM. Grant funds will be disbursed upon receipt of acceptable documentation submitted by Recipient that funds have been invoiced, products or services received, and proof of payment is provided. Reimbursements will be made in conjunction with the timely submission of required reports by Recipient as specified in the MOA.

In the box below, list the names & emails authorized as subrecipient signatories for the above-referenced MOA in the preferred order of signature & receipt, and return within 10 days. Denote which signatory represents Finance. Append "cc" to designate copy-only.

Example: *John Smith (john.smith@yahoo.com) Finance*  
*Mary Jones (mary.jones@hotmail.com)*  
*Sam Brown (s.brown@gmail.com) cc*

Edwin Causey [ecausey@sampsonnc.com](mailto:ecausey@sampsonnc.com) Finance and MOA Signatory  
Rick Sauer [rsauer@sampsonnc.com](mailto:rsauer@sampsonnc.com) CC  
Jared Rouse [jrouse@sampsonnc.com](mailto:jrouse@sampsonnc.com) CC



# KRAFTSMAN



1650 Woodhurst Lane  
Albemarle, NC 28001

10051 US Hwy 64 East  
Ramseur, NC 27316

## Sales Order

Date	No.
10/11/2023	KR24-TBD

<b>Bill To</b>
Sampson County, NC 530 Commerce St. Clinton, NC 28328 Jared Rouse

<b>Ship to</b>
Sampson County, NC 530 Commerce St. Clinton, NC 28328

Phone	Rep	Project	P.O. No.	FET	VIN No.
910-592-8996	PB			FET DUE	TBD
Description					Amount
2023 Kraftsman Model GX-40 (102"x23'+12')					38,634.00
'See sales sheet for options selected					
Est. Tare: 9,000 lb. GVWR: 40,000 lb.					
North Carolina 3% Road Tax					1,159.02

<b>Subtotal</b>	\$39,793.02
-----------------	-------------

<b>Sales Tax (7.0%)</b>	\$0.00
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<b>Total</b>	\$39,793.02
--------------	-------------

Thank you for your business.



Quotation/Proposal

Sound Heavy Machinery, Inc  
1809 Blue Clay Road Wilmington, NC 28405  
Ph: 910-782-2477, Cell: 910-777-8491  
[randysloan@soundhm.com](mailto:randysloan@soundhm.com)

DATE: 10/10/2023

QUOTATION

TO Jared Rouse, EM Coordinator  
Sampson County Emergency Management  
910-592-8996  
107 Underwood St.  
Clinton, NC 28328

SALESPERSON	PRODUCT	PAYMENT TERMS	DUE DATE
Mark Wyatt	AUSA C150 HX4		

QTY	DESCRIPTION	UNIT PRICE	LINE TOTAL
1	AUSA C150 HX4, 4WD Forklift with Semi-closed Cab ROPS/FOBS, Working Lights (2 Front + 1 Rear), 13ft Triplex Mast 47" Forks and with 10.0/75-15.3" Front, 23x8.50-12" Rear Tires with Side Shift Note Machine is New never Sold with 68 Hours		\$56,900.00

Warranty 2 year/2000 Hour  
Machine in Stock

SUBTOTAL	\$56,900.00
ESTIMATED TAX	3983.00
<b>TOTAL</b>	<b>\$60,883.00</b>

This is a quotation on the goods named only. Prices are subject to change outside of 30 days.





**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**MEMO:**

10/17/2023

FROM: RICHARD SAUER, DIRECTOR

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2023-2024

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

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243300 554000	CAPITAL OUTLAY VEHICLES	\$95,534.00	
11243300 526200	DEPT SUPPLIES	12,000.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11034330 408406	REVENUE	\$107,534.00	

2. Reason for the above request is as follows:  
TO REALLOCATE FUNDS FOR CBCG EM GRANT.

*Rick Sauer*

\_\_\_\_\_  
(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval. \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval. \_\_\_\_\_, 20\_\_\_\_

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

\_\_\_\_\_  
(County Manager & Budget Officer)

NORTH CAROLINA'S  
**SAMPSON COUNTY**

**OFFICE OF EMERGENCY SERVICES**

**MEMORANDUM:**

**TO:** Stephanie Shannon, Clerk to the Board  
**FROM:** Jared Rouse, Emergency Management Coordinator  
**DATE:** October 17, 2023  
**SUBJECT: Homeland Security Grant Program Award (FY 2023)**

North Carolina Emergency Management (NCEM) has informed us of our award for the Federal Fiscal Year (FY) 2023 Homeland Security Grant Program (HSGP). This competitive grant award is for a mobile light tower, which will be used for disaster and non-emergency events across Sampson County.

The amount of the award is \$16,123.92 and this grant is a reimbursement grant with funds from NCEM released upon receipt of proof of expenditure for the awarded item.

I respectfully request this be added to the next Board of Commissioner's meeting agenda for their consideration and adoption.

  
JR

Attachments:  
Award Letter  
Quote



NC Department of Public Safety  
EMERGENCY MANAGEMENT

Roy Cooper, Governor

Eddie M. Buffaloe Jr., Secretary  
William C. Ray, Director

**Homeland Security Grant Program (HSGP)**

**Fiscal Year 2023**

**SUBAWARD NOTIFICATION**

Jared Rouse  
Sampson County  
107 Underwood St  
Clinton, NC 28328-2241

**Period of Performance:** September 1, 2023 to February 28, 2026  
**Project Title:** Light Tower  
**Total Amount of Award:** \$16,123.92  
**MOA #:** 2340010

North Carolina Emergency Management (NCEM) is pleased to inform you that the federal Fiscal Year (FY) 2023 Homeland Security Grant Program (HSGP) has been approved for funding. In accordance with the provisions of FY 2023 HSGP award, NCEM hereby awards to the foregoing subrecipient a grant in the amount shown above.

**Payment of funds:** The grant shall be effective upon final approval by NCEM of the grant budget and program narrative and the execution of the forthcoming Memorandum of Agreement (MOA). Grant funds will be disbursed (according to the approved project budget) upon receipt of evidence that funds have been invoiced and products received and/or that funds have been expended (i.e., invoices, contracts, itemized expenses, etc.).

**Conditions:** The subrecipient agrees that funds will only be expended to complete the approved project(s) not to exceed the funding amount for the project(s) during the designated period of performance. The subrecipient also agrees to comply with all terms, conditions and responsibilities specified in the MOA, and to comply with all applicable federal, state, and local laws, and rules and regulations in the performance of this grant.

**Supplanting:** The subrecipient confirms that grant funds will not be used to supplant or replace local or state funds or other resources that would otherwise have been available for homeland security activities.

**Required Documents/Forms:** The subrecipient must submit the following documents to ([ncemgrants1@ncdps.gov](mailto:ncemgrants1@ncdps.gov)) upon execution of the MOA:

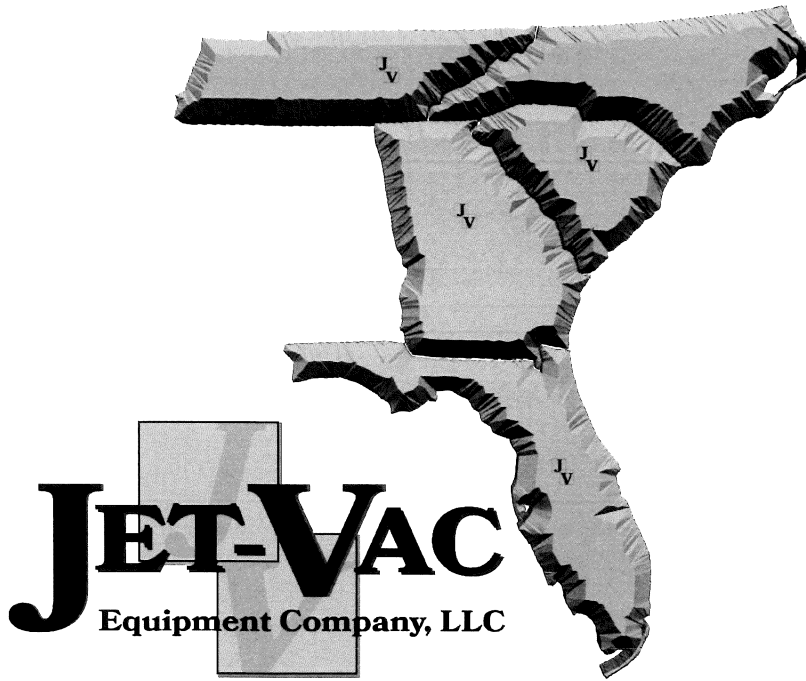
- W-9 (09 NCAC 03M .0202)
- Electronic Payment / Vendor Verification Form (09 NCAC 03M .0202)
- Sworn (Notarized) No Overdue Tax Debt Certification (G.S. 143C-6-23.(c))
- Conflict of Interest Policy (G.S. 143C-6-23.(b))
- Copy of SUBRECIPIENT's procurement policy

In the box below, list the names and emails authorized as subrecipient signatories for the above-referenced MOA in the preferred order of signature and receipt. Append "cc" to designate copy-only.

Example: *John Smith* ([john.smith@yahoo.com](mailto:john.smith@yahoo.com))  
*Mary Jones* ([mary.jones@hotmail.com](mailto:mary.jones@hotmail.com))  
*Sam Brown* ([s.brown@gmail.com](mailto:s.brown@gmail.com)) cc



1636 Gold Star Drive Raleigh, NC 27607 | 4236 Mail Service Center Raleigh, NC 27699-4236  
Phone: 919-825-2500 Fax: 919-825-2685 | [www.ncdps.gov](http://www.ncdps.gov) [www.readync.gov](http://www.readync.gov)  
An Equal Opportunity Employer



**Date:** 10/13/2023

**Quoted To:**  
 Sampson County Emergency Services  
 Attn: Accounts Payable  
 530 Commerce Street  
 Clinton NC 28328

**Location:** SUMTER  
**Quote Number:** Q00883  
**Expiry Date:** 11/12/2023  
**Salesperson:** Callie Hodge  
 callie@jet-vac.com  
**Responsible:** HILARY HODGE  
 (803) 848-1737  
 hilary@jet-vac.com  
**Attention:** Jared Rouse

We propose to furnish the equipment described herein in accord with the specification, terms, and conditions outlined.

Wanco Compact Diesel Light Tower with Kubota D1005 Engine and 6kw Generator (WLTT-4MK106K) Four 1000-watt metal halide lamps - Fully adjustable high-efficiency light fixtures - 24.5-foot telescoping tower rotates 360 degrees - Single hand-operated winch for raising and lowering tower - 1800 RPM Tier 4 Final diesel engine - Mecc Alte brushless four-pole generator - 60-gallon fuel tank - Four touch point level system with agg-jacks coupled with two outriggers - 120V AC Duplex GFCI - 12V Group24 start battery - Powder-coat finish - Compact transverse trailer with leaf spring axle - Hinged back panel for engine access - standard 2-inch ball hitch or hitch for 2.5-inch pintle hook (no combo hitch) ***** *****NCSA OPTIONS TOTALING \$3,925 INCLUDED IN TOTAL***** UPGRADE FROM MODEL WLTT-4MM6K TO MODEL WLTT-4MK106K Single electric winch tower lift (4) 350w LED Floodlights. 49,000 lm per fixture, 196,000 lm total. Fuel consumption 0.25 gal/hr. Approximately 240 hrs between refueling. 240V Twist Lock Receptacle	18,196.33
<b>Additional Charges</b>	
NCSA 6% DISCOUNT	-856.27
NCSA 6% OPTIONS DISCOUNT	-235.50
JET-VAC DISCOUNT	-1,000.00

**Comments**

NCSA Contract: 24-08-0421, Heavy Equipment  
Group: Lighting  
Item: 1740, Wanco, Light Tower - Compact Vertical Mast  
Diesel, WLTT-4MM6K

<b>Selling Price:</b>	16,104.56
<b>Tax:</b>	
<b>Net Selling Price:</b>	16,104.56

**Accepted by:** \_\_\_\_\_ **Prepared by:** \_\_\_\_\_

**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**MEMO:**

10/17/2023

FROM: RICHARD SAUER, DIRECTOR

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer


SUBJECT: Budget Amendment for fiscal year 2023-2024

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

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243300 554000	CAPITAL OUTLAY VEHICLES	\$16,124.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11034330 408406	REVENUE	\$16,124.00	

2. Reason for the above request is as follows:  
TO REALLOCATE FUNDS FOR EM HOMELAND SECURITY GRANT.

  
 \_\_\_\_\_  
 (Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval. \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval. \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
Date of approval/disapproval by B.O.C. \_\_\_\_\_  
(County Manager & Budget Officer)

# Clinton-Sampson Airport Rates and Charges

## Effective 11-1-2023 – 6-30-2024

### Hangar Lease

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#### Yearly Rates

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First 10 Years	\$2,000
Second 10 Years	\$3,000
Final 10 Years	\$4,000

\*Tennant is responsible for all utility costs and upfront construction costs of a hangar.

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**RESOLUTION SUPPORTING ALLOCATION OF CONTINGENCY FUNDING FOR  
REPAIR OF JUMPING RUN ROAD IN THE IVANHOE COMMUNITY OF  
SAMPSON COUNTY**

**WHEREAS**, it is the mission of Sampson County government to create and sustain safe, healthy and prosperous communities for our citizens; and

**WHEREAS**, an integral part of that mission is supporting the continued maintenance and repair of primary thoroughfares and other roadways; and

**WHEREAS**, the community of Ivanhoe is in the southernmost portion of Sampson County where the Black River and South River converge and as such is particularly vulnerable to riverine flooding, and because of its topography, also vulnerable to localized flash flooding during severe storms; and

**WHEREAS**, in recent hurricane and severe storm events, Jumping Run Road has experienced significant damage and is in dire need of repair.

**NOW, THEREFORE, BE IT RESOLVED**, that the Board of Commissioners of the County of Sampson supports the allocation of contingency funding in the estimated amount of \$4,100,000 for the repair of Jumping Run Road in the Ivanhoe Community of Sampson County.

**ADOPTED** this 6<sup>th</sup> day of November, 2023.

---

R. Jerol Kivett, Chairman  
Sampson County Board of Commissioners

ATTEST:

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Stephanie P. Shannon, Clerk to the Board



SAMPSON COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
POST OFFICE BOX 1105  
CLINTON, NORTH CAROLINA 28329

360 COUNTY COMPLEX ROAD, SUITE 100

Director  
Lynn S. Fields

TELE: (910) 592-7131  
FAX: (910) 592-3763

---

**MEMO**

TO: David Clack, Finance Director

FROM: Anita Carlton, CSS Business Officer

DATE: October 9, 2023

RE: Vanguard 2023-2024 Contract

Enclosed you will find a 2023-2024 contract between DSS and Vanguard Professional Services.

Please pre-audit the contract and have Mr. Causey sign it. Once it is signed, please forward the contract to Stephanie Shannon to be placed on the Board's agenda for approval.

Included are 2 original copies of the contract. Once they have been approved, please retain one copy and return the other copy to DSS.

If you have any questions, please feel free to contact me.

Thank you.

**Contract #22 Fiscal Year Begins July 1, 2023 Ends June 30, 2024  
Temporary Social Work Staff**

This contract is hereby entered into by and between the Sampson County Department of Social Services (the "County") and Vanguard Professional Staffing Inc. (the "Contractor") (referred to collectively as the "Parties"). The Contractor's federal tax identification number is 56-2143318 and DUNS Number 073849460 (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) No Overdue Taxes (Attachment E)
- (7) Federal Certification Regarding Environmental Tobacco Smoke (Attachment F)
- (8) Federal Certification Regarding Lobbying (Attachment G)
- (9) Federal Certification Regarding Debarment (Attachment H)
- (10) HIPAA Business Associate Addendum (checklist and forms) (Attachment I)
- (11) Certification of Transportation (Attachment J)
- (12) State Certification (Attachment M)
- (13) Certification Regarding Non-Discrimination, Clean Air Act, Clean Water Act (Attachment N)
- (14) Vanguard Temporary Staffing Agreement
- (15) 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, 2023 and shall terminate on June 30, 2024. 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 \$100,000.00. This amount consists of \$75,000.00 in Federal funds (CFDA #93.667), \$.00 in State Funds, \$25,000.00 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	Lynn S Fields, Director	Name & Title	Lynn S Fields, Director
County	Sampson	County	Sampson
Mailing Address	PO Box 1105	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	lynn.fields@sampsondss.net		

**For the Contractor:**

IF DELIVERED BY US POSTAL SERVICE		IF DELIVERED BY ANY OTHER MEANS	
Name & Title	Myra J. Powell, President / CEO	Name & Title	Myra J. Powell, President CEO
Company Name	Vanguard Professional Staffing Inc	Company Name	Vanguard Professional Staffing Inc
Mailing Address	PO Box 8177	Mailing Address	PO Box 8177
City State Zip	Wilson, NC 27893	City State Zip	Wilson, NC 27893
Telephone	252-265-9033		
Fax	252-265-9024		
Email	michaela@vanguardprostaff.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. 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.

Signature	Date
Myra J. Powell	President / CEO
Printed Name	Title

**COUNTY**

Signature <i>(must be legally authorized to sign contracts for DSS)</i>	Date
Lynn S. Fields	DSS Director
Printed Name	Title

Signature <i>(must be legally authorized to sign contracts for County)</i>	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	Date
David K. Clack, Finance Director	

**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 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](http://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 #22**

**Federal Tax Id. 56-2143318**

**A. CONTRACTOR INFORMATION**

- 1. Contractor Agency Name: Vanguard Professional Services Inc.
- 2. Telephone Number: 252-265-9033 Fax Number: 252-265-9024 Email: susanp@vanguardprostaff.com
- 3. Name of Program (s): Child Welfare Social Worker
- 4. Status:  Public  Private, Not for Profit  Private, For Profit
- 5. Contractor's Financial Reporting Year January through December

**B. Explanation of Services to be provided and to whom (include SIS Service Code):**  
Social worker duties as specified in the addendum signed by the temporary employee.

**C. Rate per unit of Service (define the unit):**  
Negotiated County Rate – up to \$54.25. per hour

**D. Number of units to be provided:**  
No more than 1,955 hours within contract period

**E. Details of Billing process and Time Frames;**  
Contractor will bi-weekly invoice for services rendered and Agency agrees to pay the invoice in full within thirty days of receipt.

**F. Area to be served/Delivery site(s):**  
Sampson County and other areas as needed or directed by the agency - To Be Determined by the client's place of residence.

\_\_\_\_\_  
**Myra J. Powell, President**

\_\_\_\_\_  
**Lynn S. Fields, DSS Director**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**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.

<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Signature – Myra J. Powell</p>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>President</p> <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Title</p>
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Vanguard Professional Staffing Inc.</p> <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Agency/Organization</p>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Date</p>

(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 boards 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:

Vanguard Professional Staffing Inc.  
 Name of Organization

\_\_\_\_\_  
 Signature – Myra J. Powell

\_\_\_\_\_  
 Date

**NOTARIZED CONFLICT OF INTEREST POLICY**

State of North Carolina

County of \_\_\_\_\_

I, \_\_\_\_\_, Notary Public for said County and State, certify that Myra J. Powell personally appeared before me this day and acknowledged that he/she is Vice President of Vanguard Professional Staffing Inc. 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 \_\_\_\_ day of \_\_\_\_\_, 2023.

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_.

(Official Seal)

\_\_\_\_\_  
 Notary Public Signature

My Commission expires \_\_\_\_\_, 20 \_\_\_\_

**NO OVERDUE TAX DEBTS**

**VANGUARD PROFESSIONAL STAFFING, INC.**

PO Box 8177  
Wilson, NC 27893  
(252) 265-9033

\_\_\_\_\_, 2023

**To: Sampson County Department of Social Services**

**Certification:**

I certify that Vanguard Professional Staffing, Inc. does not have any overdue tax debts, as defined by N.C.G.S. 105-243.1, at the federal, State, or local level. I further understand that any person who makes a false statement in violation of N.C.G.S. 143C-6-23(c) is guilty of a criminal offense punishable as provided by N.C.G.S.) 143C-10-1b.

**Sworn Statement:**

Myra J. Powell being duly sworn, say that I am the Vice President of Vanguard Professional Staffing, Inc. of Wilson in the State of North Carolina; and that the foregoing certification is true, accurate and complete to the best of my knowledge and was made and subscribed by me. I also acknowledge and understand that any misuse of Federal/State funds will be reported to the appropriate authorities for further action.

\_\_\_\_\_  
Signature – Myra J. Powell

**Sworn to and subscribed before me on the day of the date of said certification.**

(Official Seal)

\_\_\_\_\_  
Notary Public Signature

My Commission expires \_\_\_\_\_, 20 \_\_\_\_

<sup>1</sup> G.S. 105-243.1 defines: Overdue tax debt. – Any part of a tax debt that remains unpaid 90 days or more after the notice of final assessment was mailed to the taxpayer. The term does not include a tax debt, however, if the taxpayer entered into an installment agreement for the tax debt under G.S. 105-237 within 90 days after the notice of final assessment was mailed and has not failed to make any payments due under the installment agreement.”

**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 – Myra J. Powell

President  
\_\_\_\_\_  
Title

Vanguard Professional Staffing Inc.  
Agency/Organization

\_\_\_\_\_  
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 – Myra J. Powell

\_\_\_\_\_  
President / CEO

Title

\_\_\_\_\_  
Vanguard Professional Staffing Inc.

Agency/Organization

\_\_\_\_\_  
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 Non-procurement 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 – Myra J. Powell	_____ President / CEO Title
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_____ Vanguard Professional Staffing Inc. Agency/Organization	_____ Date
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## 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, 2023, by and between Sampson County Department of Social Services (“Covered Entity”) and Vanguard Professional Staffing Inc. (“Business Associate”) (collectively the “Parties”).

#### 1. BACKGROUND

- a. Covered Entity and Business Associate are parties to a contract entitled Temporary Social Work Staff (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: \_\_\_\_\_

Myra J. Powell  
Vanguard Professional Staffing Inc.

Date: \_\_\_\_\_

## Attachment M

### State Certifications

#### 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](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/gascripts/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](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](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](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](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](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](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](http://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.



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Contractor's Name: Vanguard Professional Staffing Inc.

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Signature of Contractor's Authorized Agent

Date

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Printed Name of Contractor's Authorized Agent  
Myra J. Powell

Title  
President / CEO

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Signature of Witness

Title

---

Printed Name of Witness

Date

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 (ITY) 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 – Myra J Powell

\_\_\_\_\_  
President  
Title

\_\_\_\_\_  
Vanguard Professional Staffing Inc  
Agency/Organization

\_\_\_\_\_  
Date

NORTH CAROLINA

**VANGUARD PROFESSIONAL STAFFING, INC.**  
**TEMPORARY STAFFING AND**  
**CONSULTATION AGREEMENT**

WILSON COUNTY

11.13

THIS AGREEMENT, made and entered into on the date hereinafter stated, by and between VANGUARD PROFESSIONAL STAFFING, INC., a North Carolina corporation, with its principal office and place of business in Wilson, Wilson County, North Carolina, hereinafter called "Service Provider"; and SAMPSON COUNTY DSS, with its principal office and place of business in CLINTON, SAMPSON County, North Carolina, hereinafter called "Agency".

WITNESSETH:

WHEREAS, the Service Provider is a North Carolina corporation, having as its principal business the providing of temporary staffing and consultation services to human services agencies throughout North Carolina;

WHEREAS, the Service Provider employs individuals with varying degrees of experience who are able to provide staffing and consultation services to the Agency;

WHEREAS, the Agency, from time to time, is in need of the various services provided by the Service Provider, including staffing, payroll, consultation, or other developed services

WHEREAS, it is the intent of both the Service Provider and the Agency by this Agreement to set forth its terms and conditions.

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and conditions hereinafter set forth, the adequacy and sufficiency of which are hereby acknowledged, the parties covenant and agree as follows:

**1.0 Staffing.**

- a) **Agency Employs Service Provider.** The Agency hereby employs the Service Provider to provide temporary staffing, specialty staffing, consultation, payroll, or other services to its human services agency by making qualified staff available to the Agency. The Service Provider accepts such employment, agrees to provide staffing to perform such services as may be reasonably set forth from time to time by the Agency. The Agency and the Service Provider will sign an Addendum to this Agreement upon the parties agreeing to a particular service to be provided by an agreed-upon employee. The Addendum will specify the services to be rendered, the compensation to be paid, the projected time period of employment, and other pertinent information.
- b) **Agency Approval.** The Agency reserves the right to approve any Staff person(s) assigned by the Service Provider to perform the services that are the subject of this agreement. In the event the Agency becomes dissatisfied with a Staff person performing services pursuant to this agreement, the Service Provider shall remove that person. Agency will identify Staff Persons for payroll services.

**2.0 Term.** The term of this Agreement between the Agency and the Service Provider shall begin on the **FIRST** day of **JULY, 2022**, and shall continue until the relationship is terminated as herein provided.

**3.0 Termination.** The relationship between the Agency and the Service Provider shall terminate as follows:

- a) Upon thirty (30) days written notice given by either party to the other;
- b) Upon the mutual written consent of both parties;
- c) Upon the liquidation of either business entity.

In the event of such termination, the Agency shall pay the Service Provider for the services actually rendered to it by the Service Provider's Staff and the Service Provider shall pay the Agency any sums due it.

**4.0 Compensation and Benefits.** The compensation and other benefits for each staffing, consultation, payroll, or other services contract shall be set out in a separate Addendum attached hereto that shall be executed by the Agency and the Service Provider and which is deemed incorporated herein by reference. **ALL EMPLOYEES OF THE SERVICE PROVIDER (OR THOSE OF THE AGENCY WHO ARE PAYROLLED), WHO WORK**

MORE THAN 40 HOURS IN A WORK WEEK MUST, BY FEDERAL LAW, BE COMPENSATED BY THE AGENCY AT TIME-AND-A-HALF.

- 5.0 Payment Terms.** The Service Provider will provide the Agency with bi-weekly invoices for services rendered, unless specified otherwise in the Addendum. The Agency agrees to pay the invoices in full within thirty (30) days of receipt.
- 6.0 Confidentiality.**
- a) **Confidential Information of the Service Provider.** The Agency acknowledges that the Service Provider's methods of sales and service and other information of a secret or confidential nature, which is required to be maintained as such for the continued success of the Service Provider and its business is valuable special and proprietary information. It is a unique asset of the Service Provider that is collectively deemed to be a trade secret. The Agency agrees to hold in confidence and not to disclose or use for its benefit any confidential or proprietary information received from the Service Provider during the term of this Agreement and subsequent extensions and continuations thereof. This includes solicitation of employees of the Service Provider for permanent or other positions of the Agency prior to placement through the Service Provider, and sharing of resumes or names of employees of the Service Provider with other agencies seeking potential employees. All conditions for solicitation of Service Provider's employees are contained in Article 7.0 below.
- c) **Confidential Information of the Agency's Clients.** The Service Provider acknowledges that the Clients of the Agency and information relating to Clients of the Agency is confidential information under the laws of the State of North Carolina and agrees to keep such information confidential.
- 7.0 Soliciting Service Provider Employees.** The Agency may solicit the Employee of the Service Provider to permanent employment with the Agency after 688 hours of employment per placement through the Service Provider. If the Agency desires to solicit the Employee for permanent employment prior to required time, the Agency agrees to pay the Service Provider one-third (1/3) of the remainder of the required period cost. After the required time of the employee providing services to the Agency pursuant to this agreement the Agency may employ the employee without any additional cost. The Agency is not obligated to hire into permanent status any employee of the Service Provider.
- 8.0 Expenses, Including Travel of Employee.** The Agency agrees to pay for assigned work-related travel of an Employee of the Service Provider. Mileage rate will be at the current rate used by the Agency. Agency will reimburse the Service Provider's employee directly, unless otherwise stated in the Addendum. (If Agency desires for Service Provider to pay travel and other related expenses to Employee and bill the Agency, an additional administrative fee of 20% will be added to the total mileage invoiced amount.) In addition, the Agency will pay such other business expenses as agreed upon by the Service Provider and the Agency at the time of the execution of their Addendum.
- 9.0 Supplies and Facilities.** The Agency shall provide the Service Provider's staff with adequate supplies, facilities, and other services suitable to their position and adequate for the performance of their duties. The Agency acknowledges that the majority of the services to be rendered will be provided at the Agency's place of business.
- 10.0 Supervision.** The Agency shall provide the Service Provider's staff with adequate instruction and supervision on a day-to-day basis, and is responsible for monitoring performance for compliance with Agency work standards.
- 11.0 Independent Contractual Relationship.** The parties understand and agree that each is an independent contractor engaged in the operation of its own respective business, that neither party shall be considered to be the agent, master or servant of the other party for any purpose, and that neither has any general authority to enter into any contract, to assume any obligations or to make any warranties or representations on behalf of the other. Further, nothing in this Agreement is intended or shall be deemed to constitute a partnership, agency, employer employee, or a joint venture relationship between the Agency and the Service Provider. As an independent contractor, the Service Provider agrees that neither it nor its employees are employee(s) of the Agency, that the Agency is not

required to provide the Service Provider or its employees with worker's compensation insurance or any other insurance coverage or benefits, and that the Service Provider is responsible for all federal and state income, Social Security, Medicare, unemployment and disability taxes for its employees. EXCEPTION: Payrolled employees are temporary employees of the Agency, and are identified as such in the Addendum to this contractual agreement.

- 12.0 Insurance.** The Service Provider agrees to maintain and not terminate all required insurance throughout the contract period.
- 13.0 Indemnification.** The Agency and the Service Provider agree to hold each other harmless from and against any and all claims, demand, liabilities, suits, actions, losses, damages, costs, expenses and reasonable attorney's fees arising from the other party's negligent performance or breach of its obligations under this Agreement.
- 14.0 Miscellaneous.**
- a) **Severability.** The invalidity or unenforceability of any particular provision of this Agreement shall not affect the provisions hereof, and the Agreement shall be construed in all respects as if such invalid or enforceable provision were omitted.
  - b) **Governing Law.** The Contract shall be subject to and governed by the laws of the State of North Carolina.
  - c) **Amendments.** The Agreement may not be amended, added to, or changed except by written agreement signed by the Agency and the Service Provider.
  - d) **Assignment.** Neither this Contract nor any rights or obligations created therein shall be assigned by the Agency without the express written consent of the Service Provider.
  - e) **Notices.** All notices provided for herein shall be in writing and served upon the parties at the then-current mailing address for each party.
  - f) **Non-Exclusive.** Both parties agree that this agreement is non-exclusive in that each party shall have the right to provide services to other entities and receive services from other entities.
  - g) **Employment.** We are an Equal Employment Opportunity Employer.

IN WITNESS WHEREOF, the Agency and the Service Provider caused this Agreement to be signed in the name by its officers duly authorized to do so.

**VANGUARD PROFESSIONAL STAFFING, INC.**

By: \_\_\_\_\_  
Myra J Powell President / CEO Date

**AGENCY: SAMPSON COUNTY DSS**

By: \_\_\_\_\_  
Director – Lynn S. Fields Date

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

\_\_\_\_\_  
(Signature of Finance Officer)





***Proclamation Honoring & Celebrating the 155<sup>th</sup> Anniversary of  
Keathern Chapel Missionary Baptist Church***

**WHEREAS**, Keathern Chapel Missionary Baptist Church is commemorating its 155<sup>th</sup> Anniversary on Sunday, October 29, 2023 at 11:00 a.m. and communities and congregations from all over are coming together to help celebrate this marvelous occasion of touching lives for Christ; and

**WHEREAS**, In 1868 a group of dynamic trailblazers under the leadership of the church's first pastor Reverend Richard "Dick" Keyton gave the church its name and established a vision to create a permanent place of worship; and

**WHEREAS**, With every new pastor that came through the doors of Keathern Chapel Missionary Baptist Church, it appeared that God gave each a vision to do something that would improve and enrich the church family; and

**WHEREAS**, Under the leadership of the Holy Spirit, the church's current leader Reverend Jeffrey Howard was installed in July of 2022 and has since made improvements to the church and increased its memberships; and

**WHEREAS**, Currently the church has members from all over Sampson County and beyond and has undergone many transformations over 155 years while the original God-given vision remains, "Touching Lives for Christ."

**NOW THEREFORE, BE IT PROCLAIMED** that the Sampson County Board of Commissioners congratulates Keathern Chapel Missionary Baptist Church on its 155<sup>th</sup> anniversary and extends its best wishes for a joyous celebration and many more years of worship.

**ADOPTED** this 6<sup>th</sup> day of November, 2023.

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R. Jerol Kivett, Chairman

ATTEST:

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Stephanie P. Shannon, Clerk to the Board

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 24, 2023  
Subject: Disabled Veteran Exclusion  
( GS 105-277.1 c )

The attached disabled veteran exclusion application was received after June 1, 2023. After that date, the Board of Commissioners must approve the application.

The applicant is as follows:

James Y Becton

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 14, 2023.

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

September 14, 2023

Sampson County Board of Commissioners  
Rowan Rd  
Clinton, NC 28328

Re: James Y Becton

Dear Commissioners,

I am an honorably discharged Veteran. I received a 100% permanent and total rating with the Veterans Administration for my service-connected disabilities on August 31, 2023. My 100% rating was awarded back to May 31, 2022. I am requesting the Sampson County Commissioners accept my application and grant me the Property Tax Exclusion for 2023.

Thank you for your consideration.


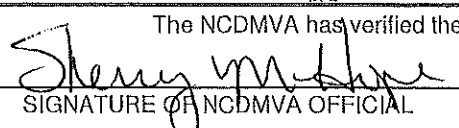
Sincerely,



James Y Becton  
97 Darion Lane  
Turkey, NC 28393

# 166934

18-0157549-01

18015754901 166934	State of North Carolina Certification for Disabled Veteran's Property Tax Exclusion (G.S. 105-277.1C)	Sampson County Veterans Service Office COUNTY
<b>SECTION 1</b>	TO BE COMPLETED BY THE VETERAN OR THE SURVIVING SPOUSE WHO HAS NOT REMARRIED	
James Y Becton NAME (Print or Type)	James Y Becton DISABLED VETERAN'S FULL NAME (PRINT OR TYPE)	
97 Darion Lane STREET ADDRESS OR P.O. BOX NUMBER	SURVIVING SPOUSE'S FULL NAME (PRINT OR TYPE) <i>(If Applicable)</i>	
Turkey CITY	NC STATE	28393 ZIP CODE
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 NCDMVA complete this certification <i>in support of my separate application for the Disabled Veteran's Property Tax Exclusion to the Tax Assessor.</i>		
<b>SECTION 2</b>	Disabled Veteran's Signature	
I have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.		
 DISABLED VETERAN'S SIGNATURE	09-14-2023 DATE	
<b>SECTION 3</b>	Surviving Spouse's (who has not remarried) Signature	
I have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.		
SURVIVING SPOUSE'S SIGNATURE	09-14-2023 DATE	
<b>SECTION 4</b>	To be completed by Secretary of NC Department of Military and Veterans Affairs, or Secretary's designee	
Please check all that apply:	A. <input type="checkbox"/> Veteran does not meet either B, C, D, or E of the below criteria. B. <input checked="" type="checkbox"/> Veteran has a service-connected permanent and total disability that existed as of <u>5/31/2022</u> C. <input type="checkbox"/> 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. <input type="checkbox"/> Veteran died on _____ and had a service-connected permanent and total disability at death. E. <input type="checkbox"/> 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)	<input checked="" type="checkbox"/> Honorable <input type="checkbox"/> Under Other than Honorable Conditions <input type="checkbox"/> Under Honorable Conditions	
The NCDMVA has verified the Department of Veterans Affairs certification for the veteran above.		
 SIGNATURE OF NCDMVA OFFICIAL	Sherry M. Hope PRINTED NAME OF NCDMVA OFFICIAL	
09-14-2023 DATE	Sampson Co. VSO TITLE OF NCDMVA OFFICIAL	

NC Department of Military and Veterans Affairs authorizes the NC Department of Revenue and any County Tax Office to use this form as needed.

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 24, 2023  
Subject: Disabled Veteran Exclusion  
( GS 105-277.1 c )

The attached disabled veteran exclusion application was received after June 1, 2023. After that date, the Board of Commissioners must approve the application.

The applicant is as follows:

Jason A Bogart

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 29, 2023.

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

September 29, 2023

Sampson County Board of Commissioners  
Rowan Rd  
Clinton, NC 28328

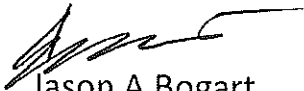
Re: Jason A Bogart

Dear Commissioners,

I am an honorably discharged Veteran. I received a 100% permanent and total rating with the Veterans Administration for my service-connected disabilities on November 11, 2021. I am requesting the Sampson County Commissioners accept my application and grant me the Property Tax Exclusion for 2023.

Thank you for your consideration.

Sincerely,



Jason A Bogart  
1344 S. McCullen Rd  
Clinton, NC 28328

# 215500

04-0122197-01

VA-9  
v. 4-22)

Take this form to your local veterans service office for certification. You can find a list of local VSOs at <https://www.milvets.nc.gov/services/benefits-claims> scroll down for State Veterans Service Centers and County Veterans Service Offices.

Spouse

Emil; Michelle Spires

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

Sampson County Veterans  
Service Office

COUNTY

**SECTION 1**

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

# 21550

Jason Alexander Bogart  
NAME (Print or Type)

Jason Alexander Bogart 04-0122A7-01  
DISABLED VETERAN'S FULL NAME (PRINT OR TYPE)

1344 S McCullen Rd  
STREET ADDRESS OR P.O. BOX NUMBER

SURVIVING SPOUSE'S FULL NAME (PRINT OR TYPE)  
*(If Applicable)*

Clinton NC 28328  
CITY STATE ZIP CODE

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 NCDMVA 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 have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.

*[Signature]*  
DISABLED VETERAN'S SIGNATURE

09-29-2023  
DATE

**SECTION 3**

Surviving Spouse's (who has not remarried) Signature

I have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.

SURVIVING SPOUSE'S SIGNATURE

09-29-2023  
DATE

**SECTION 4**

To be completed by Secretary of NC Department of Military and Veterans Affairs, or Secretary's designee

- 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 11/11/2021
  - 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

The NCDMVA has verified the Department of Veterans Affairs certification for the veteran above.

*[Signature]*  
SIGNATURE OF NCDMVA OFFICIAL

09-29-2023  
DATE

Sherry M. Hope  
PRINTED NAME OF NCDMVA OFFICIAL

Sampson Co. VSO  
TITLE OF NCDMVA OFFICIAL

NC Department of Military and Veterans Affairs authorizes the NC Department of Revenue and any County Tax Office to use this form as needed.

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 24, 2023  
Subject: Disabled Veteran Exclusion  
( GS 105-277.1 c )

The attached disabled veteran exclusion application was received after June 1, 2023. After that date, the Board of Commissioners must approve the application.

The applicant is as follows:

Nealy Warren, 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 28, 2023.

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



September 28, 2023

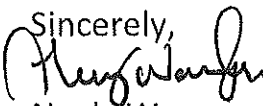
Sampson County Board of Commissioners  
Rowan Rd  
Clinton, NC 28328

Re: Nealy Warren, Jr.

Dear Commissioners,

I am an honorably discharged Veteran. I received a 100% permanent and total rating with the Veterans Administration for my service-connected disabilities on July 13, 2023. My 100% rating was awarded back to April 11, 2022. I am requesting the Sampson County Commissioners accept my application and grant me the Property Tax Exclusion for 2023.

Thank you for your consideration.

Sincerely,  
  
Nealy Warren, Jr.  
4 Salina Lane  
Dunn, NC 28334-9701

# 48536

10-0159073-00

# 48536 ID-0159073-00	State of North Carolina Certification for Disabled Veteran's Property Tax Exclusion (G.S. 105-277.1C)	Sampson County Veterans Service Office COUNTY
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**SECTION 1** TO BE COMPLETED BY THE VETERAN OR THE SURVIVING SPOUSE WHO HAS NOT REMARRIED

Nealy Warren, Jr. NAME (Print or Type)	Nealy Warren, Jr. DISABLED VETERAN'S FULL NAME (PRINT OR TYPE)
4 Salina Lane STREET ADDRESS OR P.O. BOX NUMBER	Diana L Warren SURVIVING SPOUSE'S FULL NAME (PRINT OR TYPE) <i>(If Applicable)</i>
Dunn                      NC                      28334 CITY                      STATE                      ZIP CODE	

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 NCDMVA 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 have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.

\_\_\_\_\_ 09-28-2023  
DISABLED VETERAN'S SIGNATURE DATE

**SECTION 3** Surviving Spouse's (who has not remarried) Signature

I have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.

\_\_\_\_\_ 09-28-2023  
SURVIVING SPOUSE'S SIGNATURE DATE

**SECTION 4** To be completed by Secretary of NC Department of Military and Veterans Affairs, or Secretary's designee

- 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 04/11/2022
  - 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

The NCDMVA has verified the Department of Veterans Affairs certification for the veteran above.

 SIGNATURE OF NCDMVA OFFICIAL	Sherry M. Hope PRINTED NAME OF NCDMVA OFFICIAL
09-28-2023 DATE	Sampson Co. VSO TITLE OF NCDMVA OFFICIAL

NC Department of Military and Veterans Affairs authorizes the NC Department of Revenue and any County Tax Office to use this form as needed.

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 24, 2023  
Subject: Disabled Veteran Exclusion  
( GS 105-277.1 c )

The attached disabled veteran exclusion application was received after June 1, 2023. After that date, the Board of Commissioners must approve the application.

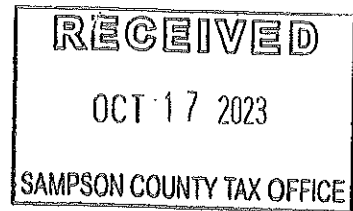
The applicant is as follows:

Brandon L. Rheel

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 17, 2023.

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



October 17, 2023

Sampson County Board of Commissioners  
Rowan Rd  
Clinton, NC 28328

Re: Brandon Rheel

Dear Commissioners,

I am an honorably discharged Veteran. I received a 100% permanent and total rating with the Veterans Administration for my service-connected disabilities on August 25, 2023. My 100% rating was awarded back to August 10, 2022. I am requesting the Sampson County Commissioners accept my application and grant me the Property Tax Exclusion for 2023.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Brandon L. Rheel". The signature is fluid and cursive, written over a horizontal line.

Brandon L. Rheel  
4624 Dave Bright Rd.  
Turkey, NC 28393

# 218736

18-0772040-01

<b>State of North Carolina Certification for Disabled Veteran's Property Tax Exclusion (G.S. 105-277.1C)</b>		<b>Sampson COUNTY RECEIVED</b>
<b>SECTION 1</b>	<b>TO BE COMPLETED BY THE VETERAN OR THE SURVIVING SPOUSE WHO HAS NOT REMARRIED</b>	<b>OCT 17 2023</b> <b>SAMPSON COUNTY TAX OFFICE</b>
<u>Brandon L Rheel</u> <small>NAME (Print or Type)</small>		<u>Brandon L Rheel</u> <small>DISABLED VETERAN'S FULL NAME (PRINT OR TYPE)</small>
<u>4624 Dave Bright Rd</u> <small>STREET ADDRESS OR P.O. BOX NUMBER</small>		<small>SURVIVING SPOUSE'S FULL NAME (PRINT OR TYPE) (If Applicable)</small>
<u>Turkey</u> <u>NC</u> <u>28393-8953</u> <small>CITY</small> <small>STATE</small> <small>ZIP CODE</small>	<small>U.S. DEPT. OF VETERANS AFFAIRS</small>  <small>VETERAN'S SOCIAL SECURITY NUMBER</small>	
<p>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 NCDMVA complete this certification <i>in support of my separate application for the Disabled Veteran's Property Tax Exclusion to the Tax Assessor.</i></p>		
<b>SECTION 2</b>	<b>Disabled Veteran's Signature</b>	
<p>I have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.</p>		
<u>[Signature]</u> <small>DISABLED VETERAN'S SIGNATURE</small>		<u>10/17/2023</u> <small>DATE</small>
<b>SECTION 3</b>	<b>Surviving Spouse's (who has not remarried) Signature</b>	
<p>I have provided the North Carolina Department of Military and Veterans Affairs (NCDMVA) with my Annual Tax Abatement Letter for the processing of this form. I authorize the Secretary of NCDMVA, or the Secretary's designee, to release information regarding my disability as needed for this certification.</p>		
<small>SURVIVING SPOUSE'S SIGNATURE</small>		<small>DATE</small>
<b>SECTION 4</b>	<b>To be completed by Secretary of NC Department of Military and Veterans Affairs, or Secretary's designee</b>	
<b>Please check all that apply:</b>	<p>A. <input type="checkbox"/> Veteran does not meet either B, C, D, or E of the below criteria.</p> <p>B. <input checked="" type="checkbox"/> Veteran has a service-connected permanent and total disability that existed as of <u>08/10/2022</u></p> <p>C. <input type="checkbox"/> 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.</p> <p>D. <input type="checkbox"/> Veteran died on _____ and had a service-connected permanent and total disability at death.</p> <p>E. <input type="checkbox"/> 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.</p>	
<small>Character of Disabled Veteran's Service at Separation: (DD-214)</small>	<input checked="" type="checkbox"/> <b>Honorable</b> <input type="checkbox"/> <b>Under Other than Honorable Conditions</b> <input type="checkbox"/> <b>Under Honorable Conditions</b>	
<p>The NCDMVA has verified the Department of Veterans Affairs certification for the veteran above.</p>		
<u>Sherry M Hope</u> <small>SIGNATURE OF NCDMVA OFFICIAL</small>	<u>Sherry M Hope</u> <small>PRINTED NAME OF NCDMVA OFFICIAL</small>	
<u>10/17/2023</u> <small>DATE</small>	<u>Sampson Co. VSO</u> <small>TITLE OF NCDMVA OFFICIAL</small>	

**OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR**

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

**10301**

**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 Jose Lino Rivera in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR <u>2022</u>	\$ <u>238.74</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>238.74</u>

These taxes were assessed through clerical error as follows.

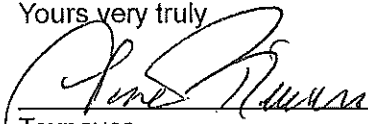
Bill # 0072163608-2022  
Plate # HD1857R  
Vehicle traded in - plate turned in  
2022 Niss Mp

602 County Tax	<u>220.07</u>
School Tax	_____
F08 Fire Tax	<u>18.67</u>
City Tax	_____
TOTAL \$	<u>238.74</u>

Mailing Address.

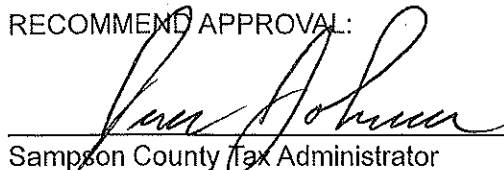
112 Heart Pine Ln.  
Newton Grove NC 28366

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

**10291**

**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 Jeremy Ray Tyndall in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
<u>2022</u>	\$ <u>101.94</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>101.94</u>

These taxes were assessed through clerical error as follows.

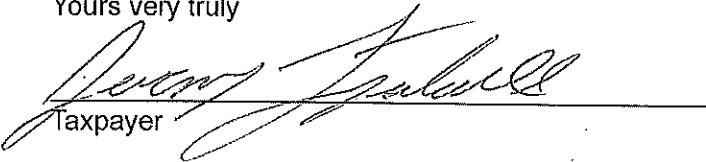
Bill # 0066300186  
Plate # DFW 9836  
Plate Turned In  
2011 Ford T/K  
Vehicle Sold

602 County Tax	<u>92.42</u>
School Tax	_____
F15 Fire Tax	<u>9.52</u>
City Tax	_____
TOTAL \$	<u>101.94</u>

Mailing Address.

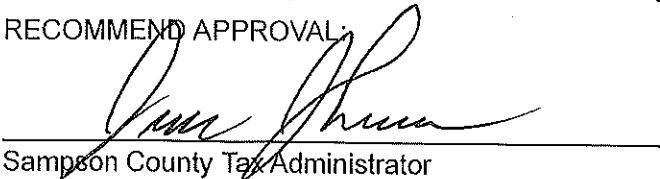
2384 Penny Tew Mill RD  
Roseboro NC 28382

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

**10289**

**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 Clifton Warren in M<sup>c</sup> Daniel Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
<u>2023</u>	\$ <u>409.50</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>409.50</u>

These taxes were assessed through clerical error as follows.

#197310

DV approved by B.O.C  
TAX Parcel 09028880001  
2776 Old Mintz Hwy

Co 1	County Tax	<u>371.25</u>
	School Tax	_____
FI 4	Fire Tax	<u>38.25</u>
	City Tax	_____
	TOTAL \$	<u>409.50</u>

Mailing Address.

Fred Clifton Warren  
X P.O. Box 1058  
Roseboro, NC 28382

Yours very truly

X Fred C. Warren II  
Taxpayer

X Social Security # \_\_\_\_\_

RECOMMEND APPROVAL:  
[Signature]  
Sampson County Tax Administrator

Board Approved \_\_\_\_\_  
Date \_\_\_\_\_ Initials \_\_\_\_\_



**OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR**

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

10276

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 Jeremy Hook  
in LC Township, Sampson County, for  
the year(s) and in the amount(s) of:

YEAR	
<u>2023</u>	\$ <u>414.00</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

TOTAL REFUND \$ 414.00

These taxes were assessed through clerical error as follows.

B.O.C approved DV  
Tax Parcel 08017946208  
161 Riverdance Rd

C01	County Tax	<u>371.25</u>
	School Tax	<u>          </u>
F21	Fire Tax	<u>42.75</u>
	City Tax	<u>          </u>
	TOTAL \$	<u>414.00</u>

Mailing Address.

Jeremy Hook  
161 River Dance Ln  
Aufryville, NC 28318

Yours very truly

  
Taxpayer

Board Approved \_\_\_\_\_  
Date \_\_\_\_\_ Initials \_\_\_\_\_

  
RECOMMEND APPROVAL:

  
Sampson County Tax Administrator 359

**OFFICE OF THE SAMPSON COUNTY TAX ADMINISTRATOR**

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

**10284**

**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 Spencer Antwan Miles in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
<u>2022</u>	\$ <u>196.95</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>196.95</u>

These taxes were assessed through clerical error as follows.

00 713856 14 2022 2022 0000 00  
TAR 4437  
Tag turned in  
2022 Honda  
Total loss

Gov County Tax 175.66  
School Tax \_\_\_\_\_  
Fire Tax 21.29  
City Tax \_\_\_\_\_  
TOTAL \$ 196.95

Mailing Address.

Yours very truly  
Spencer Miles  
Taxpayer

Spencer Miles  
126 Ollier Robinson Lane  
Garland, NC 28441

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

10288

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 Cathy Ann Stambaugh in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR	
<u>2023</u>	\$ <u>141.36</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>141.36</u>

These taxes were assessed through clerical error as follows.

Bill # 0073516183-2023  
Plate # JKT 7034  
Vehicle surrendered - plate turned in  
2019 Ford MP

602 County Tax	<u>108.99</u>
50 School Tax	<u>19.16</u>
F19 Fire Tax	<u>13.21</u>
City Tax	_____
TOTAL \$	<u>141.36</u>

Mailing Address.

161 Knorr Ln.  
Clinton, NC 28328

Yours very truly

Cathy Stambaugh  
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

10285

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 Jeffery Gainey, Joan Gainey in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

YEAR <u>2022</u>	\$ <u>114.51</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL REFUND	\$ <u>114.51</u>

These taxes were assessed through clerical error as follows.

Bill # 0041711124-2022  
Plate # EKR4019  
2013 Jeep Mp  
Vehicle sold - tag turned in

G02 County Tax 105.56  
School Tax \_\_\_\_\_  
F08 Fire Tax 8.95  
City Tax \_\_\_\_\_  
TOTAL \$ 114.51

Yours very truly  
Joan Gainey  
Jeffery L. Gainey  
Taxpayer

Mailing Address.  
130 Sandhole Rd.  
Clinton, NC 28328

Social Security # \_\_\_\_\_  
RECOMMEND APPROVAL \_\_\_\_\_

Board Approved \_\_\_\_\_ Date \_\_\_\_\_ Initials \_\_\_\_\_

[Signature]  
Sampson County Tax Administrator 362

**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 **GLENDA G. PRESLEY** in **SOUTH CLINTON** Township, Sampson County, for the year(s) and in the amount(s) of:

<b>Year</b>	
<b>2023</b>	<b>\$ 211.96</b>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 211.96**

<b>G02</b>	<b>County Tax</b>	<b>\$ 163.43</b>
<b>S01</b>	<b>School Tax</b>	<b>\$ 28.72</b>
<b>F23</b>	<b>Fire Tax</b>	<b>\$19.81</b>
	<b>City Tax</b>	<b>\$ _____</b>
	<b>Total</b>	<b>\$ 211.96</b>

**The taxes were assessed through clerical error, or an illegal tax as follows:  
DISABLED VETERAN VEHICLE EXEMPTION.**

**Taxpayer:** \_\_\_\_\_ *Glenda G. Presley* \_\_\_\_\_  
**Tax Administrator:** \_\_\_\_\_ *Joe Ghum* \_\_\_\_\_  
**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 Leola Fleury Pope Boone in SOUTH CLINTON Township, Sampson County, for the year(s) and in the amount(s) of:

<b>Year</b>	
2023	\$ 135.79
2023	\$ 156.51
2023	\$ 194.71
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 487.01**

<b>G02</b>	<b>County Tax</b>	<b>\$ 434.36</b>
<b>S01</b>	<b>School Tax</b>	<b>\$ _____</b>
<b>F19</b>	<b>Fire Tax</b>	<b>\$ 52.65</b>
	<b>City Tax</b>	<b>\$ _____</b>
	<b>Total</b>	<b>\$ 487.01</b>

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

Billed to incorrect fire district on vehicles, should have been Taylors Bridge, not Clinton FD.

**Taxpayer:** \_\_\_\_\_ *Leola Boone* \_\_\_\_\_

**Tax Administrator:** \_\_\_\_\_ *Juan Jimenez* \_\_\_\_\_

**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 William Curtis Carr in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

Year	
<u>2023</u>	\$ <u>299.94</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

<b>Total Release/Adjustment</b>	\$ <u>299.94</u>
601 County Tax	\$ <u>164.20 / 16.42<sup>LL</sup></u>
801 School Tax	\$ <u>28.86 / 2.89</u>
Fire Tax	\$ _____
T02 City Tax	\$ <u>79.61 / 7.96</u>
<b>Total</b>	\$ <u>299.94</u>

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

Clerical error: Double Billed  
 2006 20' Nautica Boat

Taxpayer: William Curtis Carr  
 Tax Administrator: Joe Johnson  
 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 Dishon Edward Allen

in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

Year	<u>2023</u>	\$	<u>141.77</u>
	_____	\$	_____
	_____	\$	_____
	_____	\$	_____
	_____	\$	_____
Total Release/Adjustment		\$	<u>141.77</u>

601	County Tax	\$	<u>126.45</u>
	School Tax	\$	_____
F06	Fire Tax	\$	<u>15.32</u>
	City Tax	\$	_____
	Total	\$	<u>141.77</u>

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

*Boat value changed to last years value  
VALUATION ERROR 2019 Lowe Boat*

Taxpayer: *Dishon Edward Allen*

Tax Administrator: *Jim Johnson*

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 **Antonio Wilfredo Gonzalez** in **DISMAL** Township, Sampson County, for the year(s) and in the amount(s) of:

Year	
<b>2023</b>	<b>\$ 122.20</b>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 122.20**

G02	County Tax	\$ 94.22
S01	School Tax	\$ 16.56
F19	Fire Tax	\$ 11.42
	City Tax	\$ _____
	<b>Total</b>	<b>\$ 122.20</b>

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

**100% Military Vehicle Exemption.**

*STATE OF Residence - GA  
2017 Jeep*

**Taxpayer:** Antonio Wilfredo Gonzalez

**Tax Administrator:** Jim Jones

**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 **Antonio Wilfredo Gonzalez** in **DISMAL** Township, Sampson County, for the year(s) and in the amount(s) of:

Year	
<b>2023</b>	<b>\$ 197.01</b>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 197.01**

G02	County Tax	\$ 175.71
	School Tax	\$ _____
F20	Fire Tax	\$ 21.30
	City Tax	\$ _____
	<b>Total</b>	<b>\$ 197.01</b>

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

**100% Military Vehicle Exemption.**

*STATE OF Residence - GA  
2019 Buick*

**Taxpayer:** Antonio Wilfredo Gonzalez

**Tax Administrator:** Jim Jones

**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 Sarah Rhodes in 14 Township, Sampson County, for the year(s) and in the amount(s) of: 14017999225

Year		
<u>2020</u>	\$	<u>114.30</u>
<u>2019</u>	\$	<u>114.30</u>
	\$	
	\$	
	\$	
Total Release/Adjustment	\$	<u>228.60</u>

<u>601</u> County Tax	\$	<u>203.90</u>
School Tax	\$	
<u>707</u> Fire Tax	\$	<u>24.70</u>
City Tax	\$	
Total	\$	<u>228.60</u>

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

Double wide was double used.  
Refund should be made to Vicki Bolton.  
Sarah Rhodes is dec.  
for

Taxpayer: SARAH Rhodes

Tax Administrator: Jim Jumper

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 Lew Wilson  
 in Plain view Township, Sampson County, for the year(s) and in the amount(s) of:

Year		
<u>2020</u>	\$	<u>269.82</u>
<u>2021</u>	\$	<u>269.82</u>
<u>2022</u>	\$	<u>269.82</u>
	\$	
	\$	
Total Release/Adjustment	\$	<u>809.46</u>

<u>2020 - 218.77 / 21.88</u>	<u>2021 - 218.77 / 21.88</u>	County Tax	\$	<u>656.31</u>	LL # <u>6564</u>
<u>2022 / 218.77 / 21.88</u>		School Tax	\$		
<u>2020 - 26.52 / 2.65</u>	<u>2021 - 26.52 / 2.65</u>	Fire Tax	\$	<u>79.56</u>	LL <u>7.95</u>
<u>2022 - 26.52 / 2.65</u>		City Tax	\$		
		Total	\$	<u>809.46</u>	

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

*Tax payer stopped Farming in 2019 - Failed to let SCTO know  
 we did discovery on 2020/2021/2022 YRS. Tax payer provided  
 W-2 Forms*

Taxpayer: Rita Wilson  
 Tax Administrator: Jim Green  
 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 Tristan Patrick Roberts in LITTLE COHARIE Township, Sampson County, for the year(s) and in the amount(s) of:

Year	
<b>2023</b>	<b>\$ 201.55</b>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 201.55**

G01	County Tax	\$ 201.55
	School Tax	\$ _____
	Fire Tax	\$ _____
	City Tax	\$ _____
	<b>Total</b>	<b>\$ 201.55</b>

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

**100% Military Vehicle Exemption.**

*STATE of Residence - FL  
2021 SUBARU*

**Taxpayer:** *Tristan Patrick Roberts*  
**Tax Administrator:** *Jmi Jhann*  
**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 Xtreme Wireless of NC Inc. in North Clinton Township, Sampson County, for the year(s) and in the amount(s) of:

Year	<u>2023</u>	\$ <u>105.04</u>
	_____	\$ _____
	_____	\$ _____
	_____	\$ _____
	_____	\$ _____
Total Release/Adjustment		\$ _____

601 County Tax	\$ <u>63.25</u>
501 School Tax	\$ <u>11.12</u>
Fire Tax	\$ _____
002 City Tax	\$ <u>30.67</u>
Total	\$ <u>105.04</u>

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

Business Ceased 3/2022

Taxpayer: AK

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 J+S Landscaping + Construction in North Clinton Township, Sampson County, for the year(s) and in the amount(s) of:

Year	<u>2023</u>	\$ <u>150.70</u>
	<u>2022</u>	\$ <u>150.70</u>
		\$ _____
		\$ _____
		\$ _____
Total Release/Adjustment		\$ <u>301.40</u>

601 County Tax	\$ <u>181.50</u>
501 School Tax	\$ <u>31.90</u>
Fire Tax	\$ _____
002 City Tax	\$ <u>88.00</u>
Total	\$ <u>301.40</u>

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

Business never started.

Taxpayer:

[Signature]

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 David Ronald Job, Jr. in SOUTH CLINTON Township, Sampson County, for the year(s) and in the amount(s) of:

<b>Year</b>	
<b>2023</b>	<b>\$ 109.20</b>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 109.20**

<b>G02</b>	<b>County Tax</b>	<b>\$ 84.19</b>
<b>S01</b>	<b>School Tax</b>	<b>\$ 14.80</b>
<b>F19</b>	<b>Fire Tax</b>	<b>\$ 25.01</b>
	<b>City Tax</b>	<b>\$ _____</b>
	<b>Total</b>	<b>\$ 109.20</b>

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

**Clerical Error: Double billed.**

Bill # 1011202  
 2011 Boat  
 1983 Boat

**Taxpayer:** David Ronald Job, Jr.

**Tax Administrator:** Jan Johnson

**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 James Robert Fisher in HALLS Township, Sampson County, for the year(s) and in the amount(s) of:

<b>Year</b>	
2023	\$ 878.27
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 878.27**

<b>G02</b>	<b>County Tax</b>	<b>\$ 809.57</b>
	<b>School Tax</b>	<b>\$ _____</b>
<b>F08</b>	<b>Fire Tax</b>	<b>\$ 68.70</b>
	<b>City Tax</b>	<b>\$ _____</b>
	<b>Total</b>	<b>\$ 878.27</b>

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

**Clerical Error: Double billed.**

Bill #1011090  
 1995 Boat  
 2011 Boat  
 2014 Boat  
 2019 Boat  
 1995 Boat (Alumacraft)  
 2020 Boat  
 Taxpayer:

*James Robert Fisher*  
 \_\_\_\_\_

**Tax Administrator:** \_\_\_\_\_  
*Jim Ghun*

**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 **Anthony Jay Lane** in **NORTH CLINTON** Township, Sampson County, for the year(s) and in the amount(s) of:

Year	
<b>2023</b>	<b>\$ 124.58</b>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

**Total Release/Adjustment \$ 124.58**

G02	County Tax	\$ 96.05
S01	School Tax	\$ 16.89
F19	Fire Tax	\$ 11.64
	City Tax	\$ _____
	<b>Total</b>	<b>\$ 124.58</b>

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

**Clerical Error: Double billed.**

1969 + 2005 Boats  
Bill #1011268

**Taxpayer:** \_\_\_\_\_ *Anthony Jay Lane*

**Tax Administrator:** \_\_\_\_\_ *Jan J...*

**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 Wesley Dale Ackerman in \_\_\_\_\_ Township, Sampson County, for the year(s) and in the amount(s) of:

Year	
<u>2023</u>	\$ <u>348.61</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

<b>Total Release/Adjustment</b>	\$ <u>348.61</u>
601 County Tax	\$ <u>190.85 / 19.09<sup>L.L.</sup></u>
801 School Tax	\$ <u>33.54 / 3.35</u>
Fire Tax	\$ _____
702 City Tax	\$ <u>92.53 / 9.25</u>
<b>Total</b>	\$ <u>348.61</u>

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

Clerical Error: Double Billed  
 Bill # 1010894  
 2016 Boat

Taxpayer: Wesley Dale Ackerman  
 Tax Administrator: Jim Jones  
 Board Approved: \_\_\_\_\_  
 Date: \_\_\_\_\_ Initials: \_\_\_\_\_

**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**MEMO:**

10/17/2023

FROM: RICHARD SAUER, DIRECTOR

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2023-2024

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

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243300 554000	CAPITAL OUTLAY VEHICLES	\$16,124.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11034330 408406	REVENUE	\$16,124.00	

2. Reason for the above request is as follows:

TO REALLOCATE FUNDS FOR EM HOMELAND SECURITY GRANT.

*budget*

*Richard Sauer*  
(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

10/25, 2023  
*[Signature]*  
(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

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

\_\_\_\_\_, 20\_\_\_\_  
*[Signature]*  
(County Manager & Budget Officer)

# NORTH CAROLINA'S SAMPSON COUNTY

## OFFICE OF EMERGENCY SERVICES

### MEMORANDUM:

**TO:** Stephanie Shannon, Clerk to the Board  
**FROM:** Jared Rouse, Emergency Management Coordinator  
**DATE:** October 17, 2023  
**SUBJECT:** Homeland Security Grant Program Award (FY 2023)

North Carolina Emergency Management (NCEM) has informed us of our award for the Federal Fiscal Year (FY) 2023 Homeland Security Grant Program (HSGP). This competitive grant award is for a mobile light tower, which will be used for disaster and non-emergency events across Sampson County.

The amount of the award is \$16,123.92 and this grant is a reimbursement grant with funds from NCEM released upon receipt of proof of expenditure for the awarded item.

I respectfully request this be added to the next Board of Commissioner's meeting agenda for their consideration and adoption.

JR

Attachments:  
Award Letter  
Quote

**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**MEMO:**

10/17/2023

FROM: RICHARD SAUER, DIRECTOR

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2023-2024

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

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243300 554000	CAPITAL OUTLAY VEHICLES	\$95,534.00	
11243300 526200	DEPT SUPPLIES	12,000.00	

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11034330 408406	REVENUE	\$107,534.00	

2. Reason for the above request is as follows:  
TO REALLOCATE FUNDS FOR CBCG EM GRANT.

*budget*

*Rich Sauer*

(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

10/25, 2023

*[Signature]*

(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

, 20\_\_\_\_

*[Signature]*

(County Manager & Budget Officer)

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

# NORTH CAROLINA'S SAMPSON COUNTY

## OFFICE OF EMERGENCY SERVICES

### MEMORANDUM:

**TO:** Stephanie Shannon, Clerk to the Board  
**FROM:** Jared Rouse, Emergency Management Coordinator  
**DATE:** October 17, 2023  
**SUBJECT:** Emergency Management Capacity Building Competitive Grant (FY 2023)

North Carolina Emergency Management (NCEM) has informed us of our award for the Capacity Building Competitive Grant (CBCG) Fiscal Year 2023. This statewide competitive grant award is for a Mass Care & Point of Distribution (POD) Logistics Support Package. This package includes an all-terrain forklift, gooseneck trailer, pallets and other bulk containers. These items in conjunction with our new warehouse facility will enhance our ability to conduct mass care operations and the distribution of supplies and equipment during disasters.

The amount of the award is \$107,894.20 and this grant is a reimbursement grant with funds from NCEM released upon receipt of proof of expenditure for the awarded item.

I respectfully request this be added to the next Board of Commissioner's meeting agenda for their consideration and adoption.

JR

Attachments:  
Award Letter  
Quote (s)

**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**MEMO:**

25-Oct-23

FROM: Sheriff Jimmy Thornton

Date

TO: Sampson County Board of Commissioners


VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2023-2024

1. It is requested that the budget for the SHERIFF'S Department  
be amended as follows:

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11243100-512200	OVERTIME SALARIES	17,433.00	
11243100-518100	FICA	1,081.00	
11243200-518120	MEDICARE - FICA	253.00	
11233100-518278	LAW ENFORCEMENT RETIREMENT	2,448.00	
11243200-518900	401K SUPPLEMENTAL RETIREMENT	872.00	
<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
11034310-402603	FEDERAL ASSET FUNDS (NARC)	22,087.00	

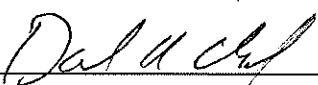
2. Reason(s) for the above request is/are as follows:  
To reallocate funds to pay out comp time balances for federal task force officers.

  
\_\_\_\_\_  
(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

\_\_\_\_\_, 10/25, 2023


  
\_\_\_\_\_  
(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

\_\_\_\_\_, 20\_\_\_\_

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

  
\_\_\_\_\_  
(County Manager & Budget Officer)



**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 2023-2024

1. It is requested that the budget for the Fire Districts be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
	See attached		

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
-----------------------------	--------------------------	-----------------	-----------------

2. Reason(s) for the above request is/are as follows:  
 To increase budget for fy 21-22 and 22-23 fund balance payouts.

*David K. Clack*

\_\_\_\_\_  
 (Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

10/24/2023

*David K. Clack*

\_\_\_\_\_  
 (County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

\_\_\_\_\_, 20\_\_

*Jan W. G.*

\_\_\_\_\_  
 (County Manager & Budget Officer)

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

**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**Budget Amendment (Continued)**

SUBJECT: Budget Amendment for fiscal year 2023-2024

1. It is requested that the budget for the Fire Districts be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
23243410-581010	ROSEBORO (COHARIE) FIRE DEPT	10,722.00	
23243410-581011	HARRELLS FIRE DEPT (FRANKLIN)	15,405.00	
23243410-581012	GODWIN-FALCON FIRE DEPT	11,208.00	
23243410-581013	HALLS FIRE DEPARTMENT	13,881.00	
23243410-581014	HERRING FIRE DEPARTMENT	20,487.00	
23243410-581015	SALEMBURG(HONEYCUTT) FIRE DEPT	14,520.00	
23243410-581016	NEWTON GROVE FIRE DEPARTMENT	7,197.00	
23243410-581017	PINEY GROVE FIRE DEPARTMENT	11,519.00	
23243410-581018	PLAIN VIEW FIRE DEPARTMENT	42,513.00	
23243410-581019	SPIVEY'S CORNER FIRE DEPT	14,992.00	
23243410-581020	TURKEY FIRE DEPARTMENT	2,412.00	
23243410-581021	VANNS FIRE DEPARTMENT	9,357.00	
23243410-581022	CLINTON FIRE DEPARTMENT	27,510.00	
23243410-581023	CLEMENT FIRE DEPARTMENT	21,383.00	
23243410-581024	AUTRYVILLE FIRE DEPARTMENT	15,939.00	
23243410-581025	GARLAND FIRE DEPARTMENT	5,522.00	
23243410-581026	TAYLOR'S BRIDGE FIRE DEPT	31,754.00	
23243410-581029	JORDANS CHAPEL FIRE DEPARTMENT	4,444.00	
23243410-581030	SMITH CHAPEL FIRE DISTRICT	1,671.00	
<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
23043410-499900	Fund balance appropriated	10,722.00	
23043411-499900	Fund balance appropriated	15,405.00	
23043412-499900	Fund balance appropriated	11,208.00	
23043413-499900	Fund balance appropriated	13,881.00	
23043414-499900	Fund balance appropriated	20,487.00	
23043415-499900	Fund balance appropriated	14,520.00	
23043416-499900	Fund balance appropriated	7,197.00	
23043417-499900	Fund balance appropriated	11,519.00	
23043418-499900	Fund balance appropriated	42,513.00	
23043419-499900	Fund balance appropriated	14,992.00	
23043420-499900	Fund balance appropriated	2,412.00	
23043421-499900	Fund balance appropriated	9,357.00	
23043422-499900	Fund balance appropriated	27,510.00	
23043423-499900	Fund balance appropriated	21,383.00	
23043424-499900	Fund balance appropriated	15,939.00	
23043425-499900	Fund balance appropriated	5,522.00	
23043426-499900	Fund balance appropriated	31,754.00	
23043429-499900	Fund balance appropriated	4,444.00	
23043430-499900	Fund balance appropriated	1,671.00	

**COUNTY OF SAMPSON  
BUDGET AMENDMENT**

**MEMO:**

10/16/2023

FROM: SAMPSON COUNTY HEALTH DEPARTMENT

Date

TO: Sampson County Board of Commissioners

VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2023-2024

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

<u>Expenditure Account</u>	<u>Expenditure Account Description</u>	<u>Increase</u>	<u>Decrease</u>
12551240-544000	CONTRACT SERVICES	13,475.00	-

<u>Revenue Account</u>	<u>Revenue Account Description</u>	<u>Increase</u>	<u>Decrease</u>
12535124-404000	STATE ASSISTANCE	13,475.00	

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

TO MOVE FUNDS FOR BUILDING IMPROVMENTS - REGION 8 ARPA FUNDS.

Wanda Robins  
(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

\_\_\_\_\_, 20\_\_\_\_  
[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:**

FROM: David K. Clack, Finance Officer  
 TO: Sampson County Board of Commissioners  
 VIA: County Manager & Finance Officer

SUBJECT: Budget Amendment for fiscal year 2023-2024

1. It is requested that the budget for the JCPC Grants 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	7,212.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
05435831-409900	Fund balance approp admin	353.00	
05435831-409902	Fund balance approp resitiution	2,484.00	
05435831-409903	Fund balance approp youth inspire	2,975.00	
05435831-409905	Fund balance approp psychological	1,400.00	

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

To return unspent grant funds from prior year.

*David K. Clack*

\_\_\_\_\_  
(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

10/24/2023

*David K. Clack*

\_\_\_\_\_  
(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

\_\_\_\_\_, 20\_\_

*Erin W. G.*

\_\_\_\_\_  
(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 2023-2024

1. It is requested that the budget for the Various Departments be amended as follows:

<u>Expenditure Account Code</u>	<u>Description (Object of Expenditure)</u>	<u>Increase</u>	<u>Decrease</u>
11141340-544000	Contract services	18,000.00	
11141210-544000	Contract services	40,000.00	

<u>Revenue Account Code</u>	<u>Source of Revenue</u>	<u>Increase</u>	<u>Decrease</u>
11039999-409800	Fund bal approp encumbrances	58,000.00	

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

To bring funds forward for services ordered in prior year but not completed until current year.

*David K. Clack*

(Signature of Department Head)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

10/24/2023

*David K. Clack*

(County Finance Officer)

**ENDORSEMENT**

1. Forwarded, recommending approval/disapproval.

*Erin W. G.*

(County Manager & Budget Officer)

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

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**SAMPSON COUNTY  
BOARD OF COMMISSIONERS**

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ITEM ABSTRACT

ITEM NO.     5    

Meeting Date: November 6, 2023

Information Only  
 Report/Presentation  
 Action Item  
 Consent Agenda

Public Comment  
 Closed Session  
 Planning/Zoning  
 Water District Issue

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INFORMATION ONLY

*Please contact the County Manager's Office if you wish to have additional information on any of the following.*

- Hwy 421 Rest Area Press Release

FOR IMMEDIATE RELEASE

Date: 10/19/2023

From: Sampson County Administration Office

### **NC Department of Transportation Extends Sampson County Rest Area Operation Year-Round**

SAMPSON, N.C. – Sampson County Government would like to express our gratitude for the collaboration and discussion with the North Carolina Department of Transportation (NCDOT). NCDOT has made a strategic decision to keep the Sampson County Rest Area open year-round.

The decision is made based on the evaluation data from NCDOT. Details are as follows:

In the fiscal year 2019, the rest area operated for a full twelve (12) months, NC DOT Division 3 Roadside expended \$89,336.04, serving a total of 37,230 visitors.

In the fiscal year 2023, the rest area was in operation for seven (7) months, NC DOT Division 3 Roadside expended \$82,809.03, serving 15,903 visitors.

Based on the data, reducing operational months resulted in 7.3% on cost savings, but also led to a 57% decrease in the number of visitors served at the Sampson County Rest Area.

Recognizing the importance of providing continuous service to travelers while achieving resource efficiency, NC DOT will operate the Sampson County Rest Area year-round.

Sampson County Government is dedicated to serving the needs of our residents and the traveling public. Agencies work together aiming to enhance the experiences of our residents and visitors.

###