



**UNION  
COUNTY**  
north carolina

# Union County Transportation Procedures Manual

April 15, 2024

# Union County Procedures Manual

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- FF- UCT Face Mask and Face Cover Procedure
- GG- Community Transportation Program Disposition Policy Guidelines & Accident/Incident Report for Personal Property



## **Purpose**

The purpose of this Procedure Manual is to describe all relevant policies and procedures to be followed by Union County Transportation (UCT) employees in order to provide the following:

- A Transportation manual that includes instructions, reporting practices, forms, job duties, and expectations, with the latest approved Transportation policies and procedures; and links to approved Union County Government Policies.
- Consistent guidelines for employees of UCT to successfully perform their assigned duties.
- To establish responsibility to all affected employees of UCT

This manual is to be used in conjunction with all Union County Government Policies and Procedures including, but not limited to the following:

- [Union County Personnel Resolution](#)
  - Page 15 Statement of Equal Opportunity Policy (EEO)
  - Pages 123-141 Drug and Alcohol Free Workplace Policy applicable to Mass Transit
- [Union County Administrative Policy Manual](#)
- [Union County Vehicle Use Policy](#)
- [Union County Bloodborne Pathogens Exposure Control Plan](#)

## **Section 1: General Information**

### **Description**

UCT is a Community Transportation System that provides demand-response, with limited subscription service to the residents of Union County, North Carolina. Normal hours of operation are 5:00 a.m. to 5:00 p.m., Monday through Friday. Transportation outside of this timeframe may be scheduled with the approval of the Transportation Director.

### **Mission**

UCT goal is to improve and enhance the quality of life for residents by enabling them to access medical care, educational opportunities, jobs, shopping and other resources where they can conduct activities of daily living and enjoy recreational opportunities.

### **Goals**

- To provide safe and efficient transportation service for the residents of Union County.
- To provide training opportunities for all employees.
- To operate in the most cost-efficient manner possible.
- To enhance passenger accessibility to healthcare, shopping, education, employment, public services, and recreational opportunities.
- To utilize federal, state, and local funding efficiently and effectively.
- To maintain flexibility to support growth.

## **Service**

### **Definition**

Transportation is a service that provides travel to and from service providers, community resources, and/or designated destinations. UCT's fleet of vehicles is equipped with special features to transport the handicapped, the elderly, and the general public. Vehicles are designed for easy boarding and off-loading for passengers that need assistance. An important aspect of UCT transportation service is the timely delivery of passengers to their destinations.

### **Availability**

UCT will do the following to promote the availability of transportation services:

- Speak to civic organizations to promote the transportation system.
- Develop brochures for the system and distribute them across the service area.
- Promote safe, reliable, and courteous service through proper driver training and customer service skills.

### **Eligibility**

To receive transportation, a person must be a resident of Union County and/or qualify under a human service agency; or be approved for service through a grant used by UCT.

To register for transportation services a resident may go to the Transportation website [Union County Transportation](#) to complete the registration on-line or call 704-292-2511.

### **Denial/Suspension**

Service may be denied in these instances (please also refer to Appendix A-Rider's Guide PDF page 40 and Appendix B- Late Cancellation/No Show Policy PDF page 49 for additional information):

- Trips need to be rescheduled to allow first priority to be given to medical appointments.
- If the passenger is clearly intoxicated when the driver arrives for pick up.
- If the passenger is or has been previously verbally or physically abusive to office staff, drivers, or other passengers.
- If a passenger requires more assistance than the driver is allowed to provide and the passenger has not made arrangements for a Personal Care Attendant (PCA).
- If the passenger resides in a long-term care facility.
- If the passenger "no shows" three times in a 90-day period without verifiable reason of a medical emergency, services will be suspended for 30 days (first offense).
  - 3 additional No Shows within any 90-day period (second offense) will result in a 60-day suspension.
  - 3 additional No Shows within any 90-day period (third offense) will result in a 90-day suspension.
  - 3 additional No Shows within any 90-day period (fourth offense) could result in permanent suspension.

## **Termination**

Service may be terminated if (please also refer to Appendix A-Rider's Guide and Appendix B Late Cancellation/No Show Policy for additional information):

- The passenger does not comply with the rules as outlined in the Rider's Guide.
- The passenger "No Shows" multiple times within a period of time as outlined in Appendix B PDF page 49.
- Passenger requests to be removed from the program.
- Passenger moves out of the service area.
- Passenger fails to pay for services.

Note: The judgment of passenger termination for failure to comply with passenger guidelines and expectations, no show policy, and fare policy will be made by the Transportation Director. Passengers have the right to appeal in writing within 10 days to the Transportation office. The appeal will be reviewed by three UCT Advisory Committee representatives and the passenger will be notified of the decision.

## **Major Service Reduction Procedures**

If it becomes necessary due to economic reasons to move towards a major reduction in service (any percentage above 25%), the following procedures will be followed:

- UCT will post the proposed changes on the county website with a contact telephone number for verbal comments or an address for written comments.
- UCT will distribute information to transit riders regarding the proposed change with a telephone number for verbal comments or an address to provide written comments regarding the proposed change.
- Once comments are received, UCT will bring the proposed change and public comments before the Union County Transportation Advisory Board (TAB) for their recommendation and prioritize the trip purposes.
- Once all processes shown above are completed, the Director will take the information to the County Manager for approval before moving forward with the reduction.

## **Fares & Fees**

In FY2003, UCT began offering General Public Transportation with a fare being charged for this service. Since then, UCT can exercise the option of charging a fare for all EDTAP and Employment trips being provided. This charge is subject to change based on available funding.

- Refer to Appendix C for the Cash Handling Procedures related to fares collected.
- Refer to Appendix A Rider's Guide, which details the fare charge, if applicable.
- Refer to Appendix B for the Cancellation and No Show Policy, which discusses fees charged when a passenger for a scheduled trip either cancels the trip after a designated time or does not ride. Additionally, this policy explains the potential for suspension or termination of services.

## **Fare Increase**

Public fare increases include only those where a portion of the fare is paid by the passenger. The following guidelines are used by UCT to guide activity and solicit comments from the public should a fare increase be necessary:

- Proposed changes would be presented to the Transportation Advisory Board (TAB) for approval.
- Depending upon the circumstances surrounding the change, a public hearing may be held, and changes may be presented to the BOCC for approval.
- A minimum of forty-five days' notice would be provided before implementation.
- A mass mailing would be conducted for all passengers.
- The information would be distributed on the vehicles to all passengers.
- Notices would be would posted in the local newspaper and/or on the County website and the local government channel.
- A file of all information and comments will be maintained for review.

## **Union County Transportation Advisory Board**

The role of the Union County Transportation's Advisory Board (TAB) is to:

- Serve as the advisory body to UCT in the operation of the transportation system.
- Advise on all public transportation matters including proposed routes, service changes, ridership policies, fare structures, funding, and budgets.
- Recommend necessary changes to existing transportation rules and laws.
- Assists in supporting and promoting the use of public transportation.
- Monitors transportation services to the community to ensure an efficient operation.
- Make recommendations to the Union County Manager and Board of Commissioners on the transportation needs of the county's residents, particularly concerning a coordinated and cost-effective approach to the delivery of transportation services to area human services agencies and the general public.
- Perform other functions and responsibilities as may be requested by the County Manager or the Union County Board of Commissioners.

## **UCT Compliment, Suggestion, or Complaint**

UCT is dedicated to providing the highest quality service available to citizens of Union County.

To ensure the highest level of customer satisfaction by maintaining confidentiality, professionalism, and impartiality for all complaints and/or compliments made to UCT. A customer may be defined as anyone who is affiliated with an agency as a client/passenger and their families and/or aides being transported, or as a passenger and their families and/or aides being transported under the Rural General Public Program.

UCT encourages customer/client feedback and strives to respond promptly to the concern. Customers/clients who provide feedback to UCT are invaluable to the continuous improvement and growth of the services provided. Every compliment, suggestion, or complaint will be handled individually with the consideration for investigation and possible implementation as

deemed necessary. (Refer to Appendix D)

**ADA Reasonable Modification Request (REF: FTA C 4710.1)**

Requests may be made through the following means:

Calling or emailing UCT's Safety Officer

Office: 704-283-3590

Email: [transportation@unioncountync.gov](mailto:transportation@unioncountync.gov)

Mailing the written request:

*UCT- Modification Request- 1407 Airport Rd, Monroe, NC 28110*

## **Section 2: Driver Selection, Orientation, and Training Plan**

### **New Hire Selection**

Since the Transportation Driver is directly responsible for the safety of their passengers and other motorists that share the road with transit vehicles, employees hired for Transportation must have the following driver qualifications: (Refer to Appendix E,F, and G)

- Meet NC/SC driver's licensing requirements
- Have at least 2-year experience in the class of vehicle to be operated
- Must not have a suspension or revocation of their driver's license in the previous 3 years
- In the previous 36 months has not:
  - Been convicted of a felony
  - Been convicted of the sale, handling, or use of drugs
  - Had vehicle insurance canceled, declined, or not renewed by a company for reasons related to unsafe driving practices
  - Has 12 or more points assigned to their driving record as assessed by the Risk Manager according to the Union County Vehicle Use Policy.

### **Union County Orientation**

Each employee shall attend a general orientation with Union County (UC) Human Resources to familiarize that new employee with Union County practices and expected behavior. They will receive a copy of the UC Personnel Resolution. At that time, each employee will be required to provide Union County with copies of personal documents, tax forms, and other routine documentation which will be maintained in the employee's Personnel File.

### **UCT Safety Orientation**

New-hire (or transferred employees) will complete New-Hire Orientation prior to performing their assigned duties, specifically driving and carrying the public on a UCT vehicle.

UCT will provide written documentation and job-specific safety orientation to all UCT employees. Since the new-hire may be subject to driving a transit vehicle, they will review and obtain a copy of the pertinent policies and procedures and training as required by the NC Department of Transportation. (Refer to Appendix H)

## **General Training Information**

- Transportation drivers are responsible for being knowledgeable of both Union County and Union County Transportation's policies and procedures.
- All new hires must have all of the training completed as soon as possible, but no later than ninety (90) days of hire. New hires must complete Defensive Driving and ADA training before starting revenue service.
- Employees will meet or exceed the Department of Transportation minimum training requirements as described in the DOT training regulation. Refer to Appendix I and J.
- All of the training materials must be on file for review by the NCDOT/Integrated Mobility Division (IMD). Materials shall include but not be limited to course outline (may be included in instructor's manual), instructor's manual, sample student manual (if one is used), handouts, and copy of PowerPoint slides if used in place of instructor's manual.
- Records of training performed (for each individual trained) must be kept on file for a minimum of five (5) years. Records shall include proof of attendance (roster or certificate of completion, if provided), date of the course, type of instruction delivery (instructor-led, self-instruction, etc.), name and certification (if applicable) of instructor

## **Job-Specific Training**

Job-specific training required by Transportation Department drivers is completed before beginning their job duties and driving a transit vehicle. The new-hire who is responsible for performing as a driver will receive information and training for the following UCT Job-specific policies and procedures:

- Transit and Paratransit Company (TAPTCO) and Community Transportation Association of America Passenger Assistance, Safety and Sensitivity (CTAA PASS) – Safe and Defensive Driving
- UC Emergency Response Plan (Refer to Appendix L)
- Transit Emergency & Security Procedures (Refer to Appendix M)
- Wheelchair Lift Operation
- Wheelchair Securement
- Customer Service
- Service Animals
- Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders
- ADA, Disabilities Sensitivity & Non-Discrimination (Refer to Appendix N and O)
- Drug & Alcohol Abuse
- Emergency Response & Security Procedures.
- Basic First Aid
- UC Employee Safety Guidelines & OSHA Compliance
- Vehicle Use Policy
- Bloodborne Pathogens Exposure Control Plan (Refer to Appendix P and Q)

Some topics include practical one-on-one training in addition to or in place of classroom training (i.e., lift operations, CTAA PASS, TAPTCO, etc.). (Refer to Appendix R)

### **Refresher Training**

UCT employees will receive annual refresher training. Different topics will be covered each month. This training will be documented and maintained in each employee's training file.

Refresher training will be conducted within 12 months of the previous training.

Although it is recommended that refresher training be conducted quarterly, it is required at least annually. Special topics are conducted as needed during the year. (Refer to Appendix S)

### **Minimum Training Standards**

Minimum Training Standards for UCT Drivers be found in Appendix J, R, and S.

### **Safety Meetings**

Safety Meetings are not considered formal training. Formal training is conducted quarterly for Transportation personnel as described in this document. Safety Meetings are informal and may be conducted at any time. The topics may include those that are not necessarily regulatory "required" training but will provide valuable information for a safe and healthy lifestyle. These may be home safety, tool safety, electrical safety, fire safety, wellness, etc. Informal training can be spontaneous and include any personnel available at a given time.

### **Training Evaluation for Effectiveness, Comprehension & Retention**

Written tests will be graded, and those with less than 80% correct will be reviewed with the participant to ensure they understand the questions missed. If no test is given, the training instructor will have the participant demonstrate comprehension and proficiency. This standard applies to all training conducted at UCT (annual, refresher, remedial, etc.)

### **Driver Evaluation and Performance Evaluation**

Each Union County Transportation driver will have a Driver Evaluation completed at least annually. New employees require two Driver Evaluations in the first year of employment. The first Driver Evaluation is due within three months, and the second should be accomplished on or near their hiring date, which will serve as their annual Driver Evaluation. Periodic or special evaluations are subject to determination by a competent authority, such as the Director, Driver Supervisor, or the Safety Officer.

Each Union County Transportation driver's completed Driver Evaluation sheet will be personally reviewed with him/her by the Safety Officer and/or Driver Supervisor. The reviewer and the employee will sign and date the driver evaluation sheet in the appropriate places, and the Driver Supervisor will also review and approve the evaluation. The employee may attach comments to explain or clarify any points made in the Driver Evaluation. It will then be filed in the subject employee's training record confidentially. (Refer to Appendix T)

Driver Evaluation results will be the basis for required additional training, suspensions, dismissals, and other such actions.

All Driver Evaluation forms are maintained securely.

Job Performance-related evaluations will be conducted and reviewed with the driver by the direct

supervisor. The Director will then review the evaluation before submission to Human Resources personnel. The driver evaluation form may be used as part of the evaluation to document issues being addressed for unacceptable job performance. This evaluation will be conducted based on the policies and procedures set forth by UC Human Resource office.

### **Section 3: UCT General Operating Procedures**

Transportation employees are responsible for being knowledgeable of Union County Driver's Operating Procedures to successfully perform their assigned duties.

Drivers must ensure procedures are understood and administered efficiently, effectively, and respectfully while performing as a UCT driver.

References are made to the Americans with Disabilities Act (ADA) requirements and to the Code of Federal Regulation, 49 CFR 37.165.

#### **Type of Service**

Contract-Individual passengers or groups traveling regularly from the same address who place a request for daily or frequent service. By contracting with local human service agencies and other groups, clients are transported to and from medical appointments, aging programs, shelters, workshops, educational facilities, clinics, etc., within the boundaries of Union County.

Out of County Medical- UCT offers out-of-county medical trips to the following locations: Anson County (Coordinated Trips), Asheville (vets), Charlotte, Durham (vets), Matthews, Pineville, Salisbury (vets), and Winston Salem (vets)

Demand Response- Demand Response service is provided in all areas of Union County, as well as the Matthews area. General Public, EDTAP, HCCBG, Medicaid, and Employment passengers must call UCT to schedule transportation.

#### **Employee Conduct**

No employee of Union County Transportation shall have the authority to make statements on behalf of Union County Transportation without prior approval of the Director. All employees shall conduct themselves in such a manner that shall bring credit to the Union County Transportation organization.

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

Employees may be dismissed, demoted, suspended, warned, or otherwise disciplined based on unacceptable personal conduct, up to and including dismissal, without prior warning to the employee. Disciplinary demotions, suspensions, or dismissals for personal conduct require written

notification to the employee. Such notification must include specific reasons for the discipline and notice of the employee's right to appeal. Prior to the dismissal of a regular employee based on personal conduct, there shall be a pre-dismissal conference between the employee and the Department Head. (Ref: Union County Personnel Resolution)

### **Traffic Violations**

Union County conducts periodic motor vehicle license checks. Should a driver be charged with a traffic violation while driving a system vehicle, a record of this will be sent to Human Resources and reported to the Transportation Director.

In a case such as this, it is the employees responsibility to meet all requirements imposed by the officer or the courts.

In most cases, Union County will address the first offense with an oral warning. Further offenses may bear consequences of suspension or possible termination according to the UC Personnel Resolution.

### **At-Fault Accidents**

According to the UC Vehicle Use Policy, traffic/accident violations are given a numeric value (points). Consequences differ for each value up to and including termination. (Ref: Union County Vehicle Use Policy)

Any driver employed by UCT that is involved in an accident where they are found to be at fault, must take sole responsibility to meet all the requirements imposed by the officer or the courts.

In most cases, UCT can address the first offense with an oral warning. Further offenses may bear consequences of suspension or possible termination according to the UC Personnel Resolution.

### **Driver Illness or Personal Emergency**

In the event that a driver of UCT has a personal emergency or should a driver become ill, the driver should contact dispatch to request arrangements be made that would allow the driver to leave. Dispatch will then contact the Driver's Supervisor or the Transportation Director to ensure that appropriate coverage is arranged for the remainder of the scheduled route. In the event that the Transportation Director or Driver Supervisor is unavailable, the dispatcher will assume responsibility for reassigning the remaining passengers to other vehicles or assigning a staff person to cover the route until a backup driver is available.

### **Recordkeeping and Confidentiality**

All records containing passenger information will be maintained in a secure location at the UCT office. Only those staff members that require access for approving or scheduling transportation will be allowed to review passenger records. Drivers will use discretion when having "open" conversations with passengers. They will not discuss anything of a personal nature with or about

passengers.

Personal discussions will not occur or should be discouraged on the UCT vehicles.

### **Inclement Weather**

UCT is committed to the safety and well-being of all its employees, customers, and communities. In the event of inclement weather, UCT will adhere to policies set in place by Union County Government. UC policy states that: “the County Manager will release information concerning County operations during severe weather or emergency conditions to the local radio and television stations as soon as practical to notify employees.”

Under this policy, all UCT employees are considered non-essential personnel and are excused from reporting during an official closing, delay, or cancellation unless they are notified by an appropriate supervisor that they must report for work to support the necessary operations of County Government despite the closing, delay, or cancellation of other activities. In such a case, employees must report according to the schedule set by their supervisor. If an employee does not report for work, they must account for the time missed by using accrued vacation leave, holiday leave, or compensatory time off equal to the scheduled workday. The same applies when an employee leaves work before the workday ends. If an employee desires to leave work early, they must obtain approval from their supervisor before leaving the assigned workstation.

UCT employees may receive details of closing by calling the main switchboard number: 704-283-3500 or visiting the County’s website [www.co.union.nc.us](http://www.co.union.nc.us).

Guidelines to follow in the event of inclement weather:

- In the event of a closure, the Transportation Director/Driver Supervisor do their best to ensure a courtesy call is made to local dialysis centers to notify them of the closing.
- If inclement weather were to occur after operations have begun, UCT will do as much as is safely possible to get passengers back to their homes.
- UCT employees must follow the policies outlined in the Emergency Response and Security plan. (Refer to Appendix M)

### **Bed Bugs**

Passengers who have been identified (directly or via third party provider) as having bedbugs will not be eligible for transportation by Union County Transportation (UCT). To resume eligibility written (electronic or hardcopy) proof is provided to UCT of a bed bug inspection by a licensed pest control professional verifying that the passenger’s living quarters do not have an infestation or source present.

## Section 4: Driver and Passenger Guidelines

### Drivers

The job as a driver is to transport passengers safely, courteously, and reliably. All drivers are expected to act responsibly and professionally at all times. The employee represents not only themselves but also UCT, the County, fellow employees, and the agencies paying for the service whenever you are on the job. Hopefully, the employee will find much satisfaction in helping many people each day who rely on our important community service.

### Essential Driver Behaviors

The following essential behaviors are expected of all drivers:

- Drive safely and defensively – Always practice defensive driving skills; always obey traffic laws and signs; always stay focused on your driving duties. People’s lives are in our hands. Responsible, smart, and safe driving practices are critical.
- Be Courteous – Make our passengers feel comfortable and safe. Treat all passengers with disabilities with sensitivity. Always be positive, helpful, and polite – even when the passengers make us angry. Let them know that we enjoy our job. Never give orders or be argumentative. Instead, use polite requests to get your point across. Vulgar language should never be used while on the vehicle. Remember, we are in the “people” business.
- Report All Accidents and Incidents - If involved in a vehicle accident of any kind, if a passenger who has an incident (e.g., a fall or trip, etc.) or gets ill on the bus or van, or if any security threat while on duty, then we must procedures outlined on the Emergency Response Plan. All Accidents and Incidents should be reported immediately. (Refer to Appendix M and U)
- Keep Your Vehicle Clean – We are responsible for the care and cleanliness of each assigned vehicle. Treat vehicles as though they were personally owned. Remove litter promptly. Keep steps clean and the aisle clear of possible obstructions. Sweep steps and aisle free of sand, ice, mud, etc., periodically during inclement weather. If floors are slick, warn passengers to watch their step. Keep all seat belts, and restraints stowed neatly out of the way. A clean vehicle is a safe vehicle.
- Assist ALL PASSENGERS – Give appropriate assistance to all of our passengers. Ask every passenger who enters the vehicle how we could assist them. Make sure their seatbelts are properly fastened, and give them assistance on and off the vehicle if needed. Do not assume that ambulatory passengers can get in and out of the vehicle without assistance. Make sure they use handrails and are careful on the steps. Stand by (behind if necessary) and be prepared to catch them should they lose their balance and/or trip and fall.
- Use Good Safety and Security Awareness - Always be vigilant when coming to and from work, as well as during the performance of your duties. Use “common sense” and protect oneself, our passengers, and all company assets. Report any unusual, unsafe, or suspicious activity to the Dispatcher or the driver’s supervisor as soon as possible. Check your vehicles thoroughly for any suspicious packages or sabotage. Never leave a vehicle unattended without locking them up, and always keep the vehicles insight (as much as possible). Always park in safe, well-populated lighted areas. Maintain good professional

radio discipline when talking over the radio. Never use first names, and do not discuss personal matters either in regards to employees, the company, or passengers. When finished with a daily run, secure the vehicles, including locking all doors and exits.

- Provide Reliable Service – Reliable service depends on us. We must provide on-time service so the passengers know they can depend on the system. If running late, please let the Dispatcher know so appropriate action can be taken, and passengers can be served as reliably as possible.
- Maintain a Good Attendance Record – Regular, on-time attendance is essential to the effective operation of the system.

## **Smoking and Tobacco Use**

Smoking of any kind or the use of tobacco products is prohibited in the office building as well as in all Union County Transportation Vehicles or near the vehicle (within 25 feet) by Union County Transportation staff or passengers. Smoking of any kind or the use of tobacco products is only permitted during designated employee breaks and should never be done on private property while working.

## **Uniforms**

The Union County Transportation (UCT) Division of Human Services follows Union County policy for employee dress. Due to the public nature of the work completed by UCT drivers, UCT has implemented a set of Uniform Guidelines for UCT drivers. UCT drivers must adhere to the UC dress code policy unless exceptions are UCT specific and noted below:

- UCT drivers must wear the provided UCT uniform apparel while on duty. Those items include but are not limited to the following:
  - UCT branded polo shirts
  - Reflective Safety Vest
  - UCT branded baseball hats, sun hats, and winter hats
  - UCT branded jackets and rain coats
  - UCT branded tshirt (on the County's last official work day of the week only)
- In addition to the items provided by the County, UCT drivers must wear khaki or navy blue pants, khaki or navy blue shorts, and closed-toed shoes while on duty. UCT does not provide these items. UCT will provide an annual pants allowance of \$200 for full-time drivers who work 40 hours per week and \$125 for part-time drivers. Cleaning of the stated items will be the responsibility of the employee

Note: IRS guidelines will apply to the value of uniform items purchased by the County for employees and to cash allowances provided to employees for uniform expenses. Wearing these items gives the appearance of professionalism and authority as you represent Union County and serve the public.

## **Mobile Communication Devices**

A mobile communication device refers to a device by which mobile communication is made possible. This includes cellular (or mobile) or other mobile communication devices (for example, pagers, texting devices, etc.). This also includes any attachments (e.g., earbuds, headphones hands-free handsets, Bluetooth earpieces/headsets, or other attachments) that allow for hands-free or concealed use of the device.

Using mobile communication while performing a safety-sensitive function (e.g., driving) is not permissible. If it is necessary to use a personal mobile communication device, the driver should cease performing the safety-sensitive function. For example, the driver could pull into a safe area to make or take a call. The use of a personal mobile communication device should not interfere with the timely transport of UCT passengers to their destinations. (Refer to Appendix V)

## **Passenger Requirements and Guidelines**

### **Scheduling Requirements for Clients**

- Transportation appointments can be scheduled by calling 704-292-2511.
- UCT requires that all appointments be scheduled 48 business hours in advance. Correct destination, address, and appointment time must be provided. Same-day service will be considered on a case-by-case basis. The decision to provide the same-day trip will be based on the availability of time in the schedule to perform the requested trip based on information provided to the dispatcher. Passengers may schedule appointments 6 months in advance when known.
- The client needs to provide the following information at the time of scheduling appointments:
  - Name, address, and phone number
  - Appointment time
  - Destination address, phone number, clinic, or physician name
  - Mobility Needs/Personal Care Attendant (PCA)
- Passengers should notify the UCT office staff of any changes in address and/or telephone numbers to assure the timely completion of requested trips. The scheduler of trips should verify this information at the time the trip is being requested as well as verification of the funding source to be used.
- PCAs will be transported with those persons requiring such assistance. The information on the need to have a PCA with the client should be given at the time the appointment is scheduled. The PCA must have the same pick-up point and destination as the client. UCT reserves the right to require proof of the need for such attendants should circumstances be considered questionable and/or indicate an attempt by the passenger to provide fraudulent information in an attempt to abuse the privilege of no-cost transport to caregivers by UCT. All Medicaid clients who require a PCA must have provided and received approval from the Department of Social Services before that attendant is allowed to be transported. This information will be shown on the client eligibility record in the joint database in which UCT determines eligibility. This information should be confirmed at the time the appointment is made by the staff person scheduling the appointment.

- Actual pick-up times will be adjusted according to the system's needs.
- Passengers will be advised to be ready one hour before their scheduled appointment unless otherwise notified but their scheduled driver. Actual pick-up times may be adjusted to meet the system's needs.
- UCT will provide "curb to curb" service to its passengers. Should a passenger require "door to door" service, these requests will be reviewed on a case-by-case basis.
- Passengers must adhere to all rules of safety and behavior of the transportation system that are provided to them at the time of registration.
- UCT will wait only three (3) minutes after arriving for a scheduled pick-up. Wheelchair passengers and frail elderly will be given five to seven (5-7) minutes as a courtesy of the system.
- Passengers who are required to pay fares are responsible for having the fare in advance. Passengers who do not meet this requirement will not be transported and will be charged for the no show. Arrangements of payments for the No Show charges must be made with the Billing Representative before additional appointment(s) will be scheduled.
- UCT will follow the Union County Government's Holiday Schedule. Transportation services will not be provided on those days.
- All office staff who receive passenger donations/fares, agency payments, or other miscellaneous funds will adhere to the UCT "Deposit Procedures". (Refer to Appendix C)
- All staff will ensure that all policies/procedures regarding passengers are being followed.
- All incidents/accidents, no matter how minor, should be reported immediately to the Transportation Director, Driver Supervisor, or Safety Office regardless of whether it involves only the Transportation vehicle or another vehicle, passenger, or employee.
- Additional stops not shown on the driver manifest will not be provided unless first approved by the Dispatcher. The decision will be based on available time by staff to perform additional trips.

### **Scheduling non-medical appointments**

These trips will be limited to 2 hours. The 2 hours will start from the time the passenger is scheduled to be dropped off. These trips include but are not limited to: Recreational Activities, Shopping, Banking, Non-Medical Errands, etc. These types of trips are subject to UCT's no-show and cancellation policies. If the passenger is not ready for pick-up within the 2-hour window, UCT will not be responsible for the trip back home.

### **Personal Care Attendants (PCA)**

- PCA may ride with those clients requiring such assistance. The request by the client to have a PCA will be established when the appointment is scheduled and will be documented by the Scheduler on the Driver's Manifest.
- The PCA must ride with the client at all times and must not have a different pick-up point or destination than the client.
- If a PCA is not included in the appointment on the Driver's Manifest, they should not be allowed on the vehicle until UCT has established the validity of the PCA. The driver must contact Dispatch to ensure there is valid proof of the need for such an attendant.
- Clients may periodically and randomly receive a Client Survey to complete. The driver is

responsible for giving all the surveys assigned to him/her to the clients who ride his/her vehicle. This is an effective way for riders to communicate praises or concerns when riding on UCT vehicles. (Refer to Appendix W)

### **Client Pick-Up Procedures**

- Pick-up times are established by UCT to ensure clients arrive at their destination at or before the appointment time.
- Actual pick-up times of passengers will be adjusted throughout the day to efficiently make use of each driver's time and according to the UCT system needs.
- Passengers are advised to be ready one hour before their scheduled appointment unless otherwise notified by their scheduled driver.
- UCT drivers will provide "curb to curb" service to its passengers. Should a passenger require "door-to-door" service, these requests will be reviewed on a case-by-case basis.
- UCT will wait only three (3) minutes after arriving for a scheduled pick-up. Wheelchair passengers and frail elderly will be given five to seven (5-7) minutes as a courtesy of the system. Drivers will notify Dispatch if their passenger is a no-show.

### **Passenger Requirements**

- **Rules of Safety** must be adhered to. Passengers, who do not follow the rules, will be reported to Dispatch with the possibility of being asked to de-board the vehicle.
- **Fare payment** for those passengers required to pay fares must be received in advance of the trip being provided. Passengers who do not meet this requirement will not be transported and will be charged for the no show.
- **Payment for the No Show** will be arranged with the Billing Representative before the additional appointment(s) can be scheduled.
- **Additional passenger stops** not shown on the Driver Manifest must be approved by Dispatch based on an available time to perform additional trips.

### **Cancellation/Late Cancellation**

- The adopted cancellation policy by the Transportation Advisory Board (TAB) states that passengers must cancel before 12:00 p.m. on the day preceding the scheduled trip. This will allow for more efficient scheduling of the drivers' time and avoid downtime due to the lack of available trips to perform.
- Cancellations may be made during office hours or left on voice mail during periods when UCT is closed, or the staff is on another call.
- Any cancellation after the designated time is considered to be a late cancel, and passengers will be required to pay a \$2.00 late cancel fee.
- It is the responsibility of the Billing Representative to contact the passenger and attempt to collect the late cancel fee.
- The collection attempt will be documented, and failure to take care of this balance may result in the termination of transportation under certain funding sources. Multiple late cancels will be reported to the supporting agency, if one, with a request that they reaffirm the policy adopted by the Transportation Advisory Board (TAB).

- Passengers canceling are expected to cancel before 12:00 p.m. on the business day preceding the scheduled trip by calling the transportation office.
- Cancellations may be made during office hours or left on voice mail during periods when UCT is closed, or the staff is on another call. Messages will be retrieved and communicated during office hours by office staff.
- Rider's canceling after the designated time will be considered a late cancel, and passengers will pay a \$2.00 late cancel fee collected by the Billing Representative or experience possible termination of transportation.
- A trip is considered a "no show" when the driver has made every reasonable effort to locate the passenger with the aforementioned wait times.
- A passenger will be charged a \$10.00 No Show fee, per occurrence.
- The following policy applies to passengers regardless of the funding source:
  - 3 "no shows" within any 90-day period (first offense) will result in a 30-day suspension.
  - 3 additional "no shows" within any 90-day period (second offense) will result in a 60-day suspension.
  - 3 additional "no shows" within any 90-day period (third offense) will result in a 90-day suspension.
  - 3 additional "no shows" within any 90-day period (fourth offense) could result in permanent suspension.
- Refer to Appendix B

### **Medical Transportation Services**

- UCT will provide transportation services for routine medical appointments (doctor, dentist, etc.) Medical trips are considered a high priority for receiving transportation services.
- Reservations will be made by calling 704-292-2511 between the hours of 8:00 a.m. and 5:00 p.m. Reservations for out-of-county medical trips should be made in advance due to quickly filling the maximum number of seats available.
- UCT cannot and will not provide emergency medical transportation. The staff is not trained for this, nor is the equipment available to provide basic life support.
- Persons that contact us who are ill and who need immediate medical attention for illnesses such as but not limited to chest pains or symptoms such as those experienced before seizures or diabetic episodes should be advised to call 911 immediately. If this person is a passenger on a UCT vehicle when symptoms begin, qualified personnel will then be dispatched to assist the driver with any medical needs.

### **Recreational/Personal Business Transportation**

- UCT will provide transportation services for recreational activities or personal business-type activities based on the number of available seats and sufficient funding. This type of transport may be canceled if the seat is needed for a medical purpose.
- If UCT experiences a hardship (shortage of funding, shortage of vehicles or drivers, etc.) UCT reserves the right to cancel and/or limit these types of activities to specific days as is deemed necessary to maintain necessary services throughout the year.

## **Seat Belt, Seating, and Child Restraint Requirements (Ref: NC GS 20-137.1)**

### **Adults**

- It is the policy of UCT that all passengers use seat belts.
- A waiver will only be granted if a letter is on file at the Transportation office from the passenger's physician stating that the passenger is unable to use a seat belt for medical reasons. It is the responsibility of the passenger to provide this documentation.
- Each passenger is required to use a seatbelt while the vehicle is in motion. If a driver suspects that a passenger does not have a seatbelt, he/she should stop the vehicle until every passenger is secured. Failure to follow this procedure could result in disciplinary action.
- Passengers on wheelchairs who are secured on a wheelchair securement station are required to use the vehicle seat belt system.
- In vehicles with a front seat, no passenger is allowed to ride in the front seat.

### **Children**

- A child less than eight years of age and less than 80 pounds in weight shall be properly secured in a weight-appropriate child passenger restraint system. In vehicles equipped with an active passenger-side front airbag, if the vehicle has a rear seat, a child less than five years of age and less than 40 pounds in weight shall be properly secured in a rear seat unless the child restraint system is designed for use with airbags. If no seating position equipped with a lap and shoulder belt to properly secure the weight-appropriate child passenger restraint system is available, a child less than eight years of age and between 40 and 80 pounds may be restrained by a properly fitted lap belt only. Vehicle and child restraint system manufacturer instructions must be followed with regard to seating position and child restraint system installation.
- At the time of making an appointment for a child, the age and weight of the child must be given. This will determine if a child restraint seat is required.
- UCT requires that parents/guardians of the child needing transportation provide the necessary child restraint system.
- UCT will not transport any child less than 80 pounds in weight or 8 years old unless they are properly secured in a weight-appropriate child passenger restraint system by a parent or guardian.
- At the end of the trip, it's the parent/guardian's responsibility to remove the child and child restraint system from the vehicle.

### **Driver Child Restraint Device**

- Do not transport any child less than eight years of age and less than 80 pounds in weight unless they are properly secured in a weight-appropriate child passenger restraint system by a parent or guardian.
- If the employee is unsure if the child passenger restraint system is the correct type for the child in question, read the information tag on the seat.

- Do not touch the child passenger restraint system.
- Do not install the child passenger restraint system.
- Do a visual inspection to make sure the child passenger restraint system is not damaged.
- Inform the parent that all lateral seats (seats not facing the front of the vehicle) are off-limits to the child passenger restraint system.
- Have the parent install the child passenger restraint system.
- Boosters must be used with lap and shoulder belts. Lap-only seat belts can be used for children over 40 lbs. if no lap and shoulder seat belt is available (LTV vans only).
- Have the parent check to see if the child's passenger system can move more than one inch from the belt path. If it moves more than one inch in any direction from the belt path, refuse transportation.
- Make sure the parent or guardian follows the height, weight, and installation instructions on the child passenger restraint system.
- If in any way, shape, or form you are not satisfied with how the child or the child restraint system is secured, REFUSE TRANSPORTATION and inform dispatch of the reason why you refused transportation.
- Refer parents to visit the Local Fire Department or Police Station to learn how to correctly install their child passenger restraint system.

*Any UCT driver found to be in violation of NC Child Passenger Safety Law - G. S. 20-137.1 or the provisions of this policy will face disciplinary action up to and including their immediate termination from UCT.*

### **Service Animal**

- All service animals, individually trained to assist an individual with a disability, may accompany a passenger with a disability (or the trainer) in facilities or on vehicles operated by Union County Transportation at no charge.
- According to US DOT ADA regulations, a service animal is “any guide dog, signal dog, or other animals individually trained to work or perform a task for an individual with a disability”.
- When riding on UCT vehicles with service animals, riders will follow any pertinent UCT policies or directives herein.
- Animals that are pets are not allowed.

### **Owner/Rider Responsibility**

- Must notify the transit system, at the time a reservation is made, that there will be a service animal riding with the client.
- The animal must be restrained by a harness, leash, or some form of lead unless the owner/rider is in full control of the animal at all times.
- A service animal may be refused if the animal’s behavior poses a direct threat to the health and safety of others.
- The animal must travel on the floor or on the owner’s lap.
- An animal may not travel in a vehicle seat or block the aisle.
- The owner is responsible for the cost of repairing any damage to property caused by

an animal [Ref: NC G.S. 1684.4]

### **Transit System Responsibility**

- Assign a driver who is not allergic or fearful of animals to transport a passenger traveling with a service animal.
- Cannot require special ID, certification, or vaccination information or inquire about the client's disability.
- Transportation may not charge the passenger extra for traveling with a service animal unless the animal takes the place of another passenger [Ref: NC G.S. 1684.4].

### **Driver/Operator Responsibility**

- Cannot assign passengers with a service animal to a specified area.
- Will not handle the animal or carrying case.
- If needed, remind other passengers that the service animal is working and not to distract, pet, or speak to it unless the owner allows it.
- Will not separate or attempt to separate the animal from the owner.
- Will not allow an animal to ride a lift unless in the lap of the owner.
- May ask if the animal is a service animal and what tasks the animal is trained to perform.
- May not ask about the client's disability or anything about the service animal other than what is stated immediately above.
- May provide a cloth for the animal to sit/lie on for easier cleanup.
- May not charge passenger extra for traveling with a service animal unless the animal takes up the space of another passenger [Ref: NC G.S. 1684.4].
- Know transit and owner responsibilities.
- Contact dispatch or management regarding any problems or questions.

Note: UCT reserves the right to deny transportation of passengers with service animals if the animal poses a direct threat to the health or safety of others until the problem is rectified.

### **Passenger On-Board Behavior**

- UCT passengers are expected to conduct themselves with good citizenship, decorum, and respect for others. Unruly behavior is unfair to other passengers and the driver. Disruptive passengers will not be tolerated on UCT vehicles.
- Passengers who cause any form of damage to UCT vehicles will be held responsible for the cost of the repairs and be subject to other consequences such as suspension or termination.
- Profanity or vulgarity of any kind among passengers or directed towards any member of the UCT staff will not be tolerated.
- Passengers who at any time behave in a threatening manner or verbally threaten other passengers or any member of the transit staff will have transportation services terminated immediately and could be reported to the local law enforcement agency.
- No inappropriate display of affection or sexual activity towards the driver or other

passenger is allowed.

- UCT reserves the right to deny service to anyone who appears to be under the influence of illegal drugs and/or alcohol.
- No release of human waste on vehicles. This includes spitting. Any passenger who has problems with incontinence must be properly clothed before leaving home and before re-boarding the vehicle.
- No open flames on transportation vehicles.
- To safeguard the health of all passengers and drivers, smoking of any kind or chewing tobacco products is strictly prohibited while riding with UCT or on UCT property.

### **Carry-on Items, Food, Packages, and Oxygen Tanks**

- For safety and liability reasons, passengers must limit the number of packages of shopping bags or carry-on items to 3. Passengers are responsible for loading and unloading any carry-on item and shall always be in control of the items while on board.
- The carry-on bag needs to fit under the seat or in the lap of the passenger so as to not take up any additional seating in the vehicle. Passengers should not expect the driver to help carry their bags on or off the vehicle. Some consideration will be given to those passengers who are elderly or disabled.
- No weapons of any kind, concealed or otherwise, are allowed on transportation vehicles unless the person carrying the weapon is a law enforcement official.
- Passengers needing the use of oxygen tanks must notify UCT at the time they schedule their transportation. UCT recommends passengers take the smallest tank possible for the expected time away from home. Oxygen supplies must not obstruct the aisle. (49 CFR 37.167(h))
- Open containers of food and/or drinks are prohibited on the transit vehicles. Only passengers with medical needs are allowed to eat and drink while on board.

### **Passenger**

For specific guidelines, to which each passenger is expected to adhere, please refer to the UCT Rider's Guide. (Refer to Appendix A)

## **Section 5: Vehicle Guidelines**

### **Vehicles**

#### **Authorized Use of Vehicles and "Out-Stationing" Procedures**

UCT vehicles are to be used only for business purposes, not for personal errands. All passenger trips and deadhead trips should be run using the most direct route possible. Unauthorized stops (including passenger requests to change their destination while en route) are not permitted without the approval of the dispatcher, Drivers Supervisor, or Transportation Director. Improper use of a UCT vehicle by employees will be subject to disciplinary action. All drivers are subject to the following rules:

- Vehicles should be parked in as secure an area as possible with all doors locked.
- Drivers are allowed to use the vehicle to go on meal breaks so long as the destination is close to their scheduled route. The dispatcher will instruct the driver when they are to take a lunch break. It is the driver's responsibility to start their lunch no later than 10 minutes from the time the dispatcher sends them to lunch.
- Drivers are required to maintain the cleanliness of their vans each day.
- Drivers who take the vehicle home to start their routes closer to their first pick-up are also expected to use the van for business purposes only. The vehicle should be driven from the driver's home directly to the first pick-up and returned from the last drop-off directly home unless the vehicle needs to be fueled.
- Nonscheduled clients are not permitted on the vehicle.
- Dispatch should be notified that the driver has left the vehicle for the night and as soon as the van is boarded in the morning.
- The driver's time begins with the Pre-Trip Inspection

### **Leaving Vehicles Unattended**

Drivers are responsible for securing their vehicles and ensuring that no passengers are inadvertently left onboard and/or unattended. When the driver is planning to be away from the vehicle for more than 2 minutes, the parking brakes must be set, the key removed from the ignition, and all exits locked. Any driver who leaves a passenger on a vehicle unattended and negative results occur, the driver will be held responsible and may be subject to disciplinary action.

### **Pre-Trip Inspections**

All UCT drivers are required to perform a Pre-Trip Inspection on their assigned vehicle as part of their duties. A Pre-Trip Inspection Form is provided daily, and failure to properly perform the Pre-Trip Inspection is subject to disciplinary action. Pre-trip Inspections will be monitored by staff to assure safety and repair issues are resolved.

Each month a vehicle safety check is randomly conducted for 7-8 Transportation passenger vehicles, as well as a review of the same vehicles' Pre-Trip Inspection documentation to ensure procedures are followed as required.

### **Lost and Found Articles**

All articles found on the vehicles at the end of the day should be turned in to the Dispatcher at the end of the drivers' shift. The Dispatcher will store these items in a safe place until at least a two-week period has expired.

### **Completing the Driver Manifest**

- The manifest normally contains information on each passenger and provides the proper information for drivers to make the stops throughout the day.
- Drivers should check with the dispatcher before transporting anyone who is not on their

manifest. Any errors should be brought to the office staff's attention when the driver returns to base. Errors should be corrected by office staff, and it is not necessary to discuss them over the radio.

- Drivers are responsible for entering the beginning time/mileage, the beginning time/mileage for the start of lunch break, the ending time/mileage of the end of lunch break, and the last drop-off time/mileage as well as the end of day time/mileage along with other appropriate information throughout their day. The collection of accurate and complete data cannot be overemphasized, as we are often required to report this information to NCDOT or FTA. Drivers who consistently turn in incorrect or incomplete paperwork will be subject to disciplinary action. In the event you feel the tablet may not be functioning correctly, the driver should contact dispatch to have the issue checked and resolved. For the duration, drivers should record all pickup and drop-off times and mileages until the issue can be resolved.

## **Two-Way Radio Procedures**

- When using the radio, be as brief as possible, speak slowly and clearly, and most importantly, keep the communication related to business. Two-way radio transmissions are monitored by UCT management, the County Communications Division, and other agencies sharing the same frequencies. The following are some general guidelines for proper radio use:
  - The two-way radio volume should be kept low to keep from annoying or alarming passengers but loud enough to hear when being called.
  - Listen before transmitting to ensure that someone else isn't in the middle of a transmission. Wait one or two seconds after keying the microphone before speaking. (Most radios have a delay that will cut off the beginning of the transmission.)
  - All communications should be brief and business-related. Give the necessary details but don't tie up the channel.
  - Never allow passengers to use the radio.
  - Passenger names are confidential. Do not use the full name and address on the air. Use only the first initial and last name when transmitting.
  - Passengers on other vehicles, as well as members of the public, are listening to radio transmissions. Limit verbal descriptions of medical emergencies, mechanical problems, accidents, fires, etc., so as not to alarm others.
  - Keep transmissions professional and use 10-Codes. (Refer to Appendix X)

## **Vehicle Radio**

Listening to music on the vehicle radio is permitted, as long as the following conditions are met:

- Radio volume is kept low so as to not interfere with listening to the two-way radio communication, passengers, or other vehicles.
- Stations/content that could potentially offend others should be avoided (e.g., music/talk show with vulgar language, political, or religious).

- Radio should be turned off while crossing railroad crossing and during the loading/unloading of passengers.

## **Vehicle Fueling**

As a UCT driver, you are responsible for fueling the vehicle each day. The following safety regulations should be kept in mind:

- Vehicles should always be shut off
- Passengers should not be on board vehicles during fueling.
- The driver must ensure the correct grade of fuel is being used. (Regular Unleaded)
- Smoking is not allowed during fueling or around fueling facilities.
- Clean the windshield and recheck fluids if needed.

## **Wheelchair Boarding Methods**

Our clients' safety will depend on more than just safely transporting them to their destination. Their safety will also depend on how well the drivers board and secure their wheelchairs. Several wheelchair boarding guidelines are indicated below:

- The driver must take all reasonable steps to deploy the lift onto a flat surface. The driver's deployment area should be one with enough space to allow the passenger to safely board. It is best for the driver to avoid curbs if it is reasonable to deploy the lift on a driveway.
- 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 their hands in his/her lap.
- Before operating the lift for boarding, ask the passenger if they are ready. Keep one hand on the lift controls. Ask the passenger if it is okay for the other hand to rest lightly on the armrest of the wheelchair as the lift goes up while the driver stand on the ground; this will keep the driver 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.
- 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 before each use (look for loose nuts, bolts, etc.)
- Before deploying a lift for use, safely park the vehicle on level ground, and check for obstacles to avoid in the area where the 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 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.
- Passengers with a disability cannot be prohibited from using the vehicle lift, even if they choose to stand on the lift. You must inform the passenger of the danger of standing on a moving lift, and any passenger doing such could fall and be injured. And document the date and time the passenger was warned.
- The driver can offer to assist the passenger in boarding the vehicle by way of the steps. If the passenger refuses to use the steps, you must allow them to stand on the lift. Operate the lift in a safe, smooth manner and remind the passenger to lower their head, so they do not hit their head on the top of the door opening. If a spare wheelchair is available, you can suggest that they use it, but if they refuse, the passenger has to be allowed to stand on the lift to enter the vehicle.
- It is the policy of UCT that all wheelchairs or mobility devices be secured on UCT vehicles. However, Transportation services cannot be denied to a wheelchair user because the wheelchair cannot be secured satisfactorily by the vehicle's securement system. Drivers must do their best with the vehicle's available equipment.
- The driver can suggest that the passenger moves to a seat on the vehicle, if possible. If the passenger refuses, they cannot be forced to move.
- Relay to the passenger that it is unsafe for anyone to use that particular mobility device as a seat in a moving transportation vehicle and that it would be much safer for anyone to sit in a stationary seat.
- If the passenger still refuses, he must be allowed to be transported. However, the driver must document the date and time the passenger was warned of the possible danger and potential consequences.

### **Securing an Occupied Wheelchair**

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

- Always use a four-point tie-down to the floor of the vehicle.
- Lapboards or metal and plastic trays attached to the chairs should be removed and stored.
- Aspirators, ventilators/other equipment must be securely mounted to the wheelchair or vehicle.
- Never restrain a child's head separately, such as 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 heads during transport.

### **Crossing Railroad Tracks**

While driving any UCT vehicle that carries passengers, whether passengers are on board or not, the driver shall stop the vehicle at railroad tracks. Driver must stop within 50 feet, but not less than 15 feet (or as close as possible to be visually clear), from the nearest rail of the railroad track, and look and listen for any oncoming trains before proceeding. Follow these steps:

- Turn on the hazard lights
- Look for signs indicating the number of tracks to be crossed.
- Turn off the radio, defroster, fan, etc.
- Open the window and listen for approaching trains. Look both ways down the tracks.
- If clear, proceed across the tracks.
- Turn hazard lights off.

### **Vehicle Cleanliness Procedure**

To protect customers and employees from coming into contact with possibly contaminated bodily fluids, inspire customer confidence, and increase customer satisfaction, it is the responsibility of each driver to keep their vehicles neat throughout the day and perform vehicle cleaning at the end of their shift. All drivers will be responsible for adhering to the following criterion that describes minimum standards for vehicle cleanliness:

- All trash will be removed daily at the end of the shift.
- The floor will be swept or vacuumed daily at the end of the shift.
- All spills will be cleaned up immediately.
- The dashboard, console, and seats will be wiped off daily at end of shift.
- The wheelchair restraint straps will be stored off the floor and seats.
- The inside windows will be cleaned as needed.
- The interior panels will be cleaned as needed.
- The interior handrails and lift handgrips will be wiped off as needed.
- The interior walls need to be wiped down as needed.
- The floor will be mopped as needed.
- The driver's overhead area will remain free of objects that could fall and interfere with the safe operation of the vehicle.
- Personal items must be properly stored so as not to create a safety hazard on the vehicle.

- Fire extinguishers, first aid kits, and biohazard spill kits will be checked and cleaned

## **Vehicle Video/Audio Surveillance Systems**

### **Camera Information**

UCT vehicles that are equipped with wheelchair lifts will have four (4) cameras mounted inside each vehicle, and vehicles without lifts will have two (2) cameras. The locations of the cameras have been established to include views looking at the passenger entrance door, at the wheelchair lift, at the passengers/driver, and out the vehicle's front windshield.

The system begins recording every time the vehicle is started and continuously captures video/audio data while the vehicle is in operation. The recordings cannot be viewed in "real-time". Information on the existence, operation, and use of video/audio surveillance systems on Union County Transportation vehicles and the video/audio recordings themselves will not be considered a public record as the information recorded will be used for the following:

- To assist with employee performance evaluations, suspensions, disciplinary actions, and/or terminations under N.C.G.S. Chapter 126, Article 7, and N.C.G.S. 153A-98.
- To assist with criminal investigations and/or crime prevention; records of criminal investigations and criminal intelligence information used to assist public law enforcement agencies and/or the North Carolina Innocence Inquiry Commission are not public under N.C.G.S.132-1.4.
- As required by North Carolina and/or Federal Law.

A 6x8 inch (minimum) sign will be placed in a visible location on the interior of each vehicle that provides notification of the collection of personal information. The sign will advise all persons entering the vehicle that the interior of the vehicle is under video/audio surveillance. (Refer to Appendix Y)

Drivers are responsible for the following:

- Ensuring, at the time of their daily vehicle inspection, that the camera LED light/panic button is lit solid green.
- Report yellow, red, or no light immediately to the Safety Officer, Driver Supervisor, or Dispatch and note malfunction on your pre/post trip reports.
- Refraining from the loud playing of radios or other devices that would interfere with the recording of audio data.
- Taking no action and not allowing others to take action that would interfere with the proper functioning of the System.
- Specifically noting the time and location of any incident, as if they do occur during the normal course of providing service, this will be part of the investigation.

### **Access to System Records**

Restrictions: Under Union County Transportation policy, access to records created by the System

is restricted by law. Access is limited to the following:

- Individuals responsible for the operation or administration of the System.
- Individuals who have a legitimate need to access the information for one (1) of the purposes listed in the "Use of Information Collected" section of this policy.
- If required by North Carolina or Federal law, a copy of the record may be provided. "Access" means that Union County Transportation staff may provide a summary of the information collected.

Chain of Custody: To the extent permitted by law, a chain of custody request form, which is attached here to as Appendix Z must be fully completed and signed by anyone requesting access to a System record.

Records will only be provided to parties who are granted access under applicable North Carolina and/or Federal Law.

### **Records Management**

Recorded video/audio data is stored on the vehicle's DVR hard drive. Hard drives are 1 TB and will record continuously for 35 days or approximately 283 total hours under normal operating periods [the total hours are based upon the default setting as follows: D1 High Resolution; 4 cameras; an 8 hour day]. When the hard drive reaches capacity, the System will begin recording over the oldest recordings, thus destroying those records.

The transit system will save relevant recordings to a computer or server with sufficient capacity to manage the data. (Refer to Appendix AA and BB)

### **Section 6: UC Board Approval**

Approved by Union County Board of County Commissioners February 5, 2024.

Accountable Executive (Signature): \_\_\_\_\_

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

Governing Board Chairman (Signature): \_\_\_\_\_

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



# Rider's Guide

# Horizon

connecting you to the community you love

**Sign Up**  
for  
Union County's  
Refreshed Newsletter!



[ucgov.info/horizon](http://ucgov.info/horizon)

The image shows a preview of the Horizon newsletter cover. At the top left is the Union County logo with the tagline "plant your future." The title "Horizon" is prominently displayed in a large, white, sans-serif font, with a stylized leaf integrated into the letter 'o'. Below the title is the tagline "connecting you to the community you love". The date "Jan. 20, 2023" is printed in orange. The main content is organized into several sections, each with a blue header and a brief description. The sections include: "Stay Connected" with a sub-header "Sign Up for Newsletters" and "Horizon" (describing a weekly newsletter); "Community Events" with a sub-header "Calendar of Events" (describing a list of events on the website); "Employment Opportunities" (describing weekly emails about open positions); "Board Agendas, Press Releases & Public Notices" (describing emails with agenda notices); "Be Prepared with UC Alerts" (describing a service for location-based notifications); "Follow Union County on Social Media" (listing Facebook, Twitter, Instagram, Nextdoor, and YouTube); and "Healthy Living" (describing health-related tips and safety messages). At the bottom of the newsletter preview is an orange banner with the text "Visit the Union County website." A small "SIGN UP UC ALERTS" graphic is also visible in the bottom left of the newsletter preview.

**UNION COUNTY**  
plant your future.

**Horizon**  
connecting you to the community you love

Jan. 20, 2023

**Stay Connected**  
**Sign Up for Newsletters**  
**Horizon**  
A weekly newsletter delivered on Fridays that shares community news, healthy living tips, and upcoming community events.

**Community Events**  
**Calendar of Events**  
Visit our website for a list of upcoming events, classes and workshops offered by Union County Library and Parks & Recreation, as well as clinics offered by Human Services, and more.

**Employment Opportunities**  
Receive weekly emails about open positions available with Union County Government.

**Board Agendas, Press Releases & Public Notices**  
Receive emails with Board Agenda notices, press releases and public notices.

**Be Prepared with UC Alerts**  
This service allows you to opt-in to receive notifications via phone calls, text messaging, email and more based on locations you care about.  
You can choose to receive notifications about events that may affect your home, workplace, family's schools and more.

**Follow Union County on Social Media**  
Stay connected and follow us on any of our social media channels:

- Facebook
- Twitter
- Instagram
- Nextdoor
- YouTube

**Healthy Living**  
Spreading awareness and educating residents with weekly health-related tips and safety messages.

Visit the Union County website.



## About

Union County Transportation (UCT) services are available to all Union County residents, ages 18 and over, through limited grant funded programs or through sponsorship of a local human service agency.

Some grant-funded trips require the passenger to pay a fare to share in the cost of the service. Cost depends on time of registration and type of trip scheduled.

## Contact the Transportation Office

1407 Airport Road  
Monroe, NC 28110  
T 704.292.2511  
T 800.735.2962 (TDD/TTY)  
E [transportation@unioncountync.gov](mailto:transportation@unioncountync.gov)

**Transportation Appointment Line:** 704.292.2511

- Option 1 – Español
- Option 2 – Appointments
- Option 3 – Registration
- Option 5 – Call to Return Home

**Veterans Transportation Services:** 704.283.3807

### Limited English Proficiency

Translation service provided, free of charge, for customers who do not speak English.

### Non-Discrimination Policy

We do not discriminate transportation services because of sex, race, color, national origin, age or handicap.

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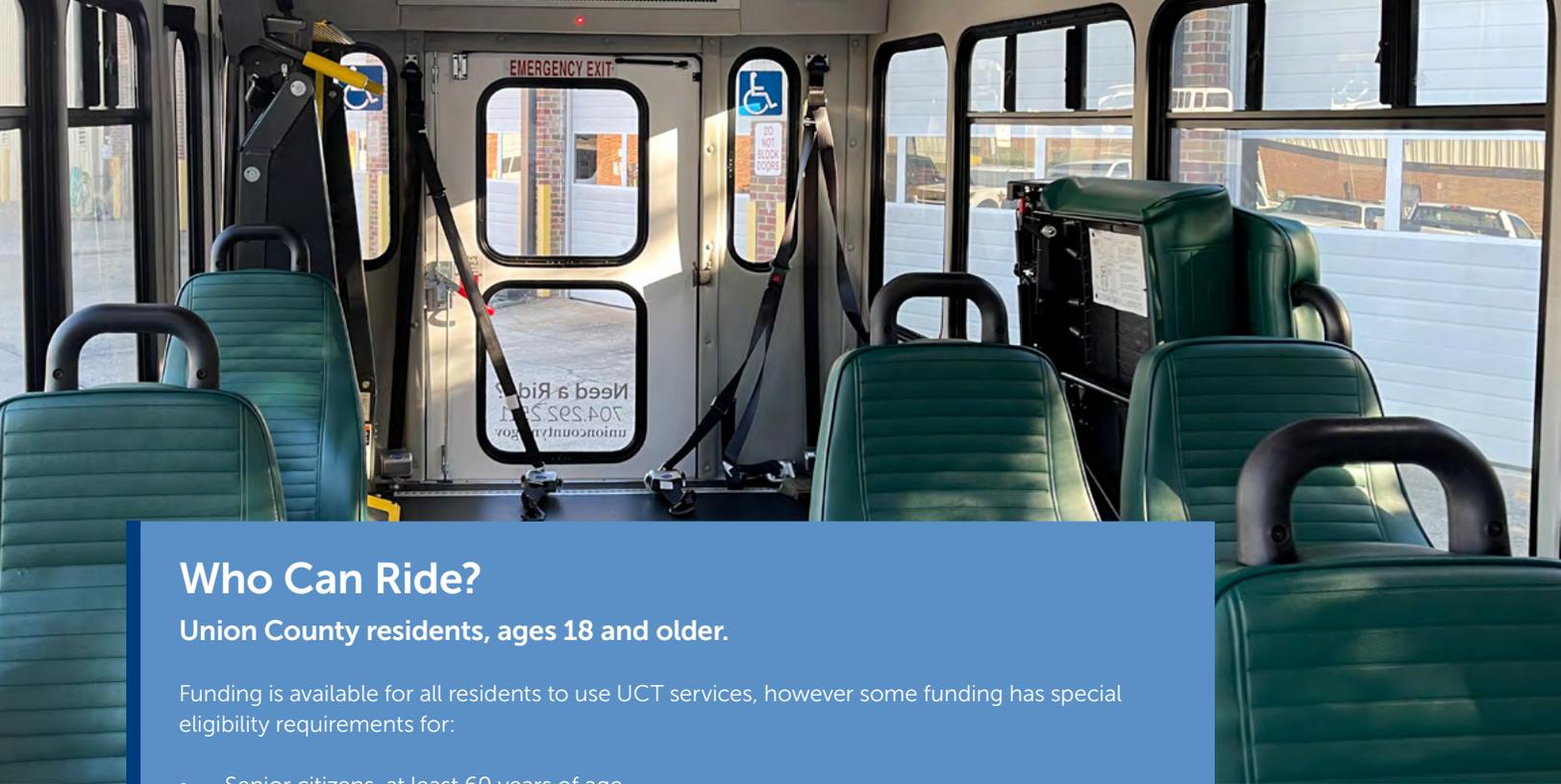
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## Office Hours

**Monday-Friday, 8 a.m. to 5 p.m.**

Transportation services will not be provided on the following observed holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving and the day after
- Christmas



## Who Can Ride?

Union County residents, ages 18 and older.

Funding is available for all residents to use UCT services, however some funding has special eligibility requirements for:

- Senior citizens, at least 60 years of age.
- Developmentally disabled adults.
- Physically disabled adults.
- Medicaid passengers (at any age).
- Veterans eligible for medical treatment at a VA Hospital or clinic.

Medicaid Transportation is available for eligible residents of any age. A parent or guardian must accompany children under the age of 18.

Limited exceptions may be made by the Transportation Director to allow a passenger under age 18 to ride based on extenuating circumstances.

## ADA Reasonable Modification Policy

Union County Transportation (UCT) is committed to providing equal access and opportunity to qualified individuals with disabilities. Requests for modifications of UCT policies, practices or procedures to accommodate an individual with a disability should be made in advance of a trip.

## How to make an ADA modification request:

- Visiting [unioncountync.gov/transportation](http://unioncountync.gov/transportation) and filling out the online request form.
- Mailing a written modification request to 1407 Airport Road, Monroe, NC 28110

## Compliments, Suggestions and Concerns

Communication with customers is essential in our ability to provide safe, reliable and responsive transportation to residents. Please provide your feedback by filling out the comment form found on [unioncountync.gov/transportation](http://unioncountync.gov/transportation), in person at the UCT office, or over the phone.

Every effort will be made to address complaints in an expeditious and thorough manner.

## Passenger Requirements and Expectations

The requirements, rules, expectations and guidelines in this Rider's Guide apply to all registered customers/passengers. They apply to all interactions and communications with UCT staff and other customers while in person loading/unloading, on board a vehicle or in a County facility, as well as on the phone and in writing via email or text, etc.

By completing a registration, either directly or through a submitter on your behalf, you become a registered passenger and agree that you have received, reviewed and understand all UCT policies and guidelines, and agree to comply with all information/expectations included herein.

Failure to adhere to any components will result in suspension or termination of service.



### How to Make a Reservation

- Call 704.292.2511, select option 2.
- Trip reservations must be made 48 business hours in advance.
- Trips may be scheduled up to a year in advance of your appointment date.

#### Provide the following information:

- Passenger name, address and phone number.
- Appointment date and time.
- Destination address, phone number, clinic or physician name.
- Mobility needs/personal care attendant information.

Transportation will call to confirm the reservation.

Passengers should not give the driver appointment requests, as they will not be processed.

Each passenger is responsible for calling the office and scheduling transportation for themselves.

## Enjoy a safe trip by following these rules and tips:



**Wear a seat belt**



**No tobacco products**



**No open containers of food/drinks**



**No profanity**



**No standing/moving**



**No weapons**



**Plan ahead for carry on items**



**Be ready to board when the vehicle arrives**



**Provide accurate pick-up and drop-off addresses when making your reservation**

# Appointment Types

## MEDICAL APPOINTMENTS

- ✔ **Transportation within Union County**  
Monday-Friday, 8 a.m. to 4 p.m., as schedule allows.

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- ✔ **Transportation to Matthews**  
Monday-Friday, 9 a.m. to 1 p.m.  
Appointments should be complete by 2 p.m.

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- ✔ **Transportation to Salisbury**  
Select prescheduled days, no earlier than 9:30 a.m.  
Appointments should be complete by 1:30 p.m.

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- ✔ **Transportation to Charlotte**  
Select prescheduled days, 8 a.m. to noon.  
Appointments should be complete by 1 p.m.

Visit [unioncountync.gov/transportation](http://unioncountync.gov/transportation) for available dates to travel to Charlotte before making an appointment.

We provide transport to Charlotte for medical, Social Security or Disability determination appointments only.

All passengers remain in Charlotte until everyone's appointment is completed. The length of time you will be in Charlotte will vary depending on how many people are riding and the type of appointments they have scheduled. Please plan appropriately by bringing something to read or listen to using headphones.

Trips to Charlotte may involve a relay in which we partner with Anson County to transport you on days we do not go. UCT will pick you up and transport you to a designated area to meet the relay van which will transport you to your Charlotte appointment. Once everyone is finished, the relay driver will bring you back to the relay area, and UCT will pick you up and take you home.



## Need a ride to run a few errands, or enjoy some leisure activities?

### NON-MEDICAL APPOINTMENTS

**Tuesdays, Thursdays & Fridays, 11:30 a.m. drop-off and 1:30 p.m. pick up.**

Trips are limited to two hours and start from the time you are scheduled to be dropped off. If you are not ready within the two-hour window, UCT will not be responsible for your return home.

**Drivers have planned their schedules in advance to ensure that everyone reaches their appointment on time.**

When one person is late or requests to change their destination, it can create late arrival times for everyone, therefore same day modifications may not be approved. For more details, see page 10.

**All reservations must be made at least two business days in advance of your appointment.** We recognize that occasional emergencies may arise and will do our best to accommodate same day appointments when possible.



# How to Ride

## THE DAY BEFORE YOUR TRIP

Passengers will receive an automated reminder for scheduled trips. You may cancel your trip during this call if needed.

## PICK-UP PROCEDURES

- Be ready one hour before your scheduled appointment if the appointment is located in Union County, unless otherwise notified by your driver.
- Trips out of Union County may require a pick-up of more than two hours in advance of your scheduled appointment.
- Board promptly when the vehicle arrives. Drivers may only wait three minutes for ambulatory riders or five minutes for wheelchair or limited mobility passengers.
- Passengers who use wheelchairs/scooters must have a ramp if steps are present. Drivers will not “bump” passengers up/down stairs or in/out of houses.
- If you are approved for door-to-door service, drivers may not cross over the threshold of a dwelling to bring passengers to the van.

## RETURN TRIP PROCEDURES CONTACT 704.292.2511, OPTION 5

- You will be picked up at the same place you were dropped off. Do not leave the destination, drivers will not pick you up from a different location.
- Drivers will not enter a facility to look for passengers, unless a passenger has a preapproved modification for assistance. Drivers will only wait three minutes for ambulatory riders or five minutes for wheelchair or limited mobility passengers.
- If you are unable to enter your home, Union County Transportation will attempt to call your emergency contact. If 15 minutes have passed, you will be offered to be dropped off at your previous destination, or, as a last resort, to the local police station. If you accept this offer, Transportation will not be responsible for taking you back home.
- If you reject the offer, the driver will notify dispatch that the passenger was dropped off but had no access to enter the home.

## Curb-to-Curb Service

Union County Transportation is a curb-to-curb transportation system. Special exceptions may be made to allow for door-to-door assistance.

## Door-to-Door Service

First floor, door-to-door assistance may be provided if requested at the time of registration and deemed necessary. Passengers approved for door-to-door service should ensure their property is cleared of any hazards (e.g. loose aggressive dogs, unsafe stairways, etc.) and has appropriate access for their mobility needs (e.g. no stairs, or a ramp for those using a wheelchair). If UCT identifies a safety concern, the issue must be corrected or the passenger will be denied door-to-door service.

For passengers approved for door-to-door service, drivers may not cross over the threshold of a dwelling to bring passengers out to the van.

## Fares & Fees

Passengers may pay \$2 for a one-way trip within Union County. Costs may vary depending on grant funding allocated for various types.

Destinations outside Union County could incur additional costs.

Passengers will be charged a \$2 fee for each late cancellation. A cancellation must occur before noon the business day before the scheduled trip.

Passengers required to pay fares or who have late cancellation fees, must pay prior to their next scheduled trip, either at the UCT office or when they board the vehicle.

Passengers who pay when boarding must have the correct change to pay the driver.

Payment for fares and late cancellation fees must be received in advance of scheduled trips. Passengers who do not meet this requirement will not be transported and will be charged as a No Show.

Passengers who fall behind more than \$10 in payment of fares and late cancels will not be allowed to schedule appointments until the balance is paid.

Continued failure to follow the policy for paying fares and fees will result in suspension or possible termination of service.

## Cancellation

**Cancellation must occur before noon on the business day preceding the scheduled trip** by calling the Transportation office or responding to the automated trip reminder call indicating a cancellation. Cancellations can be made by leaving a voicemail 24 hours a day at 704.292.2511, option 2.

Cancellations after the deadline will be considered a "late cancellation" and the passenger will be charged a \$2 fee. A notice will be mailed to the address on file. Failure to pay the late cancellation fee prior to or on the day of the next scheduled appointment could result in suspension or termination of service if fees reach \$10.

## No Show

If UCT arrives and the client does not ride it will be considered a No Show. Drivers will wait three (3) minutes for ambulatory passengers and five (5) minutes for wheelchair passengers.

After the allotted time, the passenger will be considered a "no show" and will be charged a \$10 fee.

A no show warning notice will be mailed to the address on file. Failure to pay the no show fee prior to or on the day of the next scheduled appointment could result in suspension or termination of service if fees reach \$20.

If the No Show occurs on the first leg of a trip, the return/home trip will be canceled.

The following No Show policy applies to all passengers regardless of funding source:

- Three No Shows in any 90-day period (first offense) results in a 30-day suspension.
- Three additional No Shows in any 90-day period (second offense) results in a 60-day suspension.
- Three additional No Shows in any 90-day period (third offense) results in a 90-day suspension.
- Three additional No Shows in any 90-day period (fourth offense) results in a permanent suspension.

## Termination of Service

Termination of service for passengers who fail to comply with passenger guidelines and expectations, no show policy, and fare policy as outlined in this Rider's Guide or other applicable Passenger Policy documents will be made by the Transportation Director. Passengers have the right to appeal in writing within 10 days to the Transportation office. The appeal will be reviewed by three UCT Advisory Committee representatives and the passenger will be notified of the decision.

**Termination of service will result for reasons deemed appropriate, including but not limited to the passenger:**

- Failure to comply with the rules and expectations as set forth in this "Union County Rider's Guide."
- Having three No Shows three times after their third temporary suspension.
- Requesting to be removed from the program or moving out of the service area.
- Failure to pay for services.

# Accompanying Riders

## Personal Care Attendants

Personal Care Attendants (PCA) may ride with individuals requiring personal or medical assistance. A PCA will be established and noted in our system upon scheduling your appointment.

The PCA must ride with the client at all times and may not have a different pickup point or destination than the client. A PCA will not be allowed on the vehicle until UCT has established the validity of the PCA.

## Children

A parent or guardian must accompany children under the age of 18.

The age and weight must be given when an appointment is made for a child. This will determine if a child restraint seat is required.

UCT requires that parents/guardians of the child needing transportation provide the necessary child restraint system.

- UCT will not transport any child weighing less than 80 pounds or younger than 8 years old unless they are properly secured in a weight appropriate child passenger restraint system by a parent or guardian.
- If no seating position equipped with a lap and shoulder belt to properly secure the weight-appropriate child passenger restraint system is available, a child less than eight years of age and between 40 and 80 pounds must be restrained by a properly fitted lap belt only.
- Vehicle and child restraint system manufacturer instructions must be followed with regards to seating position and child restraint system installation.

At the end of the trip, it's the parent/guardian's responsibility to remove the child and child restraint system from the vehicle.

## Service Animals

All service animals individually trained to provide assistance to an individual with a disability may accompany a passenger with a disability (or the trainer) in facilities, or on vehicles operated by Union County Transportation at no charge.

According to USDOT ADA regulations, a service animal is "any guide dog, signal dog, or other animal individually trained to work or perform task for an individual with a disability."

When riding on UCT vehicles with service animals, riders will follow any pertinent UCT policies or directives herein.

Animals that are pets are not allowed on UCT vehicles.

### OWNER/RIDER RESPONSIBILITY

UCT must be notified at the time a reservation is made, that there will be a service animal riding with the client. Animals must be restrained by a harness, leash or some form of lead, unless the owner/rider is in full control of the animal at all times.

Animals must travel on the floor or in the owner's lap. Animals may not travel in vehicle seats or block aisle.

Owner is responsible for the cost to repair any damage to property caused by the animal [Ref: NC G.S. 1684.4]. UCT reserves the right to deny transportation of passengers with service animals if the animal poses a direct threat to the health or safety of others until the problem is rectified.



## Wheelchairs and Other Mobility Devices

For the safety of all passengers, wheelchairs and other mobility devices must be secured in the vehicle securement stations.

UCT drivers shall utilize manufacturer's suggested procedures for proper securement of wheelchairs whenever possible. UCT drivers will make the best use of securement technology based upon the nature of the wheelchair to ensure the safety of seated passengers.

If a driver cannot secure a wheelchair, the passenger will be denied service. It is the policy of UCT that wheelchair securement is required and thereby creates a safer transport for all riders including those using wheelchairs. Anyone who refuses to have their wheelchair secured will be denied transportation on UCT vehicles.

The Americans with Disabilities Act (ADA) defines a wheelchair as "a manually operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor, or of both indoor and outdoor, locomotion. Individuals with mobility disabilities must be permitted to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility

disabilities, in any areas open to pedestrian traffic." (Ref.: APPENDIX 3, Americans with Disabilities Act – 49 CFR Parts 27, 37 & 38).

In accordance with ADA, UCT is required to accommodate all "wheelchairs" unless lift or vehicle cannot accommodate or there are legitimate safety issues. For example, if the lift has a maximum weight limit of 1000 lbs. set by the manufacturer, the passenger and his/her device must not exceed 1000 lbs. Due to the equipment that UCT uses, passengers that have devices that are longer than 48 inches or wider than 30 inches may not be accommodated; the same is true if the total weight of the passenger and his/her device exceeds 1000 lbs.

If the passenger's home is not equipped with a ramp and the home has stairs, the driver will meet the passenger at the bottom of the stairs. The same is true in homes equipped with a door frame threshold with a ledge, drivers may not "bump" a passenger up or down to get over the ledge or move up or down stairs.

If a driver is assisting a passenger who uses a wheelchair, all wheels should be on the ground at all times. If a passenger needs assistance to get over a threshold ledge or stairs, the passenger is to request assistance from an attendant, caregiver or family member. For safety and liability reasons, UCT drivers may not provide this type of assistance. Drivers are not permitted to assume the controls of power wheelchairs to assist riders with boarding.



## While on Board

### Seat Belt Policy

Seat belts must be worn while the vehicle is in motion to ensure the safety of all passengers and compliance with state laws.

Passengers should not remove their seat belt until they have reached their destination. Transportation services may be immediately terminated if a passenger refuses to be properly secured.

A waiver will only be granted if a letter is on file at the Transportation office from the passenger's physician stating that the passenger is unable to use a seat belt for medical reasons. It is the responsibility of the passenger to provide this documentation.

Passengers in wheelchairs are required to use the vehicle seat belt system and also be secured on a wheelchair securement station.

### Seating

No passenger is allowed to sit in the front seat of any UCT vehicle.

### Carry-on Items, Food & Weapons

For safety and liability reasons, passengers are limited to three packages of shopping bags or carry-on items.

Carry-on items must fit under the seat or in the lap of the passenger, and may not take up any additional seating in the vehicle.

Passengers are responsible for loading and unloading any carry-on item and shall always be in control of items while on board.

Passengers should not expect the driver to help carry their bags on or off the vehicle. Some consideration will be given to passengers who are elderly or disabled.

Passengers needing the use of oxygen tanks must notify UCT at the time transportation is scheduled. UCT recommends passengers take the smallest tank possible for the expected time away from home. Oxygen supplies must not obstruct the aisle (49 CFR 37.167(h)).

No weapons of any kind, concealed or otherwise are allowed on UCT vehicles unless the person carrying the weapon is a law enforcement official.

Open containers of food and/or drinks are prohibited on UCT vehicles. Only passengers with a documented medical need are allowed to eat and drink while on board.

## Safety Instructions - In Case of an Emergency

Drivers must respond in the event of an emergency or risk to their passengers or vehicle.

The driver may ask for your physical assistance in response to an emergency or to help reduce or eliminate the potential for injury or harm. Anyone incapable of performing the requested task due to a disability must notify the driver immediately.

## Conduct Expectations

UCT passengers are expected to conduct themselves with good citizenship, decorum, and respect for others.

The following are **strictly prohibited while onboard any UCT vehicle, on UCT property, or interacting with UCT staff in any manner**. These behaviors **will not be tolerated** and may result in suspension or termination of transportation services:

- Unruly or disruptive behavior.
- Profanity or vulgarity.
- Behaving in a threatening manner or threatening other passengers or UCT staff verbally or in writing.
- Inappropriate display of affection or sexual activity towards the driver or other passengers.
- Release of human waste. This includes spitting. Any passenger who has problems with incontinence must be properly clothed before boarding the vehicle.
- Use of lighters or any sort of open flame.
- Use of tobacco products of any kind (e.g. smoking, vaping, chewing tobacco).
- Use of illegal drugs and/or alcohol. UCT reserves the right to deny service to anyone who appears to be under the influence of illegal drugs and/or alcohol.

Passengers who cause any form of damage to UCT vehicles or other property will be held responsible for the cost of the repairs and be subject to other consequences such as suspension or termination of transportation services.

Passengers who do not follow these rules or any other rules in this Rider's Guide will be reported to dispatch with the possibility of being asked to deboard the vehicle.

## Bedbugs

Passengers who have been identified as having

bedbugs, based on either physical observation of a bedbug on their person or clothing, or notification from a service provider to whom the passenger is being transported, will not be eligible for transportation by UCT until written (electronic or hardcopy) proof is provided to UCT of a bedbug inspection by a licensed pest control professional verifying that the passenger's living quarters do not have an infestation or source present.

## Body Odor/Personal Hygiene

A passenger may not be allowed on a vehicle if his or her body odor or personal hygiene will disturb the reasonable comfort of other passengers or UCT Staff. Odors may include but are not limited to scents related to unlaundered clothing, lack of bathing, animal related odors, and excessive perfumes.

A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to temporary suspension of riding privileges, unless in the judgment of UCT staff, that person places existing passengers in extreme discomfort or is considered a health risk to others.

If the body odor or personal hygiene issue is a result of an underlying medical condition, the passenger could present UCT a doctor's note acknowledging that there is a condition, without disclosing the condition.

Passengers with mobility devices must maintain such devices in a state of cleanliness.

## Inclement Weather

In the event extreme weather conditions exist which makes travel unsafe, UCT reserves the right to discontinue service until conditions are favorable.

If service is temporarily discontinued, all rides, regardless of trip purpose, will be canceled.

## Camera System

All UCT vehicles are equipped with camera systems that are recording at all times while the vehicles are in operation.



## Same Day Modification Requests

Same day modifications to change and/or add to your schedule are not typically permitted.

Requests for modifications of UCT policies, practices, or procedures to accommodate an individual with a disability should be made in advance of a trip when possible.

In an emergency situation, when a request for a service modification cannot practically be made in advance, the passenger may make a request on the same day or during service.

- The passenger should make the request to the UCT driver and must describe in detail what is required and why it is necessary in order to use the service.
- Drivers may grant a request for an additional passenger stop not shown on the driver manifest if such request is reasonable, and meets UCT's policy requirements and is approved by dispatch in consultation with UCT management.

## Requests may be denied if granting the request:

- Fundamentally alters the nature of UCT's service, programs or activities;
- Creates a direct threat to the health or safety of the requester or others;
- Creates an undue financial or administrative burden for UCT; or
- Without such modification, an individual with a disability would still otherwise be able to fully use UCT's services, programs or activities for their intended purpose

**For modification requests that require extended consideration and are not able to be granted immediately, the passenger is encouraged to submit a written request for further consideration for future trips.**

UCT's ability to grant requested modifications may vary by day of travel, time of day, or other circumstances. For example, while a request may be able to be granted in one instance, that same request may be denied in a different instance if it would fundamentally alter the nature of the service, create a safety threat, or if the request is not a functional necessity.

In the case of a denial of a modification request, UCT will take, to the maximum extent possible and in compliance with its policies, any other appropriate actions to ensure you receive service.

## Title VI of the Civil Rights Act

U.S. Department of Justice regulations, 28 code of the Federal Regulations, Section 42.405, Public Dissemination of Title VI Information, requires recipients of Federal financial assistance to publish or broadcast program information in the news media. Advertisements must state that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by transportation projects.

UCT hereby gives notice that it is the policy of the Department to assure compliance with the Title VI Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, and related nondiscrimination statutes and regulations in all programs and services. It is the Department's policy that no person shall, on the grounds of race, color, sex, age, income status, national origin, or disabilities be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program, activities, or services for which UCT receives Federal financial assistance.

Any person who believes they have been mistreated by an unlawful practice under Title VI has a right to file a formal complaint with UCT\*, North Carolina Department of Transportation, United States Department of Transportation, Federal Transit Administration, and United States Department of Justice.

**For more information on UCT's Title VI program or how to file a discrimination complaint contact:**

**Union County Transportation**

T 704.283.3598

E [transportation@unioncountync.gov](mailto:transportation@unioncountync.gov)

**To obtain additional information on Title VI contact:**

**NC Department of Transportation Civil Rights and Business Development**

1511 Mail Service Center

Raleigh, NC 27699-1511

T 919.733.2300

\*Any such complaint must be in writing or in person with the UCT office within 180 days following the date of the alleged discrimination occurrence.

### PURPOSE

The purpose of this Policy is to ensure compliance with Title VI of the Civil Rights Act of 1964, and other applicable federal and state laws and their implementing regulations with respect to persons with limited English proficiency (LEP). Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the ground of race, color or national origin by any entity receiving federal financial assistance. Administrative methods or procedures, which have the effect of subjecting individuals to discrimination or defeating the objectives of these regulations, are prohibited.

In order to avoid discrimination on the grounds of national origin, Union County Transportation (UCT) must take adequate steps to ensure that their policies and procedures do not deny or have the effect of denying LEP individuals with equal access to benefits and services for which such persons qualify.

### PROVIDING SERVICE TO LEP INDIVIDUALS

UCT posts and maintains brochures and stickers in regularly encountered languages other than English at UCT's office, on the website, and on vehicles. UCT also offers LEP individuals the option to speak through a telephone interpreter, which is provided at no cost.

### ENFORCEMENT

Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a complaint in writing or in person with Union County Transportation at 610 Patton Avenue, Monroe, NC 28110 within 180 days following the date of the alleged discrimination occurrence.

For information regarding opportunities to participate on the Transportation Advisory Board, contact the office of Union County Transportation: [Transportation@unioncountync.gov](mailto:Transportation@unioncountync.gov)



UNION COUNTY

UNION COUNTY  
TRANSPORTATION

E350

0420



UNION COUNTY  
EDUCATION  
PARAMOUNT



### **Cancellation Policy**

Passengers canceling are expected to cancel before 12:00 p.m. on the business day preceding the scheduled trip by calling the Transportation office. In addition, passengers may use the cancel option when they receive the automated appointment confirmation phone call on the business day before the scheduled trip.

Cancellations may be made during office hours or left on voice mail during periods when Union County Transportation (UCT) is closed, or the office staff is on another call. Messages will be retrieved, and a return call will be provided during office hours by the office staff.

A rider canceling after the designated time will be considered a late cancel and the rider will pay a \$2.00 late cancel fee, per occurrence., A Late Cancel Notice will be mailed to the address on record indicating the date of the occurrence and the expected payment process. Each late cancellation will be recorded to the passenger's account and will be monitored for payment. If the rider accumulates \$10 or more in late cancel fees the Late Cancellation Suspension Notice is mailed to the address on record indicating that transportation services are suspended until payment is received. This policy does not apply to Medicaid trips.

### **No Show Policy**

A trip is considered a No Show when the driver arrives at the scheduled location and has made every reasonable effort to locate the passenger for the specified allotted time. The specified allotted time is three minutes beyond the arrival of the vehicle. Wheelchair passengers and frail elderly passengers are given five to seven minutes as a courtesy of the Transportation office. The driver will notify the UCT Dispatch office of the No Show. The Dispatcher, upon review of the situation, will determine if the passenger is a No Show. If it is determined to be a No Show the Dispatcher will record the trip as such and will cancel the return trip, if one had been scheduled.

The passenger will be charged a \$10.00 No Show fee, per occurrence., A No Show First Warning Notice will be mailed to the address on record indicating the date of the occurrence, referencing the No Show Suspension policy, and the expected payment process. Each additional No Show will result in a No Show Notice being mailed. If the number of No Shows, within a certain time period as referenced in the No Show Suspension policy, has occurred a Suspension Notice will be mailed to the address on record indicating the "No Show" dates and the date the passenger will be reinstated, if applicable. Each No Show will be recorded to the passenger's account and will be monitored for payment. If the rider accumulates \$20 in No Show fees a Suspension Notice will be mailed to the address on record indicating the No Show dates unpaid and that transportation services are suspended until payment is received. The No Show policy does not apply to Medicaid trips.

The following No Show Suspension policy applies to all passengers whose trips are not Medicaid:

- 3 No Shows within any 90-day period (first offense) will result in a 30-day suspension.
- 3 additional No Shows within any 90-day period (second offense) will result in a 60-day suspension.
- 3 additional No Shows within any 90-day period (third offense) will result in a 90-day suspension.
- 3 additional No Shows within any 90-day period (fourth offense) will result in permanent suspension.

## UNION COUNTY TRANSPORTATION

### Summary of Cash Handling Procedures Revised May 17, 2023

#### Funds Received

##### Voluntary Contributions

Voluntary contributions are collected from those clients whose transportation is funded through the Home and Community Care Block Grant HCCBG (funding for aging service). They are received by mail or by the scheduled driver during transport. When the driver receives the donation, it is placed into an envelope, and the driver adds the client's name, date, dollar amount, and vehicle number.

At the end of the day, the envelopes are given to the Dispatcher or the Senior Administrative Support Specialist to check for completeness and accuracy. The money is put into a bank bag and placed in a locked container. If the driver finishes their shift after office staff hours, they will place the envelopes in the locked box located in the Driver Hub.

Contributions received from passengers whose trips are funded with HCCBG funds are required to remain anonymous due to restrictions from this funding source; therefore, we do not issue receipts unless requested, and we do not monitor the source from whom the donations are received or the amount received.

##### Fares

In FY2003, we began offering General Public Transportation with a fare being charged for this service. Since then, we can exercise the option of charging a fare for all EDTAP and Employment trips being provided. This charge is subject to change based on available funding.

If the driver has any passengers that are required to pay a fare, the driver is provided a paper log with that information. It is the responsibility of the driver to receive that fare before departing with the client. The driver places the fare in an individual envelope with the client's name, date, dollar amount, and vehicle number notated.

At the end of the day, the envelopes are given to the Dispatcher or the Senior Administrative Support Specialist to check for completeness and accuracy. The money is put into a bank bag and placed in a locked container. If the driver finishes their shift after office staff hours, they will place the envelopes in the lock box located in the Driver Hub.

Once the deposit process is completed (see Deposit Procedures), the Administrative Support Specialist or another designee will then record the information on an RGP, EDTAP, or Employment spreadsheet for each individual client and ensure that the fare amounts are reconciled to the trips provided and that the client records remain accurate and up to date. If at any time a negative balance occurs, the Senior Administrative Support Specialist or other appropriate designee will contact the client within two business days to inform them of the amount past due and make arrangements with the client so that the balance returns to zero.

In the event that the client's balance remains in the negative, the Senior Administrative Support Specialist or other designee should notify those responsible for scheduling to assure that no future trips are scheduled until the balance is resolved. The designee who provides the information will also be responsible for contacting the client to make them aware that their transportation has been suspended until the matter is resolved. The Senior Administrative Support Specialist is responsible for assuring

that client fares do not go into the negative and should move forward to resolve these matters immediately. In the absence of the Senior Administrative Support Specialist, other designees will be held to the same responsibilities as described above. All requests for fare balances should be directed to the Senior Administrative Support Specialist or designee, who should resolve the question/request within 24 hours.

### **Late Cancel Fee**

Passengers are expected to cancel before 12:00 p.m. on the business day preceding their scheduled trip by calling the Transportation office. Late Cancel Fees are charged when a passenger cancels after that designated time. The charge is \$2.00 per occurrence. The Billing Representative will mail a Late Cancel Notice to the address on record indicating the date of the occurrence and the expected payment process. Each late cancel will be recorded to the passenger's account and monitored for payment. If the rider reaches \$10 in late cancel fees, the Late Cancellation Suspension Notice is mailed to the address on record indicating that transportation services are suspended until payment is received. This policy does not apply to Medicaid trips.

If the payment is received by a driver, it is placed into an envelope, and the driver adds the client's name, date, dollar amount, and vehicle number. At the end of the day, the envelopes are given to the Dispatcher or the Senior Administrative Support Specialist to check for completeness and accuracy. The money is put into a bank bag and placed in a locked container. If the driver finishes their shift after office staff hours, they will place the envelopes in the locked box located in the Driver Hub.

If a check is mailed to the office, it is stamped "For Deposit Only" and held in a locked container until the deposit process is started.

### **Payments from Outside Agencies**

Another source of revenue is the payment received from outside agencies who purchase our services and are billed monthly at a per trip charge. These funds are paid by check and are received by mail at our office location. When the checks are received, they will be immediately stamped "For Deposit Only" and held in a locked container until the deposit process is started.

### **Payments from Government Agencies/Grants**

Another source of revenue is the payment received from various grants that reimburse us for specific administrative costs incurred or other operating expenses. These can be on a monthly or quarterly basis. These payments may be in the form of checks mailed to our office location. When the checks are received, they will be immediately stamped "For Deposit Only" and held in a locked container until the deposit process is started.

## **Deposit Procedures**

The preparation of the deposit is completed by either the Senior Administrative Support Specialist, Scheduling Clerk, or Billing Representative. The staff member will count the cash and checks and complete the breakdown of the currency on the Deposit Count slip. Then they will note the totals on the deposit slip, which is completed in duplicate and initialed. Next, another staff member will count the cash and checks to confirm the amount and initial both deposit slips. Once completed, a member of the office staff that was not involved in counting the bank deposit will take the deposit to the bank. Only deposits of \$500.00 or more are required to be taken to the bank that day. The internal policy for the Transportation office is \$250.00. Cash and checks received by the Senior Administrative Support Specialist waiting to be deposited are held in a locked container.

When the validated deposit slip is returned, the Senior Administrative Support Specialist, or other member of the staff who prepared the deposit, will include the deposit amount in the Excel file labeled Transportation Cash Receipts, identified by the date of deposit, account code, and dollar amount. The Excel file will track the daily deposits made for the month and is emailed to the Finance Department contact one to two business days after the last day of the month.

A copy of the monthly deposit report and the deposit slip will be maintained on file in the Transportation office to serve as backup documentation for the following:

- HCCBG figures will be reported monthly to the Division on Aging. These figures are one area of the review during our yearly program assessment for Home and Community Care Block Grant (HCCBG) funding by Centralina Council of Governments.
- A copy will be maintained as verification for NCDOT of use of RGP, EDTAP, or Employment funding and as evidence of the RGP local match being earned.



## Union County Transportation

### Comment Form

Union County Division of Transportation is committed to providing you with safe and reliable transportation and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 704-292-2511, visit our Customer Service Center at 1407 Airport Rd, Monroe, NC 28110, or contact us by email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response. Union County Division of Transportation, Theresa Torres, 1407 Airport Rd, Monroe, NC 28110, 704-292-2598, and [theresa.torres@unioncountync.gov](mailto:theresa.torres@unioncountync.gov)

Traduzca este documento con Google Translate, seleccione el idioma a continuación. Traduzca este documento con Google Translate, seleccione lanaguage a continuación.

#### Section I: Type of Comment

##### Date:

Date will be captured on form submission

##### Please select type of comment:\*

- Compliment
- Suggestion
- Complaint

#### Section II: Contact Information

Name:

Phone Number:

Email:

#### Section III: Comment Details

Date of Occurrence:

Time of Occurrence:

 AM 

Name of Employee(s) Involved:

Vehicle Number:

Direction of Travel:

**Location of Incident:**

**Mobility Aid Used (if any):**

*If above information is unknown, please provide other descriptive information to help identify the employee:*

*Description of Incident or Message:*

#### **Section IV: Follow Up**

---

*May we contact you if we need more details or information?*

*What is the best way to reach you? (Choose One)*

*If a phone call is preferred, what is the best day and time to reach you?*

**Submit**



## UNION COUNTY, NORTH CAROLINA

### Classification Description

*To perform work in this classification successfully, an individual must be able to perform the essential functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions herein described. Since every duty associated with this classification may not be described, employees may be required to perform duties not specifically spelled out in this description, but which may be reasonably considered to be incidental in the performing the duties of this classification.*

### Driver

**Department:** Human Services

**Pay Grade:** 106

**FLSA Status:** Non-Exempt

#### CLASSIFICATION SUMMARY

The Driver, under general supervision, performs driving duties for the Transportation division. Driving responsibilities will include picking up citizens and transporting them to human services organizations and other destinations; maintaining daily records of passenger volume, number of stops, mileage, and vehicle maintenance.

#### ESSENTIAL FUNCTIONS

Completes training and development classes as provided by the Director/Supervisor/Safety Officer.

Organizes schedule to ensure passengers reach destinations at appointed times.

Calls passengers with proposed pick up times for early morning appointments.

Transports passenger safely and proficiently in all Transportation vehicles.

Performs pre-trip and post-trip inspections of transport vehicles for mechanical and/or safety issues.

Maintains a clean vehicle at all times.

Provides accurate information about the County to the public and courteously answer questions.

Resolves transit related passenger concerns and practice defensive driving habits.

Adheres to tight time schedules under varying weather and traffic conditions and still operate the transport vehicles in a safe and courteous manner.

Interacts with the general public and all Union County Transportation passengers in a professional and courteous manner, regardless of the actions of the passengers.

Assists in the boarding and alighting passengers with disabilities including the use of four point securing of wheel chairs and scooters and affixing of shoulder and lap belts.

Operates technological devices such as GPS, smart tablets, and computers for data entry.

Maintains knowledge of and strict adherence to all Union County Transportation operating rules, policies, regulations, and passenger guidelines.

Stays abreast of the terminology used within the department.

Completes accident and incident reports accurately and legibly, as required.

Conduct radio communications with other Union County Transportation vehicles and dispatch clearly.

Communicates with the dispatcher throughout the day concerning cancellations and variances in daily planned route.

Must be flexible and dependable.

Maintains effective working relationships with others.

Performs all other duties as may be required to meet organizational needs.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

High School Diploma or an acceptable equivalency diploma (GED), and six (6) months of experience in public driving, chauffeuring, and/or scheduling; or equivalent combination of education and experience.

#### **Licenses or Certifications:**

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

#### **Special Requirements:**

Maintains a clean and neat appearance at all times.

Works outside of regularly scheduled hours for special events or training as required.

### **PREFERRED QUALIFICATIONS**

#### **Education and Experience:**

None Specified.

**Licenses or Certifications:**

None Specified.

**Special Requirements:**

None Specified.

**PHYSICAL DEMANDS**

Must be physically able to operate a conversion van/LTV, mini-van w/ramp, and/or handicapped vans/LTV with automated lifts, two-way radio, computer, telephone, etc. Must be able to perform light work exerting up to 40 pounds of force occasionally, 10 pounds of force frequently, and negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects, including the human body. This job is rated as Light Work.

**WORK ENVIRONMENT**

Work is performed in a dynamic environment that requires the need to be sensitive to change and responsive to changing goals, priorities, and needs.

***Union County has the right to revise this classification description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

**Equal employment opportunities are allowed without regard to sex, race, religion, color, national origin, age, non-disqualifying handicap, or uniformed service.**

## RISK MANAGEMENT

1. Does the position have an occupational exposure to blood borne pathogens (BBP)? A BBP exposure is defined as an employee having contact with another person's blood or other body fluids that puts the employee at risk for contracting a blood borne disease such as hepatitis B (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).
- Yes     No

If yes, what is the task that triggers the exposure to BBP?

- Is trained to administer first aid
  - Investigates the source and/or origin of a fire
  - Is an emergency responder
  - Works with the collection and/or treatment process of waste water
  - Exposed to discarded hypodermic needles
  - Provides immunizations
  - Enters a client's dwelling for the purpose of interviews, code inspection, or direct care
  - Enters a place of business or institutional facility for the purpose of interviews, code inspection, or providing direct care
  - Law Enforcement activities
  - Cleans or services County automobiles, trucks, or Transportation vans
  - Other (specify) Client transport
2. Does the position operate a vehicle (County or personal) on average more than 10% of their work time per week? (e.g. Employee works 40 hours per week and operates a vehicle on county business on average more than four (4) hours per week.)
- Yes     No
3. Is the position exposed to chemicals in the workplace (e.g. Health employee working with vaccines, Parks and Recreation employee working with cleaning materials or pesticides, Environmental Health employee working with chemicals to clean kitchens, an employee designated to handle or replace toner cartridges, etc.)?
- Yes     No

**UNION COUNTY, NORTH CAROLINA****Classification Description**

*To perform work in this classification successfully, an individual must be able to perform the essential functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions herein described. Since every duty associated with this classification may not be described, employees may be required to perform duties not specifically spelled out in this description, but which may be reasonably considered to be incidental in the performing the duties of this classification.*

**Driver BPT**

**Department:** Human Services

**Pay Grade:** 106

**FLSA Status:** Non-Exempt

**CLASSIFICATION SUMMARY**

The Driver BPT, under general supervision, performs driving duties for the Transportation division. Driving responsibilities will include picking up citizens and transporting them to human services organizations and other destinations; maintaining daily records of passenger volume, number of stops, mileage, and vehicle maintenance.

**ESSENTIAL FUNCTIONS**

Completes training and development classes as provided by the Director/Supervisor/Safety Officer.

Organizes schedule to ensure passengers reach destinations at appointed times.

Calls passengers with proposed pick up times for early morning appointments.

Transports passenger safely and proficiently in all Transportation vehicles.

Performs pre-trip and post-trip inspections of transport vehicles for mechanical and/or safety issues.

Maintains a clean vehicle at all times.

Provides accurate information about the County to the public and courteously answer questions.

Resolves transit related passenger concerns and practice defensive driving habits.

Adheres to tight time schedules under varying weather and traffic conditions and still operate the transport vehicles in a safe and courteous manner.

Interacts with the general public and all Union County Transportation passengers in a professional and courteous manner, regardless of the actions of the passengers.

Assists in the boarding and alighting passengers with disabilities including the use of four point securing of wheel chairs and scooters and affixing of shoulder and lap belts.

Operates technological devices such as GPS, smart tablets, and computers for data entry.

Maintains knowledge of and strict adherence to all Union County Transportation operating rules, policies, regulations, and passenger guidelines.

Stays abreast of the terminology used within the department.

Completes accident and incident reports accurately and legibly, as required.

Conduct radio communications with other Union County Transportation vehicles and dispatch clearly.

Communicates with the dispatcher throughout the day concerning cancellations and variances in daily planned route.

Must be flexible and dependable.

Maintains effective working relationships with others.

Performs all other duties as may be required to meet organizational needs.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

High School Diploma or an acceptable equivalency diploma (GED), and six (6) months of experience in public driving, chauffeuring, and/or scheduling; or equivalent combination of education and experience.

#### **Licenses or Certifications:**

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

#### **Special Requirements:**

Maintains a clean and neat appearance at all times.

Works outside of regularly scheduled hours for special events or training as required.

### **PREFERRED QUALIFICATIONS**

#### **Education and Experience:**

None Specified.

**Licenses or Certifications:**

None Specified.

**Special Requirements:**

None Specified.

**PHYSICAL DEMANDS**

Must be physically able to operate a conversion van/LTV, mini-van w/ramp, and/or handicapped vans/LTV with automated lifts, two-way radio, computer, telephone, etc. Must be able to perform light work exerting up to 40 pounds of force occasionally, 10 pounds of force frequently, and negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects, including the human body. This job is rated as Light Work.

**WORK ENVIRONMENT**

Work is performed in a dynamic environment that requires the need to be sensitive to change and responsive to changing goals, priorities, and needs.

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

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## RISK MANAGEMENT

1. Does the position have an occupational exposure to blood borne pathogens (BBP)? A BBP exposure is defined as an employee having contact with another person's blood or other body fluids that puts the employee at risk for contracting a blood borne disease such as hepatitis B (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).
- Yes     No

If yes, what is the task that triggers the exposure to BBP?

- Is trained to administer first aid
  - Investigates the source and/or origin of a fire
  - Is an emergency responder
  - Works with the collection and/or treatment process of waste water
  - Exposed to discarded hypodermic needles
  - Provides immunizations
  - Enters a client's dwelling for the purpose of interviews, code inspection, or direct care
  - Enters a place of business or institutional facility for the purpose of interviews, code inspection, or providing direct care
  - Law Enforcement activities
  - Cleans or services County automobiles, trucks, or Transportation vans
  - Other (specify) Client transport
2. Does the position operate a vehicle (County or personal) on average more than 10% of their work time per week? (e.g. Employee works 40 hours per week and operates a vehicle on county business on average more than four (4) hours per week.)
- Yes     No
3. Is the position exposed to chemicals in the workplace (e.g. Health employee working with vaccines, Parks and Recreation employee working with cleaning materials or pesticides, Environmental Health employee working with chemicals to clean kitchens, an employee designated to handle or replace toner cartridges, etc.)?
- Yes     No

**UNION COUNTY, NORTH CAROLINA****Classification Description**

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**Driver PT**

**Department:** Human Services

**Pay Grade:** 106

**FLSA Status:** Non-Exempt

**CLASSIFICATION SUMMARY**

The Driver PT, under general supervision, performs driving duties for the Transportation division. Driving responsibilities will include picking up citizens and transporting them to human services organizations and other destinations; maintaining daily records of passenger volume, number of stops, mileage, and vehicle maintenance.

**ESSENTIAL FUNCTIONS**

Completes training and development classes as provided by the Director/Supervisor/Safety Officer.

Organizes schedule to ensure passengers reach destinations at appointed times.

Calls passengers with proposed pick up times for early morning appointments.

Transports passenger safely and proficiently in all Transportation vehicles.

Performs pre-trip and post-trip inspections of transport vehicles for mechanical and/or safety issues.

Maintains a clean vehicle at all times.

Provides accurate information about the County to the public and courteously answer questions.

Resolves transit related passenger concerns and practice defensive driving habits.

Adheres to tight time schedules under varying weather and traffic conditions and still operate the transport vehicles in a safe and courteous manner.

Interacts with the general public and all Union County Transportation passengers in a professional and courteous manner, regardless of the actions of the passengers.

Assists in the boarding and alighting passengers with disabilities including the use of four point securing of wheel chairs and scooters and affixing of shoulder and lap belts.

Operates technological devices such as GPS, smart tablets, and computers for data entry.

Maintains knowledge of and strict adherence to all Union County Transportation operating rules, policies, regulations, and passenger guidelines.

Stays abreast of the terminology used within the department.

Completes accident and incident reports accurately and legibly, as required.

Conduct radio communications with other Union County Transportation vehicles and dispatch clearly.

Communicates with the dispatcher throughout the day concerning cancellations and variances in daily planned route.

Must be flexible and dependable.

Maintains effective working relationships with others.

Performs all other duties as may be required to meet organizational needs.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

High School Diploma or an acceptable equivalency diploma (GED), and six (6) months of experience in public driving, chauffeuring, and/or scheduling; or equivalent combination of education and experience.

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#### **Special Requirements:**

Maintains a clean and neat appearance at all times.

Works outside of regularly scheduled hours for special events or training as required.

### **PREFERRED QUALIFICATIONS**

#### **Education and Experience:**

None Specified.

**Licenses or Certifications:**

None Specified.

**Special Requirements:**

None Specified.

**PHYSICAL DEMANDS**

Must be physically able to operate a conversion van/LTV, mini-van w/ramp, and/or handicapped vans/LTV with automated lifts, two-way radio, computer, telephone, etc. Must be able to perform light work exerting up to 40 pounds of force occasionally, 10 pounds of force frequently, and negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects, including the human body. This job is rated as Light Work.

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

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## RISK MANAGEMENT

1. Does the position have an occupational exposure to blood borne pathogens (BBP)? A BBP exposure is defined as an employee having contact with another person's blood or other body fluids that puts the employee at risk for contracting a blood borne disease such as hepatitis B (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).
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If yes, what is the task that triggers the exposure to BBP?

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  - Investigates the source and/or origin of a fire
  - Is an emergency responder
  - Works with the collection and/or treatment process of waste water
  - Exposed to discarded hypodermic needles
  - Provides immunizations
  - Enters a client's dwelling for the purpose of interviews, code inspection, or direct care
  - Enters a place of business or institutional facility for the purpose of interviews, code inspection, or providing direct care
  - Law Enforcement activities
  - Cleans or services County automobiles, trucks, or Transportation vans
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- Yes     No
3. Is the position exposed to chemicals in the workplace (e.g. Health employee working with vaccines, Parks and Recreation employee working with cleaning materials or pesticides, Environmental Health employee working with chemicals to clean kitchens, an employee designated to handle or replace toner cartridges, etc.)?
- Yes     No



## UNION COUNTY, NORTH CAROLINA

### Classification Description

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## Director, Transportation

**Pay Grade:** 330

**FLSA Status:** Exempt

### CLASSIFICATION SUMMARY

The Director of Transportation, under limited supervision, performs technical, administrative, supervisory, and professional work in planning, organizing, coordinating, and directing the administration of all transportation services for all Union County residents age 18+, with a focus on serving human services clients including elderly, low-income, and disabled residents. Employee is responsible for ensuring efficient administration of County fiscal, physical, and personnel resources associated with transportation of residents. Work includes accountability for fiscal activities including budget and grant development and management to ensure services are provided in accordance with guidelines for various funding sources. The Director also manages Transportation's human resources, including supervision and direction of approximately 50 professional, technical and support personnel who have varied education and job requirements. Work also involves ensuring public awareness of transportation services, maintaining, and managing public contact with residents and service agencies, responding to and resolving passenger complaints and service inquiries, participating on various boards, and preparing and presenting reports. The Director must exercise considerable initiative, independent judgment, and analytical skills in all phases of work. Work involves extensive engagement with local, state, and federal officials, agencies, and the public which requires the director to exercise tact, diplomacy, and negotiation skills.

### ESSENTIAL FUNCTIONS

Manages, directs, administers, plans and/or organizes Transportation Department services and operations, customer service, and logistics.

Provides oversight and operational direction to develop and achieve short and long-term Departmental goals, objectives, and strategic plans. Leads, coordinates, administers, and evaluates programs, projects, processes, systems, standards, and/or services; prioritizes and directs projects and initiatives in alignment with organizational strategy, mission, and vision.

Prepares communications and presents informational updates on Department operations, activities, positions, and project status to staff, County leadership, and external business partners. This includes preparation of information and agenda items and completing presentations as appropriate for the County Transportation Advisory Board (TAB), Consolidated

Human Services Agency Board, Board of County Commissioners, and local, state, and federal partners.

Conducts and/or participates in meetings and collaborative initiatives with multiple entities, including County management and other leadership staff, Board of County Commissioners, Union County Transportation Advisory Board (TAB), Union County Home and Community Care Block Grant Advisory Committee, Charlotte Regional Transit Planning Organization (CRTPO), and other community and regional organizations to ensure effective governance of Department services and partnerships.

Provides leadership and support for the development/enhancement of a culture of trust and exceptional customer service in Union County.

communicates with Transportation staff and Human Services Agency leadership to enable collaborative input in policy making, problem solving, interpreting new regulations, and, to promote continuous improvement of processes and procedures.

Ensures service provision that maximizes and leverages physical, personnel, and budgetary resources. Oversees and monitors core work processes to understand needs and identifies resolutions to address gaps/barriers.

Establishes and sustains a professional, trained workforce focusing on innovation, efficiency, and a collaborative approach to service provision.

Manages the Department's Human Services Supervisors (who oversee logistics, drivers, dispatch, safety, and compliance) and administrative support staff.

Performs supervisory duties and directs management of all Transportation staff including interviewing and hiring, training, monitoring, scheduling, supporting career development, evaluating performance, reviewing, and proposing disciplinary actions and dismissals, and ensuring consistent and appropriate application of County HR policies.

Leads and develops staff and creates opportunities for career development and improved performance, through motivational coaching and implementation of an ongoing performance management process, including monitoring and evaluating team members' activities and performance.

Oversees and manages all aspects of Department funding and finances, including preparation of annual budget requests, administration of approved budget, billing of contracting agencies and clients for services provided, submittal of invoices and required documentation to NCDOT, FTA, CRTPO, and CATS, and other external funding sources, ensuring accurate records are maintained and required reporting is completed.

Monitors, approves, and manages budget and expenditures, including ensuring procurement of necessary goods and services, negotiation and ongoing oversight of Transportation Department

contracts, approving invoices, and purchase orders, and ensuring appropriate and accurate record-keeping systems, to ensure alignment with Department goals, objectives, and the established budget.

Recommends proposed fees for approval and ensures administration of authorized fees to passengers.

Identifies and manages external funding sources to supplement County funding for transportation. Coordinates all aspects of Department-related grants and other 3rd party funding through multiple federal, state, and local sources including NCDOT, FTA, NC Division of Aging, CRTPO, and CATS. Responsibilities include researching opportunities and gathering data for planning purposes, preparing, and submitting funding applications, managing, and monitoring all grant-related activities to ensure implementation in adherence with all terms, completing required reporting, and fulfillment of any regulatory activities.

Ensures evaluation of Departmental processes to enable operational effectiveness. Accountable for the collection, analysis, and reporting of data regarding transportation service delivery, customer satisfaction, and successful completion of Department goals. Maximizes use of data in assessing efficiencies and deficiencies in operations and facilitates implementation of process improvements, working to optimize utilization of resources. Ensures all manner of Department level required licensures and training, including content creation, review, and implementation to meet compliance standards and sustain best practices.

Supervises and directs the coordination of transportation services for County residents and partner agencies, ensuring safe operation of vehicles and proper implementation of and compliance with applicable local, state, and federal regulations, ordinances, rules, standards, policies, and procedures.

Develops and ensures implementation of internal operating policies, procedures, standards, training platforms, and reporting documentation that serve as Transportation's administrative foundation in accordance with federal and state guidelines and in a manner consistent with Federal Transit Administration, NC Public Transportation Department, and County Customer Service policies and standards.

Leads all contract management and audit-related activities to ensure Departmental compliance with agreement accountabilities and Corrective Action Plans. Adjusts internal processes to and conducts follow-up training for prevention purposes and to avoid future adherence issues.

Supervises and directs the coordination of transportation services for County residents and partner agencies, ensuring safe operation of vehicles and adherence to applicable federal, state, and local laws, ordinances, and regulations. Authorizes new or expanded services as appropriate and works to ensure awareness of services and stimulate interest in programs and services.

Ensures all service-related complaints are investigated and resolution action is documented and communicated as appropriate to interested parties.

Utilizes the Transportation Advisory Board (TAB), County staff, and community partners to identify factors impacting service delivery and vet associated improvement possibilities.

Acts as the Department's Title VI officer. Stays abreast of Title VI regulations; ensures the Department maintains compliance with Title VI and all other transportation-related regulations.

Acts as the Accountable Executive who is responsible for the development, implementation, and maintenance of the Union County Transportation System Safety Program.

Ensures implementation of federal drug testing regulations.

Ensures all transportation vehicles are in a state of good repair and have been regularly maintained in accordance with Federal and State requirements.

Ensures, in coordination with County Procurement, all procurement and capital acquisitions comply with FTA/DOT-IMD guidelines and support federal and state money initiatives.

Works with Fleet management to order, receive, and maintain transportation vehicles.

Responsible for determining if transportation services will operate in the event of inclement weather events. Communicates with County Management on the decision made, and coordinates with Public Communications and community partners to ensure awareness of schedule changes.

Performs work during emergency disaster situations.

May drive vehicles to transport residents if needed as backup to ensure coverage in the event of a driver shortage.

Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Bachelor's Degree from an accredited university, with five (5) years of progressively responsible experience, including two (2) years of experience in a governmental or transportation-related organization and two (2) years of supervisory experience; or equivalent combination of education and experience.

#### **Licenses or Certifications:**

FTA Drug and Alcohol Reasonable Suspicion certification and FTA Drug and Alcohol certification must be obtained during first 6 months of employment.

ADA Requirements for All Types of Agencies Part I and Part II must be obtained during first year of employment. (Provided by NCDOT or NC State's ITRE program)

Defensive Driving certification (e.g., Smith System, National RTAP) must be obtained during first 6 months of employment.

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

**Special Requirements:**

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 Union 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.

**PREFERRED QUALIFICATIONS**

**Education and Experience:**

Bachelor's Degree from an accredited university, with six (6) years of progressively responsible experience, including two (2) years of experience in a governmental or transportation-related organization, and three (3) years of supervisory experience; or equivalent combination of education and experience.

**Licenses or Certifications:**

FEMA ICS-100, ICS-200, ICS-300, ICS-400, ICS-700, ICS-800 and G-191 must be obtained during within 18 months of employment.

FEMA Incident Command Training Certification and FEMA Type III All-hazard Incident Management Team Training Certification must be obtained during within two years of employment.

**Special Requirements:**

None Specified.

**PHYSICAL DEMANDS**

Must be physically able to operate a variety of machinery and equipment including computers, typewriters, copiers, radios, fax machines, calculators, printers, smart phone, hand-held radio, etc. Must be able to exert up to 20 pounds of force occasionally, and/or a negligible amount of

force constantly to move objects. Physical demand requirements are more than those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**WORK ENVIRONMENT**

Work is performed in a dynamic environment that requires the ability to be sensitive to change and responsive to changing goals, priorities, and needs.

***Union County has the right to revise this classification description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

**Equal employment opportunities are allowed without regard to sex, race, religion, color, national origin, age, non-disqualifying handicap, or uniformed service.**

## RISK MANAGEMENT

1. Does the position have an occupational exposure to blood borne pathogens (BBP)? A BBP exposure is defined as an employee having contact with another person's blood or other body fluids that puts the employee at risk for contracting a blood borne disease such as hepatitis B (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).
- Yes     No

If yes, what is the task that triggers the exposure to BBP?

- Is trained to administer first aid
  - Investigates the source and/or origin of a fire
  - Is an emergency responder
  - Works with the collection and/or treatment process of waste water
  - Exposed to discarded hypodermic needles
  - Provides immunizations
  - Enters a client's dwelling for the purpose of interviews, code inspection, or direct care
  - Enters a place of business or institutional facility for the purpose of interviews, code inspection, or providing direct care
  - Law Enforcement activities
  - Cleans or services County automobiles, trucks, or Transportation vans
  - Other (specify) [Click here to enter text.](#)
2. Does the position operate a vehicle (County or personal) on average more than 10% of their work time per week? (e.g., Employee works 40 hours per week and operates a vehicle on county business on average more than four (4) hours per week.)
- Yes     No
3. Is the position exposed to chemicals in the workplace (e.g. Health employee working with vaccines, Parks and Recreation employee working with cleaning materials or pesticides, Environmental Health employee working with chemicals to clean kitchens, an employee designated to handle or replace toner cartridges, etc.)?
- Yes     No



## UNION COUNTY, NORTH CAROLINA

### Classification Description

*To perform work in this classification successfully, an individual must be able to perform the essential functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary functions herein described. Since every duty associated with this classification may not be described, employees may be required to perform duties not specifically spelled out in this description, but which may be reasonably considered to be incidental in the performing the duties of this classification.*

## Safety Officer

**Department:** Human Services

**Pay Grade:** 217

**FLSA Status:** Non-Exempt

### CLASSIFICATION SUMMARY

The Safety Officer, under limited supervision, performs responsible technical, instructional, and administrative work in developing and managing the Safety and Security program for the Union County Transportation Division. Must exercise considerable initiative, independent judgment, appropriate decision making, and proper tact. Employee has frequent contact with employees at all levels within the department, with County Risk Management, and occasionally with representatives of outside agencies, other County departments, and the general public.

### ESSENTIAL FUNCTIONS

Ensures the transportation system is a safe, healthy, productive work environment that is compliant with federal, state, and local safety and security regulations.

Develops, implements, and conducts safety training for all frontline and supervisory employees of the Division to assure compliance with Federal and NCDOT regulations and minimum standard of training, which includes all new hire and remedial and annual refresher training.

Coordinates quarterly training to include the date, topics, obtaining outside trainers as needed, etc.

Researches regulations, standards, and technical developments pertaining to industry-specific occupational safety topics to ensure the best available methods and equipment are in use to minimize the hazards in the workplace and on transportation vehicles.

Engages in continuous education to remain up-to-date on all FTA, NCDOT, and County requirements, laws, policies, and required training.

Reviews accident and injury data, identifying the need for new or modified procedures or remedial training to reduce future occurrences.

Prepares and publishes bulletins, posters, and other safety promotional materials.

Develops, compiles, and maintains all Division safety compliant training records for all employees.

Review all training and evaluation documentation for accuracy and completeness.

Document safety violations and make recommendations to supervisor for corrective disciplinary actions. Ensures compliance with safety policies and regulations.

Conducts quarterly driver evaluations for safety and customer service in accordance with NCDOT and FTA guidelines; Meets with Drivers to provide feedback and offer tips for improvement. Advises Human Service Supervisor and Director of all issues.

Monitors workforce activities to ensure availability and proper use of personal safety equipment and safety equipment required for the vehicles.

Audits safety equipment inventory, replaces as necessary.

Drafts Division safety procedures and policies for specific functions for approval by the Director.

Observes all employees in the performance of their duties to evaluate efficiency of the safety program and training.

Maintains all safety manuals, including but not limited to the (SSP) Safety and Security Plan, (PTASP) Public Transportation Agency Safety Plan, MSDS logs, and any other manuals as instructed.

Responds to the scene of all critical accidents/incidents.

Works with the County Risk Manager, Human Service Supervisor, and Director on all incidents/accidents to ensure all County, Federal, and State reporting is complete.

Pulls and reviews video of all incidents/accidents to aid in investigating accident causes and chair root causes analysis as necessary.

Maintains all safety, training, and accident/incident reports in accordance with Federal, State, and County statutes.

Assists the County Risk Manager with investigations of employee complaints of unsafe working conditions.

Works with the County Risk Manager as necessary regarding training or safety-related issues.

Assists with the Hepatitis B vaccination program- training employees on the matter, helps schedule appointments, and ensures appointments are kept; reports information to the County Risk Manager.

Ensures safety standards of NCDOT are met and compliant compliance with federal, state, and local regulations and industry best practices.

Compiles and submits quarterly and yearly NCDOT/FTA reports.

Acts as chairperson of a Division Safety Committee.

Conducts quarterly Safety committee meetings; identify and resolve safety problems for the Division.

Develops, implements, and monitors training programs.

Assists with developing standard operating procedures for transportation operations related to safety-sensitive functions.

Makes suggestions regarding accident prevention plans for most frequent safety issues.

Assists in the annual budgeting process for equipment and safety items.

Develops and maintains cooperative and courteous relationships with division employees, staffers and managers in other divisions, representatives from organizations, and the general public to maintain goodwill toward the Division and project a good Division image.

Assists other Divisions as needed with training in those program areas for which certified.

Administers/supervises all aspects of the FTA and County drug and alcohol program.

Sends employees to get random drug tests and records the events. Ensures that random tests are being spread out appropriately to ensure unpredictability while meeting USDOT-FTA guidelines.

Trains all current and new hire employees on the Substance Abuse policy. Record all dates of training. Maintains DOT and FTA required records in order to complete annual reports.

Completes semi-annual Drug and Alcohol MIS reporting with the FTA

Schedules fire extinguisher audits by a third party.

Orders and tracks safety supplies.

Conducts new customer homes assessments to ensure vehicles can safely pick up passenger.

Conducts wheelchair ramp assessments for new customers and customers going from ambulatory to wheelchair to ensure the ramp is safe for drivers and passengers.

Responds to/investigate driver complaints of unsafe roads and customer property.

Documents, investigates, and determines corrective action for near-miss incidents reported by staff in the office or on the road.

Responds to, investigates, and works with customers who request an ADA Modification.

Completes special studies and analytical projects.

Collects and analyzes data and prepares reports using a wide variety of methods and tools.

Is an active member and attends Local Emergency Planning Committee meetings.

Attends meetings and trainings that pertain to the position and function.

Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Associate's Degree from an accredited university with major course work in Safety, Risk Management, Communications, Business or Public Administration, Education or a related field, and four (4) years of responsible experience in safety training, audit education, and instruction, auto crash investigations, or related work preferred; or equivalent combination of education and experience.

#### **Licenses or Certifications:**

Must be Smith System Driver Training Certified or willing to obtain certification within 2 months of hire.

Must be a certified trainer in a First Aid course such as Red Cross, National Safety Council, etc., or willing to obtain within 2 months of hire.

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

Certified CTAA Instructor or willing to obtain certification within 2 months of hire.

#### **Special Requirements:**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or County-wide emergencies.

## **PREFERRED QUALIFICATIONS**

### **Education and Experience:**

Associate's Degree from an accredited university with major course work in Safety, Risk Management, Communications, Business or Public Administration, Education or a related field, and four (4) years of responsible experience in safety training, audit education, and instruction, auto crash investigations, or related work preferred; or equivalent combination of education and experience.

### **Licenses or Certifications:**

Must be Smith System Driver Training Certified or willing to obtain certification within 2 months of hire.

Must be a certified trainer in a First Aid course such as Red Cross, National Safety Council, etc., or willing to obtain within 2 months of hire.

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

Certified CTAA Instructor.

### **Special Requirements:**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or County-wide emergencies.

Prior experience with transit preferred.

## **PHYSICAL DEMANDS**

Must be physically able to operate a variety of machinery and equipment including computers, printers, copiers, facsimile machines, calculators, audio-visual equipment, etc. Must be physically able to operate a motor vehicle. Must be able to exert up to 25 pounds of force occasionally, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

## **WORK ENVIRONMENT**

Work is performed in a dynamic environment that requires the need to be sensitive to change and responsive to changing goals, priorities, and needs.

***Union County has the right to revise this classification description at any time. This description does not represent in any way a contract of employment.***

---

Employee Signature

---

Date

---

Supervisor (or HR) Signature

---

Date

**Equal employment opportunities are allowed without regard to sex, race, religion, color, national origin, age, non-disqualifying handicap, or uniformed service.**

## RISK MANAGEMENT

1. Does the position have an occupational exposure to blood borne pathogens (BBP)? A BBP exposure is defined as an employee having contact with another person's blood or other body fluids that puts the employee at risk for contracting a blood borne disease such as hepatitis B (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV).
- Yes     No

If yes, what is the task that triggers the exposure to BBP?

- Is trained to administer first aid
- Investigates the source and/or origin of a fire
- Is an emergency responder
- Works with the collection and/or treatment process of waste water
- Exposed to discarded hypodermic needles
- Provides immunizations
- Enters a client's dwelling for the purpose of interviews, code inspection, or direct care
- Enters a place of business or institutional facility for the purpose of interviews, code inspection, or providing direct care
- Law Enforcement activities
- Cleans or services County automobiles, trucks, or Transportation vans
- Other (specify) [Click here to enter text.](#)

2. Does the position operate a vehicle (County or personal) on average more than 10% of their work time per week? (e.g. Employee works 40 hours per week and operates a vehicle on county business on average more than four (4) hours per week.)
- Yes     No

3. Is the position exposed to chemicals in the workplace (e.g. Health employee working with vaccines, Parks and Recreation employee working with cleaning materials or pesticides, Environmental Health employee working with chemicals to clean kitchens, an employee designated to handle or replace toner cartridges, etc.)?
- Yes     No

<b>New Hire Checklist</b>	
<b>Introduce to Office Staff/Tour Facility</b>	
<b>Copy Driver's License</b>	
<b>Add employee to license spreadsheet</b>	
<b>Emer. Contact Info (add to Aladtec)</b>	
<b>Phone Provider (add to Aladtec)</b>	
<b>Uniforms (polo, tshirt, sweatshirt, rain coat, gray coat, hat, safety vest)</b>	
<b>ID Badge Overlay</b>	
<b>Clipboard</b>	
<b>Nameplate (order in first week)</b>	
<b>Email Credentials</b>	
<b>Password Organizer</b>	
<b>Vehicle Supply List</b>	
<b>10-Codes Handout</b>	
<b>Training Basics Handout</b>	
<b>Who to Call List</b>	
<b>Passenger Guidelines</b>	
<b>PTASP</b>	
<b>Drug &amp; Alcohol Policy/Video</b>	
<b>HIPAA Training</b>	
<b>Basic First Aid Training</b>	
<b>CTAA PASS Training</b>	
<b>TAPTCO Training</b>	
<b>Defensive Driving Training</b>	
<b>Wheelchair Securement Training</b>	
<b>Payroll Training incl. Calendar (ensure they change password and log in)</b>	
<b>MTM and Modivcare Forms Training</b>	
<b>Driver Advisory Board Info</b>	
<b>Vehicle Cleaning Training</b>	
<b>Aladtec/Time Card Training</b>	
<b>Tablet Training</b>	
<b>Routing/Manifest Training</b>	
<b>Dispatch Ride Along</b>	
<b>Training w/ Drivers</b>	



## NCDOT INTEGRATED MOBILITY DIVISION Minimum Training Standards

### Required NCDOT IMD Training

The following training is required by NCDOT's Integrated Mobility Division (IMD) and must be conducted as part of new hire training and annually thereafter as refresher training with re-certification for applicable courses. This training complies with either Federal or IMD training requirements effective January 1, 2022. Compliance reviews will be conducted by IMD or its designated agent to verify training standard adherence. Documentation of all training must include name of training course, date of training, instructor/organization, hours of training and kept in drivers training file. Training course supplementary documents shall be maintained and include the training guide, presentation, and handouts and shall be made available as part of an IMD compliance review.

### Reporting Requirements

Subrecipients must submit the following information to IMD Safety and Compliance Unit no later than the 15<sup>th</sup> day of the beginning of each quarter (Jan, Apr, Jul, Oct):

- Quarterly training report submitted via SmartSheet; and,
- Information submitted must include employee name, training date and training topic.

### Annual Training (must be completed every 365 days)

#### Americans with Disabilities Act (ADA) – Required Annually

Shall include at a minimum the following training (for further guidance refer to [49 CFR §37.173](#) Transportation Services for Individual with Disabilities (ADA)). Employees must be trained to proficiency.

The training must include:

- Sensitivity training
- Passenger assistance
- Wheelchair/Mobility Device handling
- Securement
- Lift/Ramp inspection and operation
- Emergency procedures (e.g., evacuations, medical emergencies, etc.)
- Service animals
- Oxygen / Oxygen supplies
- Reasonable Modifications
- Service denial

#### Bloodborne Pathogen – Required Annually

Shall include at a minimum the following training (for further guidance refer to 29 CFR [§1910.1030\(g\)\(2\)](#) Occupational Safety and Health Administration (OSHA) – Bloodborne Pathogens):

- Description of Bloodborne Pathogens
- OSHA
- Hepatitis B
- Covid-19 (new)
- Blood and body fluids
- Transmission and Infection
- Universal precautions
- Preventing infection



## NCDOT INTEGRATED MOBILITY DIVISION Minimum Training Standards

- Biohazard Kit – Personal Protective Equipment (PPE)
- Emergency procedures
- Clean up procedures
- Biohazard prevention
- Vehicle inspection and cleaning (standard and pandemic modifications)
- Identifying potential hazard
- Certification with renewal

### Defensive Driving – Required Annually

Shall include all vehicle operators, including any employees that operate an agency vehicle in revenue and non-revenue service. This includes maintenance and administration staff operating system vehicles for any purpose. The following training elements should be included in the training:

- Safe lane changing
- Use of mirrors
- Following distance
- Buffer zone around vehicle
- All weather driving
- Safe speeds
- Acceleration and deceleration
- Reaction time
- Identifying hazards
- Familiarity with vehicle specs (height, width, turning radius)
- Use of turn signals, headlights, flashers, high beams
- Avoiding blind spots
- Understanding traffic signs
- Proper use of safety equipment
- Anticipating potential hazards
- Avoiding distractions
- Proper backing techniques
- Approaching intersections
- City vs. rural driving characteristics
- Driver preparation
  - ▶ Vehicle
  - ▶ Driver
  - ▶ Passengers
- Driver courtesy
- Accidents or breakdown procedures
- Night and day driving
- Road Rage
- Reaction and braking distance
- Railroad Crossings

### Emergency Procedures for Vehicle Operators – Required Annually

The following training elements must be included in training:

- Communication and notification procedures;
- Accident/Incident reporting procedures;
- Passenger handling procedures;
- Vehicle and facility evacuation procedures;
- Driver and passenger security – threat identification;
- Use of vehicle and facility safety equipment – not limited to the following:
  - ▶ Fire Extinguishers and vehicle fire suppression system as applicable;
  - ▶ Emergency Triangles;
  - ▶ Bloodborne Pathogen Kit – see also Bloodborne Pathogen training;
  - ▶ First Aid Kit – proper use of items in kit;
  - ▶ Web Cutter; and,
  - ▶ Safety Apparel (reflective vest/shirt/jacket, high visibility shirt) – recommended but NOT required.
- Unruly passenger and de-escalation procedures;
- Participation in local emergency management drills/training is encouraged.



# NCDOT INTEGRATED MOBILITY DIVISION

## Minimum Training Standards

### HIPAA Compliance for Transit Drivers and Staff – Required Annually

Upon hire and annually, all front-line staff who communicate with the public or work with passenger information must be trained in the Health Insurance Portability and Accountability Act (HIPAA). Training elements should include the following:

- Understanding Protective Health Information and covered entities;
- Scheduling and manifest development address use and identifiable labels;
- Communication of medically descriptive information;
- Circumstances when medical information can be shared; and,
- Similarities to Americans with Disabilities Act (ADA).

### Ride Check Evaluations – Required Annually

Each new safety sensitive employee must complete a driver evaluation before entering revenue service without on-vehicle supervision and annually thereafter.

- Driver evaluations will be conducted per Transit System Policy. IMD requires annual evaluations and recommends evaluations for remedial purposes.
- Completed evaluations should include date of evaluation, name of supervisor conducting evaluation, weather and road conditions, vehicle type, scoring or checklist of evaluation criteria, deficiencies noted, and signatures of both driver and supervisor.
- Evaluations should be kept in the permanent employee training file and provided upon request to IMD, IMD agents or FTA.
- Evaluations conducted through surveillance equipment can be used in place of on-board evaluation, but evaluation form must be completed and filed.
- If deficiencies are identified during evaluation process, remedial training is required and must be documented on the evaluation form.
- Remedial training should be conducted as needed.

### New Hire / Rehire Training (Required prior to performing a safety sensitive function)

#### Illegal Drug Use and Alcohol Misuse

The following training is required for all FTA/NCDOT sub-recipients as per FTA 49 CFR Part [§655.14\(b\)\(1\)](#) and [§655.14\(b\)\(2\)](#) and IMD as shown below.

- Covered employees must receive at least sixty (60) minutes of training on 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.
- Supervisors and/or other company officers authorized by the employer to make reasonable suspicion determinations shall receive at least sixty (60) minutes of training on the physical, behavioral, and performance indicators of probable drug use and at least sixty (60) minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.
- This shall be done upon hire or before beginning a safety sensitive position. (Required under 49 CFR 655.14(b))
- Any changes to FTA's 49 CFR Part 655 or Part 40 will require additional training on changes to the rule.



# NCDOT INTEGRATED MOBILITY DIVISION Minimum Training Standards

## Employee Drug Education Training (*all safety sensitive employees*) Required Upon Hire

At least 60 minutes on the following:

- Effects of prohibited drug use on personal health, safety, and the work environment;
- Consequences of prohibited drug use on personal health, safety, and the work environment;
- Signs and symptoms that may indicate prohibited drug use;
- Training must only cover prohibited drug use. The 60 minutes of training shall not include alcohol misuse;
- If an employer chooses to provide similar training to employees about alcohol misuse, it must be in addition to the 60 minutes spent on drug use;
- Training content and length must be documented for each employee completing the training.

## Reasonable Suspicion Training (*supervisors, dispatchers, operations staff*)

Required (*for at least one person that comes into daily contact with employees*) – As Needed to Meet Regulations

At least a total of 120 minutes of training:

- Sixty (60) minutes of training on the physical, behavioral, and performance indicators of probable drug use;
- Cover all tested illegal substances identified in 49 CFR Part 655 and 40;
- 60 minutes of training on the physical, behavioral, and performance indicators of probable alcohol misuse;
- Covers specific, contemporaneous, and articulable observations concerning a person's:
  - ▶ Appearance;
  - ▶ Speech;
  - ▶ Behavior; and,
  - ▶ Body Odor(s);
- Training content and length must be documented for each employee completing the training;
- Training is offered, at a minimum, annually by IMD.

## Please Note:

- ▶ Training Standards may be subject to change based on periodic risk-based analysis of subrecipient safety and security data conducted by IMD and its agents.
- ▶ A list of Training Resources can be found in the IMD Business Guide located on the NCDOT CONNECT website.



# **EMERGENCY RESPONSE PLAN**

## **UNION COUNTY Progress Building**

May 2021

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# EMERGENCY RESPONSE PLAN

## Section 1.1: Purpose

The purpose of the Emergency Response Plan is to outline guidelines to be followed by Departments to protect employees and visitors during an emergency at Union County Progress Building. The plan is designed to cover various facility emergencies including fires, smoke, explosion, bomb threats, civil disturbance, severe weather, tornado warning, or other man made or natural emergency conditions effecting occupancy of county operational facilities. Employees should take the responsibility of knowing where their primary and secondary exits are located, where fire extinguishers are located, and where the pull box is located to activate a fire alarm.

The plan is to be activated whenever it is necessary to evacuate the facility following direction of the County Manager, Deputy County Manager, Assistant County Manager, or their Designee, regardless of the nature of the emergency.

Widespread, prolonged or other emergencies that overwhelm the intent of this plan may require the activation of the County Emergency Operations Plan. The Emergency Management Coordinator, the County Manager or their designee will make the decision to implement the Emergency Operations Plan depending on the scope of the emergency.

## Section 1.2: Definitions

**Accountability:** A count of everyone in the building. A “head count” is completed at the assembly area. The Group Leader should have a list of personnel in the department and cell phone numbers of any individuals who may be out of the office. Individuals should be contacted to confirm they are not in the building. If anyone is missing, inform the Incident Commander immediately.

**Acting Responsible Person:** Group Leaders shall report accountability in their Department the Facilities Acting Responsible Person (ARP). Unless otherwise designated, the ARP shall be set up behind The Progress Building.

**Alert and Warning:** Audible fire alarm within building. If the alarm sounds, leave the building immediately. Do not call the switchboard operator or communications to ask what is happening. The Communications Director or his/her designee will be responsible for evacuating the 911 Operations center.

**Assembly Area:** The particular area designated as an area that is a safe distance from the building and where accountability of employees is recorded. This location may be subject to change so as to alternate assembly areas. Do not leave the Assembly Area until authorization is received from the Incident Commander. The Assembly Area shall be located behind The Progress Building unless otherwise designated.

**Command Post:** Signifies the physical location of the tactical-level, on-scene incident command. It typically comprises the incident commander and immediate staff.

**Emergency Response Plan:** A plan for the workplace or parts thereof, describing procedures the employer and employees must take to ensure employee safety from fire or other facility emergency.

**Emergency Operation Plan:** The countywide plan outlining procedures for county emergencies or disaster.

**Evacuation:** Leave the building immediately. Do not let work or inclement weather prevent you from leaving the building when the alarm goes off. Do not go back into your work area until you have been given a “clear” signal by someone at the command post or by a fire department official.

**Group Leader:** The Group Leader reports Accountability of their Department to the Acting Responsible Person. The Group Leader is designated by a Director and will be the primary person to communicate with staff as necessary.

**Incident Commander:** The person responsible for all aspects of an emergency response. This individual will be designated by local emergency personnel.

**Quadrant:** Area of responsibility assigned to a Sweeper. This area is designated by a Director.

**Sweeper:** Responsible for making sure their designated area is clear. The Sweeper will report to their Group Leader at the Assembly Area. This position is designated by a Director.

**Unified Command:** A structured incident command system utilizing input from various Commanders from different legal, geographical, and functional authorities to share responsibility in managing the emergency response.

### **Section 1.3: Administration**

The Emergency Response Plan administrator is the Risk Manager.

### **Section 1.4: Employee Training Requirements**

Annual training shall cover:

1. How to report Emergencies
2. Evacuation Routes and Assembly Areas
3. Alarms and warning systems
4. Specific assigned actions

## **Section 1.5: Sweeper**

The Sweeper or their back-up in the event he/she is not available, is responsible for making sure their Quadrant (area of responsibility) has been cleared.

- Upon receiving the order to evacuate, the Sweeper should designate one male and one female, if available, to check restrooms in their area. The Sweeper in turn will check their Quadrant to confirm everyone has been evacuated.
- Upon confirming the Quadrant has been cleared, the Sweeper and restroom designees shall evacuate the building together immediately and report to the Assembly Area.
- The Sweeper shall advise the Group Leader for their floor that their Quadrant is cleared. If an employee is frequently away from their normal work area, the Sweeper should have their cell phone number on their employee list and call that employee if the employee does not report to the designated Assembly Area.

## **Section 1.6: Group Leader**

Group Leaders are responsible for the following:

- Taking the clipboard of names of employees on in their Department to the Assembly Area.
- Updating the list of employees in their department no less than once monthly to assure it is kept current. Sweepers can assist with this task.
- Lead employees from work areas when alarm is sounded or order to evacuate is given.
- Escort employees to the designated assembly area.
- Accountability of employees and visitors on their floor.
- Reporting to the Facilities Acting Responsible Person.
- Providing updates to Risk Manager as requested.
- Communicating between the Acting Responsible Person and staff.

## **Section 1.7: Acting Responsible Person**

Each Group Leader reports accountability in their Department to the Acting Responsible Person (ARP). The ARP shall be responsible for reporting the accountability of each Department to the Incident Commander. The ARP is the Facilities Director or his/her designee. Unless otherwise designated, the ARP shall be set up behind The Progress Building. The ARP is responsible for all communication between the Incident Commander and staff.

## **Section 1.8: Fire Fighting Restrictions**

Because of the associated danger and the equipment and training required, this plan does not require any employees to use portable fire extinguishers to fight fires. If an employee voluntarily decides on their own to use a fire extinguisher, it should only be done if he/she is comfortable with using one, the fire is small, and he/she has an escape route. Periodic fire extinguisher training will be offered to all employees on a voluntary basis.

## **Section 1.9: Bomb Search Restrictions**

At any time, employees should report unusual or suspicious packages to their Supervisor. Employees are not required to search and locate bombs in the event of a bomb threat; however, all employees should look for unusual or suspicious packages or items and notify their Supervisors of these sightings as they exit the building, as necessary. If it is a bomb threat, cell-phones should NOT be used within 1,000 feet of The Progress Building.

## **Section 1.10: First Aid or Medical Assistance**

Some County employees are trained at providing various levels of medical care including first aid, Cardiopulmonary Resuscitation (CPR), and as Emergency Medical Technicians. These employees should take immediate action as necessary, within guidelines of their individual training, to provide emergency care for individuals in need.

If further medical care is needed for *County employees*, they may be transported to Carolina Occ Med or Atrium – Union by County vehicle. Contact 911 for assistance and transport by EMS.

Contact 911 if further medical care is needed for *visitors*.

## **Section 1.11: Emergency Escape Procedures and Routes**

Emergency exits are located throughout the facilities and are properly marked by “EXIT” signs. Primary and Secondary emergency escape routes are indicated on “Evacuation Routes” and are posted on each floor at the elevators throughout the facilities.

The City of Monroe Fire Department procedures are for a fire alarm to be activated on the floor of the event, two floors below, and two floors above.

Upon hearing the building evacuation/fire alarm activate, employees should remain calm and immediately proceed to the primary exit as indicated on the Evacuation Route posted in their work area. (All visitors should be directed and assisted in leaving the building.) Doorways and windows should be closed upon exiting. (Do not lock doors). Should the primary evacuation route be blocked due to fire, smoke, etc., employees should proceed to the secondary exit as indicated on the Evacuation Route. Avoid the use of elevators when the evacuation is for a fire or earthquake.

The Incident Commander shall establish a Command Post for the incident requiring evacuation. Do not leave the Assembly Area until authorized by the Incident Commander.

### **Section 1.12: Personnel Accounting**

Each employee should report to the Group Leader for their floor upon arriving at the Assembly Area.

Employees are responsible for the evacuation of any visitor in their presence at the time of a building evacuation. The employee should escort the visitor out of the building and to the Evacuation Assembly Area.

The Group Leader for each floor has the responsibility for reporting personnel accounting of employees and visitors to the Incident Commander at the Command Post during emergency evacuations.

### **Section 1.13: Life Safety, Incident Stabilization, Property Conservation**

The safety of human life, whether employees or visitors is the number one priority for Union County officials and management. Life safety will take priority regardless of the type of incident that may occur. Handicapped persons should be placed in the stairwell and 911 contacted to advise of their location. If your exit is blocked by fire, retreat to an area where a door can be closed and contact 911 immediately to notify Fire Department of your location.

## Section 1.14: Specific Hazards and Procedures

This plan is designed to provide direction for all hazards and emergencies requiring facility evacuation or emergency procedures. The following guidelines relate to specific emergencies that may occur.

### A. Fire, Smoke, or Explosion

After the discovery of a fire, first activate the fire alarm system in your area. Any employee is expected to dial 911 to report a fire. When calling 911, be prepared to give your name, phone number, address of where you are, and exact location of the fire, then immediately leave the building.

Do not use a fire extinguisher unless you are comfortable with using one, the fire is small, and you have an escape route.

Evacuate the Building following the Evacuation route and report to the Assembly area. Avoid the use of the elevator to evacuate the building.

### B. Bomb Threat

#### RESPONSE TO TELEPHONE BOMB THREATS

1. Take all threats seriously.
2. Stay Calm.
3. DO NOT HANG UP.
4. Have the caller repeat message - write it down exactly.
5. ASK:
  - a. What type of device it is?
  - b. Where the device is located?
  - c. When it will go off?
6. Ask the caller's name and location.
7. Remind the caller the bomb may harm innocent people.
8. Note the caller's voice - sex, accent, etc.
9. Listen for background noises to help locate the call
10. REPORT IMMEDIATELY TO:
  - a. 911. If you are still on the phone with the caller, try to get someone's attention and ask them to call 911. Write down the message if needed.
  - b. Administration or Supervisor.
11. DO NOT DISCUSS WITH OTHERS
12. REMAIN IN PLACE
  - a. Administration and/or Law enforcement will order an evacuation based on their evaluation of the circumstances of the situation.

For all other bomb threats (e.g. suspicious package involving law enforcement), Administration and/or Law enforcement will provide direction.

## **C. Civil Disturbance**

1. Call 911
2. Notify a Director
3. Senior Management to notify County Manager
4. Secure all doors and windows
5. Secure all record files and safes
6. Remain in place until directed to evacuate

## **D. Severe Weather**

1. Do not evacuate the building
2. Notify supervisor
3. Move to a safe area in building
4. Stand by for directions from the County Manager's office
5. Emergency Operation Plan may be activated

## **E. Tornado Warning**

In the event a tornado warning is issued for Union County, move immediately to a small interior room or hallway on the lowest floor possible. Halls and rooms should be used where there are *no windows*. Move under a desk if possible. Wherever you are, you should be curled up on the floor, with your head covered by your arms (identical to school drills). Remain in a safe, secure position until the "all clear" signal is given and then return to your workplace.

## **F. Active Shooter**

### WHEN AN ACTIVE SHOOTER IS IN YOUR AREA

1. (Run) - evacuate if you can
  - a. Have an escape route and plan in mind
  - b. Leave your belongings behind
  - c. Keep your hands visible
2. (Hide) – out of the active shooter's view
  - a. Block entry to your hiding place and lock the door
  - b. Silence your cell phone and/or pager
  - c. Remain quiet
3. (Fight) - Take Action
  - a. As a last resort and only when your life is in imminent danger
  - b. Attempt to incapacitate the active shooter
  - c. Act with physical aggression and throw items at the active shooter

## CALL 911 WHEN IT IS SAFE TO DO SO

### YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

1. Location of the active shooter
2. Number of shooters
3. Physical description of shooters
4. Number and type of weapons held by shooters
5. Number of potential victims at the location

### WHEN LAW ENFORCEMENT ARRIVES

1. Remain calm and follow officer's instructions
2. Put down any items in your hands (i.e. bags, jackets)
3. Immediately raise hands and spread fingers
4. Keep hands visible at all times
5. Avoid quick movements towards officers such as attempting to hold on to them for safety
6. Avoid pointing, screaming, or yelling
7. Do not stop to ask officers for help or direction when evacuating

## **G. Lockdown Procedures**

1. Notify a Director of any incident where violence is probable and then call 911. Stay on the phone, if possible, and wait until law enforcement arrives on the scene. Be prepared to advise 911 of the following:
  - a. Location of the incident
  - b. Type of incident
  - c. Number of injured
  - d. Number and location of intruders
  - e. Description of the intruders and weapons
2. Director to notify the County Manager or designee per Appendix A.
3. The County Manager or designee will verify the situation and gather as many facts as possible.
  - If the County Manager or designee determines situation warrants a lockdown, he/she will ask Public Communications to announce "*A Lockdown is in effect until further notice.* You should immediately get behind a locked door.
  - If you choose not to remain behind a locked door, and feel it is safe for you to leave the building, proceed to the fire drill assembly area and remain there unless otherwise directed by law enforcement. Do not leave the designated assembly area until you have been accounted for by a supervising member of County management.

4. Supervisors should clear employees and visitors from the hallway immediately and direct them either out of the building if it is safe to do so or to the nearest safe area if the intruder is in their area.
5. Make every attempt to remain quiet and avoid conversation when you are behind a locked door. Turn your lights off and put your cell phone on silent. Do not acknowledge a knock on your door or the door handle being shaken. If someone knocks on your door and identifies themselves as being with law enforcement, tell them to show their identification by sliding it under the door or using the master key to gain entry to the office.
6. Do not leave safe area until directed by law enforcement.
7. IF DIRECTED BY LAW ENFORCEMENT TO EVACUATE SECTIONS OF THE BUILDING.
  - The supervisors, employees and clients should move as quickly and as safe as possible and report to the assembly area unless otherwise directed by law enforcement.
  - Do not get in your car and leave. Should you leave without permission given by the incident commander, you will be subject to disciplinary action. We need a headcount of all employees. Permission to leave will come from a Director or designee once they are notified by the Incident Commander (i.e. law enforcement) it is safe to do so. The supervisors should account for their unit and document any injuries.
8. Do not reenter the building until authorized by law enforcement.

## **Section 1.15: Contingency Notification Plan/Nearby Buildings**

For certain emergency situations (i.e. bomb threat), the Incident Commander may contact businesses immediately adjacent to the building being evacuated to notify them of the evacuation.

## **Section 2.1: Fire Prevention Plan Purpose**

It is the policy of Union County to provide to employees the safest practical workplace free from areas where potential fire hazards exist. The primary goal of this fire protection program is to reduce or eliminate fire in the workplace by heightening the fire safety awareness of all employees. Another goal of this plan is to provide all employees with the information necessary to recognize hazardous conditions and take appropriate action before such conditions result in a fire emergency.

This fire prevention plan complies with the requirements of 29 CFR 1910.39.

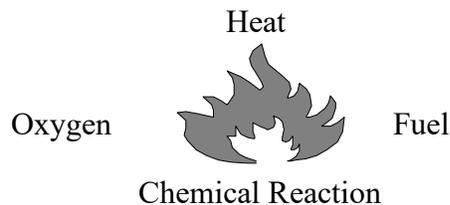
This plan details the basic steps necessary to minimize the potential for fire occurring in the workplace. Prevention of fires in the workplace is the responsibility of everyone

employed by the County but must be monitored by each supervisor overseeing any work activity that involves a major fire hazard. Every effort will be made by the County to identify those hazards that might cause fires and establish a means for controlling them.

The fire prevention plan will be administered by the Risk Manager. Workplace inspection reports and fire incident reports will be maintained and used to provide corrections and improvements to the plan.

## Section 2.2: Classification of Fires

Fire is a chemical reaction involving the rapid oxidation or burning of a fuel. It needs four elements to occur as illustrated below in the tetrahedron. This is described by the following illustration:



The first component of the tetrahedron is fuel. Fuel can be any combustible material such as: solid (such as wood, paper, or cloth), liquid (such as gasoline) or gas (such as acetylene or propane). Solids and liquids generally convert to gases or vapors before they will burn.

Another component of the tetrahedron is oxygen. Fire only needs an atmosphere with at least 16% oxygen. Heat is also a component of the tetrahedron. Heat is the energy necessary to increase the temperature of the fuel source to a point in which sufficient vapors are emitted for ignition to occur.

The final side of the tetrahedron represents a chemical chain. When these components are brought together in the proper conditions and preparations, fire will develop. Take away any one of these elements, and the fire cannot exist or will be extinguished if it was already burning.

Fires are classified into four groups according to sources of fuel: Class A, B, C, and D based on the type of fuel source. The table below describes the classifications of fire which can be used in making hazard assessment.

Class A	Ordinary combustible materials such as paper, wood, cloth and some rubber and plastic materials.
Class B	Flammable or combustible liquids, flammable gases, greases and similar materials, and some rubber and plastic materials.
Class C	Energized electrical equipment and power supply circuits and related materials.
Class D	Combustible metals such as magnesium, titanium, zirconium, sodium, lithium and potassium.

## **Section 2.3: Determining Fire Hazards**

This section consists of two steps: first, identifying the existing fire hazards in the workplace and, second, taking action to resolve them. The inspection checklist, in Appendix B, provides a guide for precise fire-safe practices that must be followed.

Material hazards shall be identified, as evident on the specific Safety Data Sheets (SDS), and labeled on containers as soon as they arrive in the workplace.

### **Oxygen-Energized Atmospheres**

Oxygen-enriched atmospheres involve cutting and welding operations. If practical, nonflammable anesthetic agents will be used. To prevent dangerous adiabatic heating of flammable anesthetic gases, the cylinder valves will be opened very slowly to allow the gradual introduction of the high pressure gas downstream from the cylinder valve. This will permit a slow buildup of pressure and hence temperature. An aid to the identification of hazards associated with medical agents and gases in NFPA 704, Standard Systems for the Identification of the Fire Hazards of Materials.

### **Industrial Trucks**

The type of industrial truck being used shall be approved for use within any building storing hazardous materials. All refueling operations shall be conducted outside and away from storage of flammable materials. Areas that are used for maintenance and battery charging of electrical trucks should be separated from storage areas.

## **Section 2.4: Storage and Handling Procedures**

The storage of material shall be arranged such that adequate clearance is maintained away from heating surfaces, air ducts, heaters, flue pipes, and lighting fixtures. All storage containers or areas shall prominently display signs to identify the material stored within. Storage of chemicals shall be separated from other materials in storage, from handling operations, and from incompatible materials. All individual containers shall be identified as to their contents.

Only containers designed, constructed, and tested in accordance with the U. S. Department of Transportation specifications and regulations are used for storage of compressed or liquefied gases. Compressed gas storage rooms will be areas reserved exclusively for that purpose with good ventilation and at least one (1) hour fire resistance rating. The gas cylinders shall be secured in place and stored away from any heat or ignition source. Pressurized gas cylinders shall never be used without pressure regulators.

## **Ordinary Combustibles**

- Wooden pallets will not be stacked over 6 feet tall. If feasible, extra pallets will be stored outside or in separate buildings to reduce the risk of fire hazards.
- Piles of combustible materials shall be stored away from buildings and located apart from each other sufficiently to allow firefighting efforts to control an existing fire.

## **Flammable Materials**

- Bulk quantities of flammable liquids shall be stored outdoors and away from buildings. Smaller quantities are subsequently brought into a mixing room where they are prepared for use. The mixing room shall be located next to an outside wall equipped with explosion relief vents. The room shall also have sufficient mechanical ventilation to prevent the accumulation of flammable vapor concentration in the explosive range.
- Small quantities (limited to amount necessary to perform an operation for one working shift) of flammable liquids shall be stored in, and also dispensed from, approved safety containers equipped with vapor-tight, self-closing caps, screens or covers.
- Flammable liquids shall be stored away from sources that can produce sparks.
- Flammable liquids shall only be used in areas having adequate and, if feasible, positive ventilation. If the liquid is highly hazardous, the liquid shall only be used in areas with local exhaust ventilation.
- Flammable liquids shall never be transferred from one container to another by applying air pressure to the original container. Pressurizing such containers may cause them to rupture, creating a serious flammable liquid spill.
- When dangerous liquids are being handled, a warning sign will be posted near the operation, notifying other employees and giving warning that open flames are hazardous and are to be kept away.
- The storage and usage areas will include fire-resistive separations, automatic sprinklers, special ventilation, explosion-relief valves, separation of incompatible materials, and the separation of flammable materials from other materials.

## **Section 2.5: Potential Ignition Sources**

- Ensure that utility lights always have some type of wire guard over them.

- Don't misuse fuses. Never install a fuse rated higher than specified for the circuit.
- Investigate any appliance or equipment that smells strange. Space heaters, microwave ovens, hot plates, coffee makers and other small appliances shall be rigidly regulated and closely monitored.
- The use of extension cords to connect heating devices to electric outlets shall be prohibited.
- If a hot or under inflated tire is discovered, it should be moved well away from the vehicle. As an alternative, the driver should remain with the vehicle until the tire is cool to the touch, and then make repairs. If a vehicle is left with a hot tire, the tire might burst into flames and destroy the vehicle and load.

The chart below lists common sources of ignition that cause fires in the workplace, gives examples in each case, and suggests preventive measures.

<b>Sources of Ignition</b>	<b>Examples</b>	<b>Preventive Measures</b>
Electrical equipment	Electrical defects, generally due to poor maintenance, mostly in wiring, motors switches, lamps and hot elements.	Use only approved equipment. Follow National Electrical Code. Establish regular maintenance.
Friction	Hot bearings, misaligned or broken machine parts, poor adjustment.	Follow a regular schedule of inspection maintenance and lubrication.
Open flames	Cutting and welding torches, gas oil burners, misuse of gasoline torches.	Follow established welding precautions. Keep burners clean and properly adjusted. Do not use open flames near combustibles.
Smoking and matches	Dangerous near flammable liquids and in areas where combustibles are stored and used.	Smoke only in permitted areas. Make sure matches are out. Use appropriate receptacles.
Static electricity atmosphere.	Occurs where liquid flows from pipes.	Ground equipment. Use static eliminators. Humidify the
Hot surfaces	Exposure of combustible to furnaces, electric lamps or irons.	Provide ample clearances, insulation, air circulation. Check heating apparatus prior to leaving it unattended.

## **Welding and Cutting**

Welding and cutting will not be permitted in areas not authorized by management.

If practical, welding and cutting operations shall be conducted in well-ventilated rooms with a fire-resistant floor. If this practice is not feasible, ensure that the work areas have been surveyed for fire hazards; the necessary precautions taken to prevent fires; and issue a hot permit. This hot permit shall only encompass the area, item and time which is specified on it.

If welding is to be performed over wooden or other combustibles type floors, the floors will be swept clean, wetted down, and covered with either fire-retardant blankets, metal or other noncombustible coverings.

Welding will not be permitted in or near areas containing flammable or combustible materials (liquids, vapors, or dusts). Welding will not be permitted in or near closed tanks that contain or have contained flammable liquids unless they have been thoroughly drained, purged and tested free from flammable gases or vapors. Welding shall not begin until all combustible materials have been removed at least 35 feet from the affected areas, or if unable to relocate, covered with a fire retardant covering. Openings in walls, floors, or ducts shall be covered if located within 35 feet of the intended work area. Welding will not be permitted on any closed containers.

Fire extinguishers will be provided at each welding or cutting operation. A trained watcher will be stationed at all times during the operation and for at least 30 minutes following the completion of the operation. This person will assure that no stray sparks cause a fire and will immediately extinguish fires that do start.

## **Open Flames**

No open flames will be permitted in or near spray booths or spray rooms. If indoor spray-painting work needs to be performed outside of standard spray-painting booths, adequate ventilation will be provided. All potential ignition sources will also be eliminated.

Gasoline or alcohol torches shall be placed so that the flames are at least 18 inches away from wood surfaces. They will not be used in the presence of dusts, vapors, flammable combustible liquids, paper or similar materials. Torches shall never be left unattended while they are burning.

No-smoking areas will be clearly delineated with conspicuous signs. Rigid enforcement will be maintained at all times. Fire-safe, metal containers will be provided where smoking is permitted. No-smoking areas will be checked periodically for evidence of discarded smoking materials.

## **Static Electricity**

The County recognizes that it is impossible to prevent the generation of static electricity in every situation, but the County realizes that the hazard of static sparks can be avoided by preventing the buildup of static charges. One or more of the following preventive methods will be used: grounding, bonding, maintaining a specific humidity level (usually 60-70 percent), and ionizing the atmosphere.

Where a static accumulating piece of equipment is unnecessarily located in a hazardous area, the equipment will be relocated to a safe location rather than attempt to prevent static accumulation.

### **Section 2.6: Housekeeping Preventive Techniques**

The following are housekeeping techniques and procedures to prevent occurrences of fire.

- Keep storage and working areas free of trash.
- Place oily rags in covered containers and dispose of daily.
- Do not use gasoline or other flammable solvent or finish to clean floors.
- Use noncombustible oil-absorptive materials for sweeping floors.
- Dispose of materials in noncombustible containers that are emptied daily.
- Remove accumulation of combustible dust.
- Don't refuel gasoline-powered equipment in a confined space, especially in the presence of equipment such as furnaces or water heaters.
- Don't refuel gasoline-powered equipment while it is hot.
- Follow proper storage and handling procedures.
- Ensure combustible materials are present only in areas in quantities required for the work operation.
- Clean up any spill of flammable liquids immediately.
- Ensure that if a worker's clothing becomes contaminated with flammable liquids, these individuals change their clothing before continuing to work.
- Post "No Smoking" caution signs near the storage areas.
- Report any hazardous condition, such as old wiring, worn insulation and broken electrical equipment, to the supervisor.

- Keep motors clean and in good working order.
- Don't overload electrical outlets.
- Ensure all equipment is turned off at the end of the work day.
- Maintain the right type of fire extinguisher available for use.
- Use the safest cleaning solvents (nonflammable and nontoxic) when cleaning electrical equipment.
- Ensure that all passageways and fire doors are unobstructed. Stairwell doors shall never be propped open, and materials shall not be stored in stairwells.
- Don't allow material to block automatic sprinkler systems, or to be piled around fire extinguisher locations. To obtain the proper distribution of water, a minimum of 18 inches of clear space must be maintained below sprinkler deflectors. If there are no sprinklers, a 3 foot clearance between piled material and the ceiling must be maintained to permit use of hose streams. These distances must be doubled when stock is piled higher than 15 feet.
- Check for any discard lumber, broken pallets or pieces of material stored on site and remove properly.
- Use weed killers that are not toxic and do not pose a fire hazard.

## **Section 2.7: Fire Protection Equipment**

Every building will be equipped with an electrically managed, manually operated fire alarm system. When activated, the system will sound alarms that can be heard above the ambient noise levels throughout the workplace. The fire alarm will automatically transmit to the fire department. Any fire suppression or fire detection system will automatically actuate the building alarm system.

The automatic sprinkler system, if applicable, will adhere to NFPA 13, Standard for the Installation of Sprinkler Systems. The sprinkler system and components will be electrically supervised to ensure reliable operation. This includes gate valve tamper switches with a local alarm at a constantly attended site when the valve is closed. If a single water supply is provided by a connection to the city mains, a low pressure monitor is included. If pressure tanks are the primary source of water, air pressure, water level, and temperature shall be supervised. If fire pumps are provided to boost system pressure, supervision will monitor loss of pump power, pump running indication, low system pressure, and low pump suction pressure.

Portable fire extinguishers are placed in a building. Fire extinguishers must be kept fully charged and in their designated places. The extinguishers will not be obstructed or obscured from view. The fire extinguishers will also be inspected at least monthly, to make sure that

they are in their designated places, have not been tampered with or actuated, and are not corroded or otherwise impaired. Attached inspection tags shall be initialed/dated each month.

### **Section 3.1: Fire / Safety Inspections**

Any Code violations will be communicated to the Facilities Director and corrected as soon as possible. Monthly visual inspections of fire extinguishers, emergency lighting systems, and Ground Fault Circuit Interrupter (GFCI) outlets should be conducted and corrections made as soon as possible.

### **Section 4.1: Plan Review and Updates**

The Emergency Response Plan shall be reviewed at least annually by the Risk Manager and is subject to change as circumstances warrant.

## **APPENDIX A**

### **LOCKDOWN DESIGNEES**

County Manager

Deputy County Manager

Assistant County Manager

Human Resources Director

General Services General Manager

## APPENDIX B

### FIRE PREVENTION CHECKLIST

#### ELECTRICAL EQUIPMENT

<input type="checkbox"/>	No makeshift wiring	<input type="checkbox"/>	Fuse and control boxes clean and closed
<input type="checkbox"/>	Extension cords serviceable	<input type="checkbox"/>	Circuits properly fused or otherwise protected
<input type="checkbox"/>	Motors and tools free of dirt and grease	<input type="checkbox"/>	Equipment approved for use in hazardous areas
<input type="checkbox"/>	Lights clear of combustible materials	<input type="checkbox"/>	Safe cleaning solvents used

#### FIRE PROTECTION

<input type="checkbox"/>	Proper type of fire extinguisher	<input type="checkbox"/>	Extinguishing system in working order
<input type="checkbox"/>	Fire extinguisher in proper location	<input type="checkbox"/>	Service date current
<input type="checkbox"/>	Access to fire extinguishers unobstructed	<input type="checkbox"/>	Personnel trained in use of equipment
<input type="checkbox"/>	Access to fire extinguishers clearly marked	<input type="checkbox"/>	Personnel exits unobstructed and maintained
<input type="checkbox"/>	Fire protection equipment turned on	<input type="checkbox"/>	

#### FRICTION

<input type="checkbox"/>	Machinery properly lubricated	<input type="checkbox"/>	Machinery properly adjusted and/or aligned
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#### HOT SURFACES

<input type="checkbox"/>	Hot pipes clear of combustible materials	<input type="checkbox"/>	Soldering irons kept off combustible surfaces
<input type="checkbox"/>	Ample containers available and serviceable	<input type="checkbox"/>	Ashes in metal containers

#### HOUSEKEEPING

<input type="checkbox"/>	Automatic sprinklers unobstructed	<input type="checkbox"/>	Premises free of unnecessary combustible materials
<input type="checkbox"/>	Passageways clear of obstacles	<input type="checkbox"/>	Fire doors unblocked and operating freely
<input type="checkbox"/>	Safe storage of flammables	<input type="checkbox"/>	No leaks and floor free of spills

#### OPEN FLAMES

<input type="checkbox"/>	No gas leaks	<input type="checkbox"/>	Portable torches clear of flammable surfaces
--------------------------	--------------	--------------------------	--

#### PORTABLE SPACE HEATERS

<input type="checkbox"/>	Set-up with ample horizontal and overhead clearances	<input type="checkbox"/>	Safely mounted on noncombustible surfaces
<input type="checkbox"/>	Must turn off if tipped over	<input type="checkbox"/>	Use of steel drums prohibited
<input type="checkbox"/>	Combustibles removed or covered	<input type="checkbox"/>	Not used as rubbish burners
<input type="checkbox"/>	No extension cords permitted	<input type="checkbox"/>	Follow manufacturer's instructions

#### SMOKING AND MATCHES

<input type="checkbox"/>	No discarded smoking materials in prohibited areas	<input type="checkbox"/>	Butt containers available and serviceable
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#### SPECIAL FIRE-HAZARD MATERIALS

<input type="checkbox"/>	Storage of special flammable isolated	<input type="checkbox"/>	Nonmetal stock free of tramp metal
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#### SPONTANEOUS IGNITION

<input type="checkbox"/>	Flammable waste material in closed, metal containers	<input type="checkbox"/>	Flammable waste material containers emptied frequently
<input type="checkbox"/>	Piled material, dry, and well ventilated	<input type="checkbox"/>	Trash receptacle emptied daily

#### STATIC ELECTRICITY

<input type="checkbox"/>	Proper humidity maintained	<input type="checkbox"/>	Moving machinery grounded
<input type="checkbox"/>	Flammable liquid dispensing vessels grounded and bonded	<input type="checkbox"/>	

#### WELDING AND CUTTING

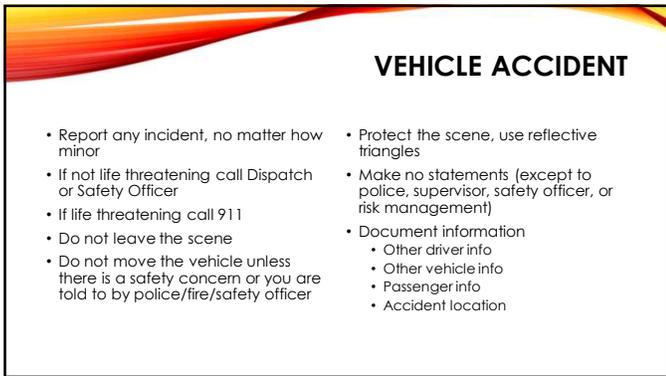
<input type="checkbox"/>	Area surveyed for fire safety	<input type="checkbox"/>	Combustible removed or covered
<input type="checkbox"/>	Permit issued	<input type="checkbox"/>	



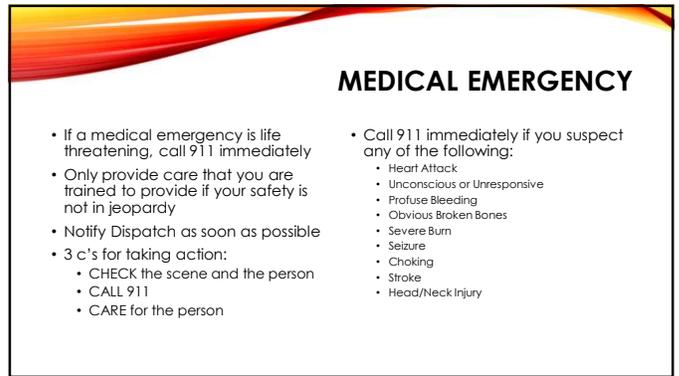
1



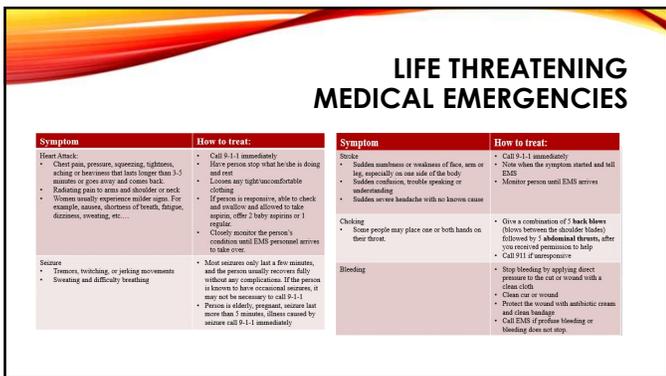
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3



4



5



6

## PASSENGER INCIDENTS

- Angry/difficult passenger and threats without a weapon
  - Stay calm
  - Listen attentively
  - Maintain eye contact
  - Be courteous and patient
- Avoid arguing back and do not take the other person's remarks personally
- Immediately contact dispatch or 911 if passenger becomes violent toward you and/or other passenger
- Threat/assault involving a weapon
  - Assess the situation and then act in a way that will minimize risk
  - Don't play the hero role, protecting yourself is the most important step. If you are injured, everyone else in the van is at greater risk
  - Call for help as soon as it is safe to do so
  - Do not try to disarm the individual
  - Do what they want you to do
  - Avoid sudden moves
  - If moving, bring the vehicle to a stop

7

## FIRE EMERGENCY

- If you see/smell smoke or fire, evacuate the building or vehicle immediately
- Contact Dispatch and/or 911 immediately

Remember, as a UCT employee you are not expected to fight a fire. Attempt to use an extinguisher only if ALL of the following apply:

- Dispatch and emergency personnel have been contacted
- The vehicle has been evacuated
- The fire is small, contained and not spreading beyond its starting point
- The exit is clear and you can extinguish the fire with your back to the exit
- The proper extinguisher is immediately at hand
- You can stay upwind or low and avoid smoke. (Smoke inhalation must be avoided because even a small amount of toxic smoke can render you unconscious)
- You have been trained and know how to use the fire extinguisher



8

## SEVERE WEATHER

### In Office

Tornado Warning:

- Do not evacuate the buildings
- Notify others and move immediately to a small interior room or hallway on the lowest floor possible. Halls and rooms should be used where there are no windows
- Move under a desk if possible
- Remain in a safe, secure position until the "all clear" signal is given, and then return to your workplace

Other acts of nature:

- Do not evacuate unless told otherwise
- Notify Dispatch or supervisor
- Stand by for directions

### In Vehicle

Tornado Warning:

- While in the vehicle:
  - Do not try to outrun tornado
  - Exit and secure the vehicle
  - Guide passengers to nearest substantial structure for cover
  - Avoid windows. If no structure is available, lay flat in a ditch or low-lying area

Other acts of nature:

- Do not evacuate unless told otherwise
- Notify Dispatch or supervisor
- Stand by for directions

9

## SUSPICIOUS PACKAGES

EMPLOYEES SHOULD BE VIGILANT TO IDENTIFY ANY SUSPICIOUS PACKAGES THAT MAY BE PLACED THROUGHOUT THE FACILITY OR ON VEHICLES

- Characteristics of suspicious mail or a suspicious package:
  - Rigid or bulky
  - Lopsided or uneven
  - Badly written or misspelled labels
  - Excessive or missing postage
  - Leaks, stains, or powders
  - Ticking, vibration, or other sound
- Checklist of actions to take:
  - Leave the mail, package, or substance where it was found- Do not try to clean it up
  - Clear the immediate area
  - Instruct people in immediate area to wash hands and other exposed skin
  - List the names of those in the immediate area
  - Cord on off the area
  - Call 911

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## BOMB THREAT

### In Office

DO NOT HANG UP- NOTIFY 911 ASAP

- Have the caller repeat message - write it down
- Ask Questions: What type of device it is/Where the device is located/When it will go off
- Ask the caller's name and location
- Remind the caller the bomb may harm innocent people
- Note the caller's voice - sex, accent, etc
- Listen for background noises to help locate the call
- If you are still on the phone with the caller, try to get someone's attention and ask them to call 911

### In Vehicle

- Take all threats seriously
- Stay calm and in control
- Reassure passengers to avoid panic
- Park vehicle then open all doors and instruct passengers to exit in an orderly manner
- Designate one of the first passengers off to gather and lead everyone to a safe spot (point one out) out of traffic and well away from the vehicle (300+ feet minimum)
- Assist any disabled passenger to exit the vehicle
- Once the vehicle is empty, notify your supervisor or Dispatch
- Remain with the passengers at a safe distance from the vehicle and wait for instructions

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## ACTIVE SHOOTER

When an active shooter or other threat is in your area:

- **RUN** - Evacuate if you can
  - Have an escape route and plan in mind
  - Leave your belongings behind
  - Keep your hands visible
- **HIDE** - Move out of the active shooter's view
  - Block entry to your hiding place and lock the door
  - Silence your cell phone
  - Turn off all lights
  - Remain quiet
- **FIGHT** - Take Action
  - As a last resort and only when your life is in imminent danger:
    - Attempt to incapacitate the active shooter
    - Act with physical aggression and throw items at the active shooter
- Call 911 as soon as it is safe to do so

- Be prepared to provide 911 with the following information:
  - Location of the active shooter
  - Number of shooters
  - Physical description of shooters
  - Number and type of weapons held by shooters
  - Number of potential victims at the location
- Stay on the phone, if possible, and wait until law enforcement arrives on the scene.
- When Law Enforcement Arrives:
  - Remain calm and follow officer's instructions
  - Put down any items in your hands (i.e. bags, jackets)
  - Immediately raise hands and spread fingers
  - Keep hands visible at all times
  - Avoid quick movements towards officers such as attempting to hold on to them for safety
  - Avoid pointing, screaming, or yelling
  - Do not stop to ask officers for help or direction when evacuating

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## STRETCHING EXERCISES

Lack of stretching can lead to build-up of acids in your muscles that can cause pain and stiffness. These are some stretching suggestions that could be implemented in your daily routine. So, while you wait for the next pickup, take a few seconds to stretch! Be sure to hold each stretch for at least 30 seconds, and listen to your body – if something hurts, don't do it!

## EMERGENCY CONTACT INFORMATION

- Contact 911 for law enforcement, fire/rescue, and medical emergencies
- **Safety Officer:** Melissa Kiefer
  - 704-283-3590 office
  - 704-320-7014 cell
- **Driver Supervisor:** Brandon Earp
  - 704-292-2598 office
  - 704-668-8141 cell
- If you have had an exposure to blood and/or body fluids contact your direct supervisor or the safety officer
- **Program Manager:** Theresa Torres
  - 704-283-2598 office
  - 704-807-4191 cell
- **Supervisor:** Laura Gardner
  - 704-292-2566 office
  - 704-661-3259 cell

## ADA Policy

### ***Americans with Disability Act (ADA):***

It is the policy of the transit system to meet all ADA requirements. The ADA prohibits discrimination based on disability in employment. To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life functions, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. The Transportation Director, with the assistance of the System Safety Officer, will be responsible for compliance with all ADA requirements. ADA complaints will be directed to the Transportation Director for investigation and follow-up as required.

#### *ADA Title I: Employment-*

The Union County Personnel Ordinances, Article IV: Recruitment and Employment, provides information pertaining to the EEO Policy Statement, Recruitment, Job Advertisements, Applications for Employment, Qualification Standards, and Selections. The transit department will comply with all requirements as outlined in the policy as well as ADA, Section 504.

#### *ADA Title II: State and Local Government Activities-*

Title II requires state and local governments to give persons with disabilities an equal opportunity to benefit from all of their programs, services, and activities. Included in this list is transportation. The transit department will follow specific architectural standards in new construction or building alterations and will communicate effectively with persons who have vision, hearing, or speech disabilities. It is understood that public entities are not required to take actions that would result in undue financial or administrative burdens. The transit system will make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination unless it can be demonstrated that doing so would fundamentally alter the nature of the service, program, or activity being provided. Information can be made available in accessible formats upon specific requests made to the Transportation Director.

#### *ADA Title II: Public transportation-*

Public transportation authorities shall not discriminate against persons with disabilities in the provision of service. The transit system will comply with requirements for accessibility in newly purchased vehicles.

#### *ADA Title IV: Telecommunications Relay Services-*

The transit system shall publish TDD/TTY information on all printed service materials.

## Title 6 Policy

### Policy

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000det.seq. Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d *et. seq.* states: “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.” Regulations implementing Title VI, provide in part at 45 C.F.R. Section 80.3 (b):

“(1) a recipient under any program to which this part applies may not, directly or through contractual or other arrangements, on the grounds of race, color, or national origin:

- (i) Deny an individual any service, financial aid, or other benefit provided under the program:
- (ii) Provide any service, financial aid, or other benefits to an individual which is different, or is provided differently, from that provided to others in the program;

(2) A recipient, in determining the types of services, financial aid, or other benefits, or facilities which will be provided under any such program or the class of individuals to whom, or the situations in which such services, financial aid, or other benefits, or facilities will be provided... *may not directly, or through contractual or other arrangements, utilize criteria or methods of administration which have the effect of subjecting individuals to discrimination, because of their race, color or national origin, or have the effect of defeating or substantially impairing accomplishments of the objectives of the program concerning individuals of a particular race, color, or national origin.*”

### Purpose

The purpose of this Policy is to ensure compliance with Title VI of the Civil Rights Act of 1964 and other applicable federal and state laws and their implementing regulations concerning persons with limited English proficiency (LEP). Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the ground of race, color, or national origin by any entity receiving federal financial assistance. Administrative methods or procedures, which have the effect of subjecting individuals to discrimination or defeating the objectives of these regulations, are prohibited. To avoid discrimination on the grounds of national origin Union County Transportation (UCT) must take adequate steps to ensure that its policies and procedures do not deny or have the effect of denying LEP individuals with equal access to benefits and services for which such persons qualify.

### Providing Service to LEP Individuals

UCT posts and maintains brochures and stickers in regularly encountered languages other than English at UCT's base, on the website, and on the vehicles. UCT also offers LEP individuals who speak Spanish and other significant languages, the option to speak through a telephone interpreter, which is provided at no cost.

### **Enforcement**

Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a complaint in writing with Union County Transportation at 1407 Airport Rd, Monroe, NC 28110, within 180 days following the date of the alleged discrimination occurrence. Complaint forms may be obtained from the UCT office by calling Theresa Torres, Transit Director, at 704-283-3598. For information regarding opportunities to participate on the Transportation Advisory Board, contact the office of Union County Transportation.

#### **To obtain additional information on Title VI, contact:**

NC Department of Transportation  
Civil Rights and Business Development  
1511 Mail Service Center  
Raleigh, NC 27699-1511  
919-733-2300

## **Bloodborne Pathogens Exposure Control Plan**

### **Purpose of this Exposure Control Plan**

In accordance with NC Department of Labor, OSHA's Bloodborne Pathogen Standard, set forth in 29 CFR 1910.1030, Union County's Bloodborne Pathogen Exposure Control Plan describes the general Bloodborne Pathogen policy for all departments of Union Count to follow. The Union County Exposure Control Plan will be considered an appendix to this document and will be referenced as such.

### **Requirements of Transportation Personnel**

This individual Exposure Control Plan has been written by the Transportation Department to specify what is required for Transportation employees to ensure they are protected from bloodborne pathogen exposure. This procedure follows the Union County Exposure Control Plan (see Appendix), but will address unique exposure potential for those employees and drivers transporting and assisting passengers who may have had a medical procedure resulting in bleeding or vomiting or anything that could present a bloodborne pathogen (BBP) exposure.

### **Definition of Bloodborne Pathogens and OPIMS**

The OSHA definition of bloodborne pathogens is pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV). Pursuant to Universal precautions, as stated in the OSHA Standard, all blood and body fluids and other potentially infectious material (OPIMS) shall be treated as if they were infected.

### **Training Requirements**

Transportation personnel receives regulatory training annually, as required by the OSHA BLOODBORNE PATHOGENS STANDARD, 29 CFR 1910.1030, ensuring understanding of potential exposures and the methods and use of personal protective equipment (PPE) to protect themselves and others from bloodborne pathogen exposures.

Transportation employees will follow the County guidelines for required initial training, refresher training, and engineering and work practice controls.

### **Covered Employees**

The Transportation Department Exposure Control Plan defines covered employees as those who may clean up vehicles or transport dialysis patients. Drivers can also be exposed by other passengers during their day. Covered employees will follow all County BBP guidelines regarding personal protective equipment, handling and disposing of BBP exposed first aid supplies or other containment materials, disposal practices, and all relevant actions and clean-up practices.

## **Hepatitis B Vaccinations**

Union County offers Hepatitis B vaccinations as described within the OSHA Standard at no charge to the employee. Exposures will be evaluated and tested for HIV (Human Immunodeficiency Virus) and HBV (Hepatitis B Virus) by our occupational medical provider, currently OccMed on Charlotte Highway in Monroe, according to the Union County BBP policy.

## **Bloodborne Pathogen Clean-up and Disposal Practices**

Transportation Drivers will conduct a cleanup of BBP according to BBP procedures using gloves, glasses, paper towels, approved disinfectants, and other BBP clean-up materials provided. They will deliver the van back to base as soon as it is practical to have it thoroughly disinfected and the regulated waste collected in approved BBP bio-hazard bags as described herein and disposed of by the UC Health Department.

Trained Administrative Personnel will disinfect the van using gloves, glasses, and an approved BBP cleaner. Any BBP regulated waste will be disposed of in double bio-hazard bags or containers according to the BBP Standard and approved UC Health Department guidelines. If outside contamination of the primary container or bio-hazard bag occurs, the primary container shall be placed within a second container which prevents leakage during handling, processing, storage, or transport and is labeled or color-coded according to the requirements of BBP standard.

Union County Health Department personnel will dispose of any regulated BBP waste, according to current NC Bloodborne Pathogen and UC Health Department guidelines, once received from Transportation personnel in approved biohazard disposal bags.

The contacts at the UC Health Department for disposal of regulated waste are available from 8 AM to 5 PM.

The numbers of the Health Department personnel are as follows:

- Laboratory Manager 704-296-4851
- Laboratory Technician 704-296-4852
- Laboratory Technician 704-296-4852

Questions regarding this policy must be directed to the Safety Officer, at 704-283-3590.

## **Bloodborne Pathogens Program Administration**

### **Transportation Department**

1407 Airport Rd, Monroe, NC 28110

In accordance with OSHA's Bloodborne Pathogen (BBP) Standard, 29 CFR 1910.1030, this department has conducted an Employee Exposure Determination on selected job descriptions. Based on the employee information, it is indicated that, according to OSHA, there are employees in this department who are considered Occupationally Exposed. These employees are identified by Job Description in the UC BBP Policy.

The Union County Risk Manager is responsible for the implementation of the BLOODBORNE PATHOGEN Exposure Control Plan. He will maintain, review, and update the ECP at least annually and whenever necessary to include new or modified tasks and procedures.

Contact: Keith Richards, Risk Manager  
Location: Union County Personnel Department  
500 W. Main Street Monroe, NC 28112  
Phone #: 704-283-3663

Those employees who are determined to have Occupational Exposure to Blood or Other Potentially Infectious Materials (OPIM) must comply with the procedures and work practices outlined in this Exposure Control Plan.

The Union County Transportation Training Assistant will provide and maintain all necessary Personal Protective Equipment (PPE), engineering controls (e.g., sharps containers), Biohazard labels, and red Biohazard disposal bags/containers as required by the Exposure Control Plan and will ensure that adequate supplies of the aforementioned equipment are available in the appropriate sizes. Disposal of regulated BBP waste has been coordinated with the UC Health Department, and any such waste will be transported to the BBP coordinator according to the Transportation Bloodborne Pathogens Exposure Control Plan disposal according to the UC-ECP.

Contact: Safety Officer  
Location: 1407 Airport Rd  
Monroe, NC 28110  
Phone # 704-283-3590

The Union County Transportation Training Assistant will be responsible for coordinating required training, ensuring documentation of training, and making a copy of the written Exposure Control Plan available to employees of this department and representatives of OSHA and NIOSH (National Institute for Occupational Safety and Health) should they decide to visit this department and audit the records and training.

Transportation BBP practices include maintaining the required protective equipment, clean-up materials, and disposal bags/containers. Regarding a BBP exposure/spill, unless an immediate danger exists to current riders, drivers will return to base to have the BBP "spill" disinfected and

will not take the vehicle out for transport until disinfection is complete. The Union County Exposure Control Plan describes Covered Employees, Epidemiology, Symptoms and Transmission, and Job Exposure Determination. Transportation conducts annual training and covers job-specific training, including engineering and work practice controls; recommended personal protective equipment and supplies; housekeeping for office and vehicle drivers; epidemiology and symptoms of BBP diseases; universal precautions; exposure reporting and recordkeeping, and Hepatitis B Vaccinations. Each Transportation employee will attend annual training, including demonstration and written evaluation.

Contact: Safety Officer  
Location: 1407 Airport Rd  
Monroe, NC 28110  
Phone # 704-283-3590

Transportation Director: \_\_\_\_\_

Dated: \_\_\_\_\_

# Acknowledgement of Hepatitis B Vaccine Offer

## UNION COUNTY

### BLOODBORNE PATHOGEN EXPOSURE CONTROL PLAN

#### ACKNOWLEDGEMENT OF HEPATITIS B VACCINATION OFFER

I understand that due to my occupational exposure to blood and other potentially infectious materials I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine, at no charge to myself.

I decline the Hepatitis B vaccination at this time. I understand by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease.

If in the future I continue to be occupationally exposed to blood and other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

I acknowledge the receipt of this offer for the Hepatitis B vaccination and understand my exposure for the Hepatitis B virus. I do not wish to receive the vaccination.

NO

Employee : \_\_\_\_\_  
(Please print) (Signature)

Dated: \_\_\_\_\_  
(Witness)

If you have already begun *or have completed* the Hepatitis B series, at what date and at what medical facility was the series administered? \_\_\_\_\_

I have received the following number of shots (of the 3-shot series): \_\_\_\_\_

I have decided to take the (3) series Hepatitis B vaccinations, or any incomplete of the (3) series.

YES

Employee Name: \_\_\_\_\_  
Please print Signature

Dated: \_\_\_\_\_

Date of birth: \_\_\_\_\_  
Witness

Date HBV vaccination process started: (1) \_\_\_\_\_

Date of second vaccination: (2) \_\_\_\_\_

Date last of (3) series completed: (3) \_\_\_\_\_

(If unknown, enter approximate date(s).)

Medical Provider(s): \_\_\_\_\_  
Print Name of MD or Clinic Contact phone #:

Comments: \_\_\_\_\_

## UCT Training Courses

UCT Training Courses				
Topic/Course	Description of Training	Frequency of Training	Trainees	Trainer
Defensive Driving-TAPTCO	Defensive Driving Technique, tips for safe driving. Lessons in how to reduce at-fault accidents. Proper backing technique. Trainees will receive a certificate upon completion of course	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher</li> <li>• As Needed (Post Accident, Citizen's Complains, Supervisor Observation).</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> <li>• UCT Office Staff</li> <li>• Maintenance Staff</li> </ul>	Safety Officer or Risk Manager
Passenger Assistance Technique Training(PASS)	Subject areas for this training include: <ul style="list-style-type: none"> <li>• Customer Service, Communication and Stress Management</li> <li>• Americans with Disabilities Act</li> <li>• Service Animals</li> <li>• Disability Awareness.</li> <li>• Bloodborne Pathogens</li> <li>• Wheelchairs</li> <li>• Emergency and Evacuation Procedures</li> <li>• Driver / Passenger Sexual Improprieties</li> </ul>	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher- as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> <li>• UCT Office Staff who will backup drivers</li> </ul>	Safety Officer
Illegal Drug & Alcohol Use	Shall include all training on the effects and consequences of prohibited drug use personal health, safety, and the work environment.	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> <li>• UCT Office Staff</li> </ul>	Safety Officer or Risk Manager
Bloodborne Pathogen	Learn about the transmission of bloodborne diseases, proper cleanup of contaminated areas, and techniques to help prevent exposure to self.	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> <li>• UCT Office Staff</li> </ul>	Safety Officer or Risk Manager
Americans with Disabilities Act (ADA)	Shall include sensitivity to passenger needs, passenger assistance, wheelchair handling, proper securement (both passenger and securement device), and proper use of wheelchair lift including manual operation of the lift.	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher</li> </ul>		Safety Officer
Emergency Procedures for Vehicle Operator	Shall include all procedures (communications and notification, passenger, handling, vehicle evacuation, etc.), use of equipment (web cutters, fire extinguishers, etc.) protocols (Radio communication, after accident reporting required by the local system.	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> </ul>	Safety Officer
Basic First Aid	Training will ensure all UCT drivers have the knowledge and the ability to perform basic first aid, to the limit of their training, should a UCT customer or employee were to require medical attention.	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> </ul>	Safety Officer
HIPAA Compliance	Training will include understanding PHI and covered entities, circumstances when medical info can be shared, similarities to the ADA, communication of medically descriptive information, use of addresses and identifiable lables.	<ul style="list-style-type: none"> <li>• Upon Hire</li> <li>• Annual Refresher</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> <li>• Office Staff</li> </ul>	Safety Officer
Wheelchair Securement and Lift Operations	Shall help drivers familiarize themselves with UCT lifts, ramps, and wheelchair securements stations. Staff will be instructed on legal requirements and manufacturer instructions as well as recommended best practices.	<ul style="list-style-type: none"> <li>• Upon hire</li> <li>• Annual Refresher as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers</li> </ul>	Safety Officer

UCT Training Schedule	
Quarter	Topics
First	<ul style="list-style-type: none"> <li>• Safety Best Practices- <i>90 Min</i></li> <li>• LLC Defensive Driving- <i>90 Min</i></li> <li>• Hazard Identification &amp; Mitigation- <i>60 Min</i></li> <li>• Quarterly Safety Meeting- <i>60 Min</i></li> </ul>
Second	<ul style="list-style-type: none"> <li>• Mirror Adjustments and Reference Points- <i>30 Min</i></li> <li>• Preventin Rear End Collisions- <i>30 Min</i></li> <li>• Preventing Intersection Accidents- <i>30 Min</i></li> <li>• Railroad Crossings- <i>30 Min</i></li> <li>• Pedestrian and Bicycle Awareness- <i>30 Min</i></li> <li>• Preventing Backing Accidents- <i>30 mins</i></li> <li>• Merging, Lane Changing &amp; Passing- <i>30 Min</i></li> <li>• Adverse Driving Conditions- <i>30 Min</i></li> <li>• Preventing Driver Fatigure- <i>30 Min</i></li> <li>• Quarterly Safety Meeting- <i>60 Min</i></li> </ul>
Third	<ul style="list-style-type: none"> <li>• Preventing Driver Distractions- <i>30 mins</i></li> <li>• Bloodborne Pathogens/Exposure Control Plan- <i>30 Min</i></li> <li>• Hazardous Materials- <i>30 Min</i></li> <li>• Employee Safety Reporting Program- <i>30 Min</i></li> <li>• Professionalism and Customer Service- <i>60 Min</i></li> <li>• Conflict &amp; Aggression Management- <i>60 Min</i></li> <li>• Duty of Care- <i>30 Min</i></li> <li>• Quarterly Safety Meeting- <i>1 Hour</i></li> </ul>
Fourth	<ul style="list-style-type: none"> <li>• ADA Compliance &amp; Sensitivity -<i>30 Min</i></li> <li>• Assisting Customers with Mobility Challenges- <i>30 Min</i></li> <li>• Mobility Devices- <i>30 Min</i></li> <li>• Emergency Evacuations- <i>30 Min</i></li> <li>• What To Do In The Event Of An Accidents- <i>30 Min</i></li> <li>• HIPAA- <i>30 Min</i></li> <li>• Basic First Aid- <i>30 Min</i></li> <li>• Quarterly Safety Meeting- <i>60 Min</i></li> </ul>

## UCT DRIVER EVALUATION FORM

Driver:	115 Total Points Possible 5-Outstanding 4- Good 2- Marginal 1- Unsatisfactory
Vehicle:	
Evaluation Date:	
Evaluation Time:	
Evaluation Duration:	
Blind or In Person:	
<b>Section A: Vehicle</b>	
Was interior of bus clean?	
Were all UCT policies followed?	
Did driver ensure that child seat was used and securely fastened in vehicle?	
Did driver and passenger(s) wear a seat belt?	
Was the vehicle secured at stops and while disembarking?	
<b>Section B: Operator Skills</b>	
Did the driver use proper wheel chair securement procedures?	
Did the driver use proper lift procedures?	
Did the driver maintain proper following distance?	
Did the driver safely merge in and out of traffic?	
Did the driver change lanes safely?	
Did the driver scan mirrors frequently?	
Did the driver leave room in front of vehicle?	
Did the driver use caution at intersections?	
Did the driver use the appropriate speed for driving conditions?	
Did the driver follow all traffic laws?	
Did the driver brake early?	
Did the driver effectively use their turn signals?	
Did the driver use proper procedures at Railroad Crossings?	
Did the driver avoid backing and when backing did it safely?	
<b>Section C: Customer Service</b>	
Did the driver follow the dress code?	
Did the driver display good customer service skills?	
Did the driver offer assistance to every client?	
Did driver exit vehicle at each pickup to assist clients?	
Total Points	0
Score	0%
Comments and/or Corrective Actions:	
Safety Officer Signature	
Driver Supervisor Signature	
Driver Signature	





# Vehicle Incident Report

Incident Date \*

County Vehicle # \*

County Driver \*

Preferred Name

Daytime Phone # \*

Division \*

## County Vehicle

Year

Make of Vehicle

Model

Driveable? \*

Yes  No

Are repairs needed to the county vehicle? \*

Yes  No

## Accident Details

Street \*

City \*

Time

Time of accident is unknown

Agency Investigating Accident, if any

Officer Name

Police Report / Case #

What, if any, citations were issued?

To Whom?

## Describe Accident

\*

**Were you (County driver) injured? \***

- Yes
- No

**Any passengers in County Vehicle? \***

- Yes
- No

**Other Driver(s) or Property Owner(s)**

*If none, state none*

---

**Name \***

**Phone**

**Address**

**Was other driver injured?**

- Yes
- No

---

[Click here if more than one](#)

**Passenger(s) in Other Vehicle**

*If none, state none*

---

**Name \***

**Phone**

**Address**

**Was passenger injured?**

- Yes
  - No
-

[Click here if more than one](#)

**Witness(es)**

*If none, state none*

---

**Name \***

**Phone**

**Address**

---

[Click here if more than one](#)

---

**Please upload any photos or supporting documents you may have. They may also be emailed to Keith Richards, Risk Manager, at [keith.richards@unioncountync.gov](mailto:keith.richards@unioncountync.gov)**

Upload

*You may upload up to 10 attachments at a maximum file size of 10 MB each.*

---

**Supervisor or Department Head**

**Name \***

**Daytime Phone #**

\*

I have notified my Supervisor of the reported incident.

**Date of Notification \***

\*

- I hereby certify the person submitting this form is the county driver named in the report.
- I have completed this report on the county driver's behalf. The county driver named in this report was not available to complete the report.
- 

**Date of Submission \***

11/1/2023

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**You will receive an email acknowledging your submission within two business days.**

**It is no longer necessary to mail the hard copies of the claims forms or attachments if they have been submitted electronically. Be sure to maintain copies of all claim submissions and attachments for your records.**

**A copy of your report has been submitted to Risk Management and the Garage.**

**Submit**

Save as Draft

## **Mobile Device Usage Policy**

### **MOBILE DEVICE USAGE POLICY**

**March 23, 2015**

This policy applies to but is not limited to the use of mobile/cellular phones, laptop/notebook/tablet computers, smartphones, and PDA's, as well as any mobile device capable of storing data and connecting to a network, hereinafter referred to as "mobile device". Mobile devices can further be defined as having the ability to receive and/or transmit voice, text, data messages, and/or internet usage without a cable connection. This policy applies to all employees of the Union County Transportation and Nutrition Division (Transportation, Nutrition, and Fleet).

#### **General Mobile Device Use in the Workplace**

As stated in the Union County Vehicle Use Policy, the use of a mobile telephone for voice communications while operating a County vehicle or while operating a personal vehicle on County business is discouraged except in emergency situations. Employees should park their vehicles in a safe manner and location when it becomes necessary to use a mobile telephone for voice communications inside the vehicle.

It is unlawful under N.C.G.S. 20-137.4A for "any person to operate a vehicle on a public street or highway or public vehicular area while using a mobile telephone to: (1) Manually enter multiple letters or text in the device as a means of communicating with a device or stored within the device, provided that this prohibition shall not apply to any name or number stored in the device nor to any caller identification information." This law does not apply to "(1) The operator of a vehicle that is lawfully parked or stopped; (2) Any of the following while in the performance of their official duties: a law enforcement officer; a member of a fire department; or the operator of a public or private ambulance; (3) The use of factory-installed or aftermarket global positioning systems (GPS) or wireless communications devices used to transmit or receive data as part of a digital dispatch system; and (4) the use of voice-operated technology." A violation of N.C.G.S. 20-137.4A while operating a County vehicle or while operating a personal vehicle on County business is considered a violation of this Policy. Mobile telephones should not be used while pumping gasoline.

The use of any other electronic digital media device (e.g., GPS, laptop computer, IPOD, etc.) while operating a County vehicle or while operating a personal vehicle on County business is discouraged. Employees should park their vehicles in a safe manner and location when it is necessary to use an electronic digital media device inside the vehicle.

The use of personally owned devices during scheduled work hours should be kept to a minimum to not interfere with employee productivity. Excessive phone calls, text messaging, and/or internet usage could result in the use of devices being limited to use only during scheduled break times.

Failure to follow the provisions of this policy could result in disciplinary action, up to and including termination of employment.

# UCT Passenger Survey



**Union County Transportation**  
 610 Patton Ave  
 Monroe, NC 28110  
 T. 704.283.3713  
 F. 704.283.3551  
[www.unioncountync.gov](http://www.unioncountync.gov)

## How Are We Doing?

As your transportation provider our goal is to meet your transportation needs by providing a timely, pleasant and safe ride while meeting Union County and North Carolina Department of Transportation guidelines. In our efforts to improve we ask that you provide honest feedback about your experience with our transportation service. The survey may be returned to us using a stamped, self-addressed envelope that can be obtained from your driver or returned to any driver for submission to our office in a plain envelope that can be obtained from our driver. You are not required to identify yourself or any employee by name, however, you may do so if you wish. Thank you for taking time to complete this survey.

### General Information

1. What city/town do you currently live in? \_\_\_\_\_

2. How long have you been using Union County Transportation?

- Under 1 Year                       3 to 5 Years                       10 or more Years  
 1 to 2 Years                       6 to 10 Years

3. How often do you or any other member of your household use Union County Transportation?

- Once per Week                       Multiple times a week                       Every other week  
 Once per month                       Every few months                       Once a year

4. What time of the day do you normally need transportation? (Check all that apply):

- Before 7:00 a.m.                       7:00 a.m. to 9:00 a.m.                       9:00 a.m. to 11:00 a.m.                       11:00 a.m. to 1:00 p.m.  
 1:00 p.m. to 3:00 p.m.                       3:00 p.m. to 5:00 p.m.                       After 5:00 p.m.

5. How did you hear about Union County Transportation?

- Social Service Worker                       Newspaper Advertisement                       Other: Please Specify  
 Family Member or Friend                       County Website

### Ratings

6. How easy was it to make an appointment?

- Very Difficult**                                 **Very Easy**  
 1                      2                      3                      4                      5                      6                      7                      8                      9                      10

7. Was the person who scheduled your appointment courteous and helpful?

- Impolite**                                                    **Very Courteous**  
 1                      2                      3                      4                      5                      6                      7                      8                      9                      10

8. My trips and locations are always correct?

- Never**                                                    **All the Times**  
 1                      2                      3                      4                      5                      6                      7                      8                      9                      10

9. All things considered, how likely would you be to recommend Union County Transportation to others?

- Not at all Likely**                                 **Very Likely**  
 1                      2                      3                      4                      5                      6                      7                      8                      9                      10

10. Other Comments: \_\_\_\_\_

## Most Used 10-codes

10-3 Stop Transmitting

10-24 Assignment Complete

10-4 Affirmative (O.K.)

10-25 Report to (meet)

10-7 Out of Service

10-26 Estimated Time of Arrival

10-8 Back in Service

10-31 Pick-up

10-9 Repeat

10-33 Help Me Quick

10-10 Negative

10-36 Emergency in Progress

10-12 Stand By

10-41 Beginning of Duty

10-17 In-route

10-42 Ending of Duty

10-20 Location

10-50 Accident

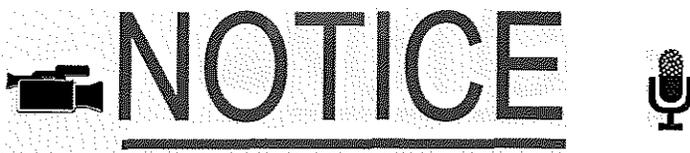
10-21 Call by Telephone

10-51 Wrecker Needed

10-22 Disregard

10-52 Ambulance Needed

## Video Surveillance Notice



For Your Safety, you will be recorded by a video surveillance system which will also include audio recording.

**NOTA**

Para Su Seguridad usted será grabado/a por un sistema de vigilancia que también incluye grabación de audio.

## Chain of Custody/Request Form

### Chain of Custody/Request Form

Date of Requested Recording \_\_\_\_\_ Time of Requested Recording \_\_\_\_\_

Name of Person Making *Request* \_\_\_\_\_ Date of Request \_\_\_\_\_

Authorized Official Granting Permission for Record Access \_\_\_\_\_

Reason for Allowing Access: (check)

To assist with employee performance evaluations, suspensions, disciplinary actions, and/or terminations under N.C.G.S. Chapter 126, Article 7 and/or N.C.G.S. 153A-98.

To assist with criminal investigations and/or crime prevention, records of criminal investigations and criminal intelligence information used to assist public law enforcement agencies and/or the North Carolina Innocence Inquiry Commission are not public under N.C.G.S. 132-1.4.

Required by North Carolina and/or Federal Law.

Date/Time Access is Granted \_\_\_\_\_

Content of information to which access is given: \_\_\_\_\_

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By signing below, I agree to the following:

- To only use the released records and the information contained in said records for the specific purposes stated above;
- To not release the records/information to other parties without prior approval;
- To destroy the records/information when the records/information have met their useful purpose; and
- To treat said records/information as confidential since they are not considered public record under North Carolina law.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Official

\_\_\_\_\_  
Date

## **Union County Transportation Vehicle Video/Audio Surveillance Systems Policy**

### **Background**

The North Carolina Department of Transportation (NCDOT), through the use of American Reinvestment and Recovery Act (ARRA) funds, has established a goal of making available to transit systems in North Carolina the option to place vehicle video and audio surveillance equipment onboard vehicles in their respective fleets. Through extensive evaluation and testing of equipment, a bid process was completed by the NCDOT to meet ARRA requirements. Upon completion of this process, a contract for this equipment was awarded.

The equipment selected for these projects makes use of a four-channel DVR system installed in each vehicle. The DVR is placed in a secure location and has a two (2) lock system for user access. One (1) lock will open the outer security cover, and the second lock enables the hard drive to be removed. The system is activated upon vehicle ignition and shuts down twenty minutes after the vehicle ignition is turned off. There is a panic button located in the driver's seating area, and a solid light indicates that the system is operating normally.

Through testing and research, as a rule, vehicles that are equipped with wheelchair lifts will have four (4) cameras mounted inside each vehicle, and vehicles without lifts will have two (2) cameras. The locations of the cameras have been established to include views looking at the passenger entrance door, at the wheelchair lift, at the passengers/driver, and out the vehicle's front windshield.

Some systems will be allowed to acquire a wireless download to capture tagged events, including the following: turn signal use, G Force sensor activation, braking, lift deployment, and panic button-triggered events. With the Wi-Fi downloads, the marked events will be automatically downloaded within two (2) hours of the vehicle returning to the base location, and up to six (6) vehicles can download at any given time. The DVR houses a removable 500GB encrypted hard drive, which can only be viewed with the vendor's viewing software. Once the hard drive has been viewed, it can be converted to Window's Media Player format, which is not encrypted. The hard drive contains all the continuous recordings and will capture recordings for the total hours the vehicle is in use. When the hard drive reaches its capacity, it will then start overwriting the oldest recordings.

Through the pilot projects, testing, and evaluations, the system has proven to have no major malfunctions; however, it is imperative that the system's health is routinely monitored to ensure that recordings are being properly received.

### **Policy Statement**

Video/audio surveillance, when utilized with other security measures, is an effective means of ensuring the security and safety of vehicles operated by Union County Transportation. Vehicles will be equipped with automated onboard security video/audio surveillance systems. The policy will be administered and monitored by the Transit Services Director or his or her designee. The use of a video/audio surveillance system to enhance security, including specific camera

positions, is determined based on reasonable and justifiable grounds for the provision of employee and public safety, as well as security. The system begins recording every time the vehicle is started and continuously captures video/audio data while the vehicle is in operation. The recordings cannot be viewed in "real-time" and are only accessed as outlined in this policy. Information on the existence, operation, and use of video/audio surveillance systems on Union County Transportation vehicles and the video/audio recordings themselves will not be considered a public record as the information recorded will be used for the following:

- To assist with employee performance evaluations, suspensions, disciplinary actions, and/or terminations under N.C.G.S. Chapter 126, Article 7, and N.C.G.S. 153A-98.
- To assist with criminal investigations and/or crime prevention, records of criminal investigations and criminal intelligence information used to assist public law enforcement agencies and/or the North Carolina Innocence Inquiry Commission are not public under N.C.G.S.132-1.4.
- As required by North Carolina and/or Federal Law.

### **Purpose**

The need to ensure security and safety must be balanced with an individual's right to privacy. The purpose of this policy is to establish procedures that are intended to achieve this balance. Specifically, this policy addresses requirements and responsibilities concerning:

- The installation and operation of video/audio surveillance systems on Union County Transportation vehicles;
- The use of the information obtained through video/audio surveillance systems on Union County Transportation vehicles; and
- Custody, control, access to, and retention of records created through video/audio surveillance systems on Union County Transportation vehicles.

### **Definition**

This policy applies to all video/audio surveillance systems installed on Union County Transportation vehicles.

"Vehicle" refers to any vehicle that is either owned or operated by Union County for the defined purpose of providing public transportation services by Union County Transportation.

"Director" means the primary official with overall responsibilities for the management and operations of the transit program or his or her designee.

"Video/Audio Surveillance System" or "System" refers to any system or device that enables continuous or periodic video/audio recordings, observing or monitoring the interior of Union County Transportation vehicles. This may include individuals boarding, traveling on, or alighting system vehicles and includes the storage device used to store the recorded video/audio data.

### **Camera Placement**

Union County Transportation will take all reasonable steps to mitigate any adverse effects on personal privacy. Camera placement has been assessed in the NCDOT Video Camera

Surveillance Pilot projects. This process has developed a standardized placement and number of cameras to be used by each vehicle type. The transit system will honor these assigned camera placements and will not deviate from this approved plan without written permission from the NCDOT.

### **Signage**

A 6x8 inch (minimum) sign will be placed in a visible location on the interior of each vehicle that provides notification of the collection of personal information. The sign will advise all persons entering the vehicle that the interior of the vehicle is under video/audio surveillance.

### **Accountability**

The Director or his or her designee shall be responsible for the following:

- Maintaining and annually reviewing the protocols for the installation, operation, and use of the Video/Audio Surveillance System used by the transit system and for the custody, control, access to, and retention of records created.
- Ensuring that all proposed changes to the existing System or any newly proposed systems meet the requirements of this policy before implementation.
- Maintaining the custody of all System records created. All records will be maintained for thirty calendar days. Any records saved for specific purposes such as personnel action, incident/accident investigation, or litigation will be retained for as long as necessary.
- Ensuring the security of any records, from creation through final disposal.
- Ensuring compliance with this policy.

Drivers are responsible for the following:

- Ensuring, at the time of their daily vehicle inspection, that the camera LED light/panic button is lit solid green.
- Report yellow, red, or no light immediately to the Safety Officer, Driver Supervisor, or Dispatch and note malfunction on your pre/post trip reports.
- Refraining from the loud playing of radios or other devices that would interfere with the recording of audio data.
- Receiving training on the use of the panic button so that significant events transpiring onboard vehicles will be tagged.
- Taking no action and not allowing others to take action that would interfere with the proper functioning of the System.
- Noting specifically the time and location of the occurrence, if incidents do occur during the normal course of providing service, this is part of the investigation.

### **Use of Information Collected**

The information collected through the Video/Audio Surveillance System will be used for the following purposes:

- To assist with employee performance evaluations, suspensions, disciplinary actions, and/or terminations under N.C.G.S. Chapter 126, Article 7, and/or N.C.G.S. 153A- 98.
- To assist with criminal investigations and/or crime prevention, records of criminal investigations and criminal intelligence information used to assist public law enforcement agencies and/or the North Carolina Innocence Inquiry Commission are not public under

N.C.G.S.132-1.4.

- As required by North Carolina and/or Federal Law.

### **Access to System Records**

Restrictions: Under Union County Transportation policy, access to records created by the System is restricted by law. Access is limited to the following:

- Individuals responsible for the operation or administration of the System.
- Individuals who have a legitimate need to access the information for one (1) of the purposes listed in the "Use of Information Collected" section of this policy.
- If required by North Carolina or Federal law, a copy of the record may be provided. "Access" means that Union County Transportation staff may provide a summary of the information collected.

Chain of Custody: To the extent permitted by law, a chain of custody request form, which is attached hereto as Attachment A, must be fully completed, and signed by anyone requesting access to a System record.

Records will only be provided to parties who are granted access under applicable North Carolina and/or Federal Law.

### **Records Management**

Recorded video/audio data is stored on the vehicle's DVR hard drive. Hard drives are 1 TB and will record continuously for 35 days or approximately 283 total hours under normal operating periods [the total hours are based upon the default setting as follows: D1 High Resolution; 4 cameras; an 8 hour day]. When the hard drive reaches capacity, the System will begin recording over the oldest recordings, thus destroying those records.

The transit system will save relevant recordings to a computer or server with sufficient capacity to manage the data.

Consideration should be given to servers that can be backed-up daily or to external hard drives that can be removed and stored offsite. The transit system will routinely monitor the System's health to ensure that the system is properly functioning. This may include the driver panic button LED light status on the Driver's Daily Vehicle Inspection Checklist, as well as periodic rotation and reviewing of all hard drives.

With wireless downloads of tagged events, it will be imperative that the transit system monitors the volume of records downloaded daily to ensure that the designated computer or server has ample record storage capacity. Records that have no value will be deleted by personnel authorized to do so. Records of value will be stored in the System for future retrieval.

### **Unauthorized Disclosure**

Any employee of Union County Transportation having knowledge of unauthorized access to or disclosure of a record must immediately inform the Director or the Director's designee.

Failure to comply with this policy, including any unauthorized access to or disclosure of

information is cause for disciplinary action, up to and including termination of employment.

**Contact**

For information related to the Video/Audio Surveillance System onboard transit vehicles, please contact the Transit Services Director.

*The content of this policy has been reviewed by the UNC School of Government. The above policy is an effort to define transit vehicle video/audio surveillance within the context of North Carolina Public Records law and privacy. This policy may be revised as necessary without notice to meet other requirements of North Carolina Law.*

## **Electronic Record Management Procedures**

The purpose of this procedure is to guide responsible management of UCT electronic records that align with and support Union County's Electronic Records and Document Imaging Policy.

### **Guidelines for Managing All UCT Electronic Records**

A digital record is defined as electronic information in any form created or received and maintained by UCT. Electronic records shall be retained under the retention schedule adopted by North Carolina's Division of Archives and Records and Union County's Electronic Records and Document Imaging Policy. UCT shall maintain chain custody of the record to prevent additions, modifications, or deletion of a record by unauthorized parties.

It is the responsibility of the employee who receives or creates electronic files to properly name the file and store it in accordance with Union County's Electronic Records and Document Imaging Policy.

All UCT electronic client records should be stored on the County's server. UCT client registrations shall be stored specifically on the RouteMatch database in the client's profile, which is housed on the County's server.

## UCT Lock Out/Tag-out Program

### Part 1

#### UNION COUNTY TRANSPORTATION LOCKOUT / TAG OUT PROGRAM

Purpose: To prevent the unexpected energization or startup of machines and equipment or release of stored energy, to prevent workplace injuries during service and maintenance operations.

Union County Transportation equipment maintenance falls under the OSHA guidelines below, for which written documentation is not required:

- The machine or equipment has no potential for stored or residual energy or for re-accumulating stored energy after shutting down, which could endanger employees.
- The machine or equipment has a single energy source that can be readily identified and isolated, and the isolation and locking out of that energy source will de-energize and deactivate this machine or equipment.
- The machine or equipment is isolated from that energy source and locked out during servicing or maintenance.
- A single lockout device will achieve a locked-out condition.
- The lockout device is under the exclusive control of the authorized employee performing the servicing or maintenance.
- Servicing or maintenance does not create hazards for other employees.
- The employee has had no incidents involving the unexpected activation or re-energization of machines or equipment during servicing or maintenance.

Union County Transportation staff will follow the procedure below when a vehicle is taken out of service:

The County Fleet Manager (authorized employee) or his designee(s) will place a tag on the vehicle keyboard for that particular vehicle. The County Fleet Manager will be the only employee with access to the tagged key. A tag will also be placed on the dash of the vehicle showing that it is out of service. Upon service completion, the tag will be removed from the vehicle and the vehicle keyboard. This will alert employees that the vehicle is back in service.

#### DEFINITIONS:

- Authorized employee – an employee who locks or tags machines or equipment to perform service or maintenance.
- Energized – machines and equipment are energized when they are connected to an energy source, or they contain residual or stored energy.
- Servicing and/or maintenance – workplace activities such as constructing, installing, setting up, adjusting, inspecting, modifying, maintaining and/or servicing machines or equipment, including lubrication, cleaning or unjamming of machines or equipment and making adjustments or changes, where employees could be exposed to the unexpected energization or startup of the equipment or release of hazardous energy.
- Tagout – the placement of a tag-out device on an energy-isolating device, in accordance with an established procedure, to indicate that the energy-isolating device and the equipment being controlled may not be operated until the tag-out device is removed.
- Tagout devices – a prominent warning device, such as a tag and a means of attachment that can be securely fastened to an energy-isolating device to indicate that the machine or equipment to which it is attached may not be operated until the tag-out device is removed.

**Part 2**

The Union County Transportation shall conduct a periodic inspection of the energy control program at least annually to ensure that the program and the requirements of the standard are being followed. The periodic inspection shall be performed by the County Fleet Manager (or designee) other than the one(s) utilizing the energy control program being inspected.

The periodic inspection shall be designed to correct any deviations or inadequacies observed. Where lockout is used for energy control, the periodic inspection shall include a review, between the inspector and each authorized employee, of that employee's responsibilities under the energy control program being inspected.

Date of inspection: \_\_\_\_\_

Equipment/machine: \_\_\_\_\_

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

Notes/recommendations:

## **UCT Inspection of Emergency Windows and Doors of Transportation Vehicles**

### **UNION COUNTY TRANSPORTATION**

#### **Inspection of Emergency Windows and Doors of Transportation Vehicles**

**Purpose: To ensure emergency exits (windows and doors) are operational and accessible if an emergency exists, keeping occupants from exiting through the regular exits.**

Union County Garage will inspect and repair (if necessary) all emergency windows and doors on Transportation and County staff vehicles approximately every 90 days. This function will not need to be scheduled as the garage will schedule downtime on this day to allow it to occur on a drive-in basis. Each driver will be allowed time by the Dispatcher to visit the garage to have their emergency equipment inspected.

This procedure will be implemented beginning Friday, July 8<sup>th</sup>, 2016. This inspection will be repeated approximately every 90 days and will always occur on Fridays.

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This content is from the eCFR and is authoritative but unofficial.

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## Title 49 –Transportation

### Subtitle B –Other Regulations Relating to Transportation

#### Chapter VI –Federal Transit Administration, Department of Transportation

#### Part 604 –Charter Service

#### Subpart A –General provisions

**Authority:** 49 U.S.C. 5323(d); 3023(d), Pub. L. 109–59; 49 CFR 1.51.

**Source:** 73 FR 2345, Jan. 14, 2008, unless otherwise noted.

#### § 604.2 Applicability.

- (a) The requirements of this part shall apply to recipients of Federal financial assistance under the Federal Transit Laws, except as otherwise provided in paragraphs (b) through (g) of this section.
- (b) The requirements of this part shall not apply to a recipient transporting its employees, other transit system employees, transit management officials, transit contractors and bidders, government officials and their contractors and official guests, to or from transit facilities or projects within its geographic service area or proposed geographic service area for the purpose of conducting oversight functions such as inspection, evaluation, or review.
- (c) The requirements of this part shall not apply to private charter operators that receive, directly or indirectly, Federal financial assistance under section 3038 of the Transportation Equity Act for the 21st Century, as amended, or to the non-FTA funded activities of private charter operators that receive, directly or indirectly, FTA financial assistance under any of the following programs: 49 U.S.C. 5307, 49 U.S.C. 5309, 49 U.S.C. 5310, 49 U.S.C. 5311, 49 U.S.C. 5316, or 49 U.S.C. 5317.
- (d) The requirements of this part shall not apply to a recipient transporting its employees, other transit system employees, transit management officials, transit contractors and bidders, government officials and their contractors and official guests, for emergency preparedness planning and operations.
- (e) The requirements of this part shall not apply to a recipient that uses Federal financial assistance from FTA, for program purposes only, under 49 U.S.C. 5310, 49 U.S.C. 5311, 49 U.S.C. 5316, or 49 U.S.C. 5317.
- (f) The requirements of this part shall not apply to a recipient, for actions directly responding to an emergency declared by the President, governor, or mayor or in an emergency requiring immediate action prior to a formal declaration. If the emergency lasts more than 45 days, the recipient shall follow the procedures set out in subpart D of 49 CFR 601.
- (g) The requirements of this part shall not apply to a recipient in a non-urbanized area transporting its employees, other transit system employees, transit management officials, and transit contractors and bidders to or from transit training outside its geographic service area.

## **UCT Face Mask and Face Cover Procedure**

### **As Required by Mandates**

(ref: 42 U.S.C 264 Section 361)

#### **1.0 Purpose**

Union County Transportation System (UCT) is committed to the health and safety of its employees and customers and, as such, has created this policy regarding the use of face masks and face covering when mandated by Union County or any other governing entities.

#### **2.0 Policy**

All employees and customers must wear an approved face covering/mask when on-site at UCT's facility and while riding aboard a UCT vehicle. This policy is mandated and required by Federal Transportation and public health agencies.

#### **2.1 Driver Responsibilities**

- Driver must always wear an approved face covering/mask while operating any county vehicle and inside of UCT's facility.
- Before a client is allowed onto the vehicle, drivers must ask passengers if they have experienced coughing, fever, shortness of breath, or sore throat within the past 2 weeks.
- Ensure that all passengers are wearing a face covering. If they do not have a face covering/mask, one must be provided. Drivers should advise passengers of the federal law requirement and that not complying with the requirement is a violation of federal law.
- To help maintain social distance, drivers must remind passengers that they are only to sit in designated seating areas.
- If passengers refuse to wear a face covering, the driver is to contact dispatch, who will inform the supervisor. Per Federal Law regarding public transportation orders, a passenger may be asked to get off of the vehicle and be denied service for failure to comply.
- Twice per day- drivers must spray their vehicle with medial grade disinfectant spray. They should also spray and wipe down all touched areas with disinfectant solution after each trip.

#### **2.2 Dispatcher Responsibilities**

- Must always wear an approved face covering/mask while in UCT's facility.
- Remind customers of requirements as needed.

#### **2.3 Administrative Staff Responsibilities**

- Must always wear an approved face covering/mask while in UCT's facility.
- Remind customers of requirements as needed.

- While scheduling appointments, ask passengers if they have experienced coughing, fever, shortness of breath, or sore throat within the past 2 weeks.

#### **2.4 UCT Management Responsibilities**

- Must always wear an approved face covering/mask while in UCT's facility.
- Monitor that drivers are always wearing approved face coverings.
- Maintain a supply of face masks to be distributed to drivers and passengers.

#### **2.5 Exceptions**

People are not required to wear a mask under the following circumstances:

- While eating, drinking, or taking medication for a brief period;
- While communicating, for brief periods of time, with a person who is hearing impaired when the ability to see the mouth is essential for communication, and no face shield is worn.
- If wearing an oxygen mask is needed.
- A child under the age of 2 years;
- Persons with a disability who cannot wear a mask; or cannot safely wear a mask for reasons related to the disability.



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Revised 1/2022

When personal property has been replaced and/or has met the required useful or service life, the recipient shall dispose of the item in a manner that is in compliance with the FTA Circulars 9040.1G (Section 5311), 9070.1G (Section 5310) and 5010.1E, the State Management Plan, 2 CFR Part 200 and the N.C.G.S. The following guidelines reflect these requirements.

### 1. Vehicles

- 1.1 Disposition of vehicle(s) takes place when the vehicle meets the required mileage (“useful life”) criteria and is reflected on the Enterprise Asset Management (EAM/Assetworks) System, the project’s grant application, and/or the CTSP implementation schedule for replacement.
  - 1.1.1. The current “useful life” is 100,000 miles for Minivans, Center Aisle Vans, Conversion Vans, and Lift-equipped Vans. Light-duty Light Transit Vehicles (cutaway type vehicles) must also accumulate 100,000 miles to meet “useful life.” Requirements for medium and heavy transit vehicles vary.
  - 1.1.2. When the new replacement vehicle(s) are received and placed in service, the old vehicle(s) must be disposed. The New Vehicle Inspection/ Disposition Form (use the most recent for that fiscal year) requires the disposition information to be completed about the replaced vehicle. The entire inspection/disposition form must be completed and emailed to the Administrative Assistant at the Integrated Mobility Division (IMD).
  - 1.1.3. The IMD requires all Certificates of Title for vehicles purchased through the Community Transportation (CT) Program (Section 5311), Elderly & Disabled Program (Section 5310), New Freedom Program (Section 5317), Section 5339, and state funded programs to have a first lien to IMD recorded on the titles. All titles are kept in our office files. Titles will be released when the useful life for the replaced vehicle has been reached and the inspection/disposition form for the new vehicle has been completed and submitted.
  - 1.1.4. The disposition process for the replaced vehicle must be started within sixty (60) days after delivery of the new vehicle. IMD’s Regional Grant Specialist (RGS) will review any changes in the vehicle replacement that differs from the vehicle approved in the funded application.  
  
The System’s Fleet Listing, current FY application, and vehicle replacement log must be kept current to reflect the same vehicle(s) that are requested for disposition. Approved changes must be indicated/noted under the current FY application by the RGS with notification to Procurement and to IMD Administrative Assistant/Title Specialist.
  - 1.1.5. Within sixty (60) days after taking delivery of the new vehicle, the system must remove the tag and cancel the insurance on the vehicle to be disposed.

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- 1.1.6. Before vehicles are sold or transferred, all markings, lettering or system logos must be removed from the vehicles. Please note this is a responsibility of the transit system and no vehicle is to be sold or transferred with system name, phone number, or logo displayed on the vehicle.
- 1.1.7. IMD will release titles for replaced vehicles only to the owner (grant recipient). Once the title is received, the project may proceed with local disposition of vehicle. Vehicle(s) may be sold by advertising for sealed bids or through electronic or public auction method, or transferred, with IMD approval, to another agency.
- 1.2 Disposition methods are described as follows:
  - 1.2.1. Advertising for sealed bids. This method may be used by both public and private non-profit transit systems and requires the following:
    - 1.2.1.1. A minimum of two (2) appraisals of the current fair market value of the vehicle will be required to establish a minimum bid price.
    - 1.2.1.2. A Fair Market Value form is included in the Inspection/Disposition Workbook Packet to assist in getting appraisals from dealers.
    - 1.2.1.3. Estimates may be averaged to establish the minimum bid.
    - 1.2.1.4. An advertisement in local paper or paper with a large circulation shall be placed at least once allowing for not less than seven (7) days between the advertisement date and sealed bid opening.
    - 1.2.1.5. Ad must include minimum bid, place and time of bid opening.
    - 1.2.1.6. Sealed bids must be submitted and the award shall be made to the highest bid over the minimum established bid.
    - 1.2.1.7. The current grant recipient designated in the resolution by the Board of Directors, County Commissioners or City Council may keep 100% of the proceeds.
  - 1.2.2. Local Public auction. This method may be used by both public and private non-profit transit systems and the following shall apply:
    - 1.2.2.1. The vehicle(s) may be sold through an advertised public auction.
    - 1.2.2.2. Award shall be made to the highest bid.
    - 1.2.2.3. The current grant recipient designated in the resolution by the Board of Directors, County Commissioners or City Council may keep 100% of the proceeds
  - 1.2.3 State Surplus. This method is only available to public entities. Private non-profit systems may find that their county procurement or finance offices may be able to process dispositions on their behalf. Please contact the IMD Procurement Specialist if you have questions about this method.

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- 1.2.3.1. Once the project receives the title, the State Surplus Property Agency can be contacted to arrange the disposition of the vehicle on the Surplus Bid sheet.
- 1.2.3.2. Contacts at State Surplus are Betsy Finch, 919-854-2169, [betsy.finch@ncmail.net](mailto:betsy.finch@ncmail.net) or Karen Routh, 919-854-2167, [karen.routh@ncmail.net](mailto:karen.routh@ncmail.net).
- 1.2.3.3. Project will receive authorization and instructions to submit information electronically at the website: <http://www.ncstatesurplus.com/ssp/agency/logon.asp>.
- 1.2.3.4. Select review by State Surplus Property Agency.
- 1.2.3.5. A Power of Attorney must be completed for each title. (see tab)
  - 1.2.3.5.1. Do not complete the back of the title.
  - 1.2.3.5.2. Complete the form, sign, and have it notarized.
- 1.2.3.6. MVR 180-A, Odometer and Damage Disclosure form must be completed for each vehicle. (see tab)
- 1.2.3.7. The Power of Attorney form, Certificate of Title and MVR 180-A form must be forwarded to:

State Surplus Property Agency  
1310 Mail Service Center  
Raleigh, NC 27669-1310  
Attention: Betsy Finch

**\*\*\*NOTE - THE PAPERWORK MUST BE RECEIVED BY STATE SURPLUS BEFORE TRANSPORTING A VEHICLE TO THEIR LOT ON NC 54.\*\*\***
- 1.2.3.8. The vehicle may be transported to Raleigh and held at the Surplus Property lot on NC 54 or may remain at the project's designated location.
  - 1.2.3.8.1. If vehicle is retained at the project site, a street address must be provided.
- 1.2.3.9. The vehicle will appear first in the "Classified Ads" section of the web site.
- 1.2.3.10. If the vehicle is not sold, it will be posted on the statewide bid list in approximately 3-4 weeks.
- 1.2.3.11. The bids are posted on the internet at the following web site: [www.doa.state.nc.us/ssp/bidsnet.htm](http://www.doa.state.nc.us/ssp/bidsnet.htm).
- 1.2.3.12. After the vehicle is sold, State Surplus will forward the proceeds to the current grant recipient, less a 5% service charge for processing the vehicle.
- 1.2.4 Transferred Vehicles. This method may be used by both public and private non-profit transit systems and requires the following procedure:

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- 1.2.4.1. On the Inspection/Disposition Form, complete the section for transferring a vehicle.
- 1.2.4.2. Identify the agency vehicle will be transferred to.
- 1.2.4.3. Indicate how vehicle will be used by the agency.
- 1.2.4.4. The vehicle cannot be used by the agency in a manner that would be in competition with the transit system.
- 1.2.4.5. The vehicle must be removed from the system's fleet inventory and EAM (Assetworks).
- 1.2.4.6. The vehicle will not be eligible for replacement again under any of IMD's administered funding programs.
- 1.2.4.7. The transit system's Regional Grant Specialist will review the request and if approved, the title will be forwarded to the project with the lien released.
- 1.2.4.8. If a vehicle is not approved for transfer, another method of disposition must be selected.
- 1.2.5 Electronic Auctioning.
  - 1.2.5.1. Equipment may be disposed of electronically on the Internet.
    - 1.2.5.1.1. Agency can develop their own electronic auction procedure; or
    - 1.2.5.1.2. Use an existing private or public electronic auction service.
  - 1.2.5.2. Prior authorization by your governing board to sell equipment electronically, as with all dispositions, will be required.
  - 1.2.5.3. The Federal Trade Commission has information on electronic auctions at this web site: <http://www.ftc.gov/bcp/online/pubs/online/auctions.htm>.
- 1.3 Other vehicle disposition Issues.
  - 1.3.1 Vehicle(s) that are less than ten (10) years old and have not met the "useful life" requirement may be disposed of with prior approval of IMD. A monetary reimbursement for the mileage shortage shall be required to be remitted to IMD.
  - 1.3.2 Vehicle(s) that are ten (10) years old or more that have not met the "useful life" requirement for mileage will be eligible for disposition with prior approval of IMD but shall not be replaced.
    - 1.3.2.1 The disposition proceeds may be retained by the current grant recipient.
  - 1.3.3 If the vehicle has not met the "useful life" requirement, the procedures outlined in the previous sections, 1.3.1 and 1.3.2 shall apply.

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- 1.3.4 Administrative Staff Vehicle. Systems are permitted to retain one replaced vehicle for use as an “Administrative Staff” vehicle. It must be marked for Administrative use only and may not be used for revenue service. This is a “One-time ONLY” event per system.
  - 1.4 Proceeds received from vehicles that are sold or due to casualty loss, originally purchased with state or Federal funds, must be used in the Transit Program.
  - 1.5 Notification to IMD of Sale.
    - 1.5.1 Within ninety (90) days after new replacement vehicle(s) is received, the system must submit disposition information including:
      - 1) Type of Disposition (Select: Sale or Transfer);
      - 2) Odometer reading;
      - 3) Buyer/Recipient (Select: Private, State Agency, County, Non-Profit, Transit Agency or Other);
      - 4) Sales Receipt Date;
      - 5) Sale Amount; and,
      - 6) Attachment of bill of sale/sales receipt that contains the following: Odometer reading, Buyer, Sale Date and Sale Amount.
    - 1.5.2 A request for this information will be sent by the IMD Procurement Specialist after we have received your inspection/disposition checklist. The request will be emailed to the person completing the inspection/disposition checklist and will come in the form of a Smartsheet Update Request. Please contact the IMD Procurement Specialist with any questions related to entering in this information into Smartsheet. The request for information will trigger the beginning of the ninety (90) day timeline.
    - 1.5.3 If you cannot submit this information within ninety (90) days of receiving your replacement vehicles, please notify the IMD Procurement Specialist of the need of an exception.
- ## 2. Technology Goods, Microcomputers and Related Items
- 2.1 Technology goods, microcomputers and related items may be disposed of using the same methods as outlined above for vehicles in 1.2.
  - 2.2 Replacement eligibility may be determined by referring to the Capital Replacement Schedule which is distributed each grant cycle with the application.
    - 2.2.1. Once the replacement is purchased, the replaced item may be disposed.
  - 2.3 All data and information should be erased securely and completely from the drives and the software removed. Contact your local IT support office for assistance.

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- 2.4 When transferring these items to other agencies or groups, prior approval by IMD staff is required. Submit your request to your IMD RGS in writing. You will receive a written approval or disapproval.
3. **Communication Equipment, Office Furniture and Equipment, and Other Capital Items**
  - 3.1 Communication equipment may be disposed of following the above methods in 1.2 when the equipment has met the required service life and has been replaced.
    - 3.1.1. Communication equipment is eligible for replacement after six (6) years.
  - 3.2 Replacement eligibility for office furniture and equipment and other capital equipment may be determined by referring to the Capital Replacement Schedule, distributed with the grant application each fiscal year.
    - 3.2.1. After the replacement equipment is purchased, the replaced item may be disposed of following the methods outlined in 1.2.
4. **General**
  - 4.1 In accordance with FTA Circular 9040.1G (Section 5311), 9070.1G (Section 5310) the State Management Plan, and 2 CFR Part 200, proceeds received from the sale of equipment, purchased with state and Federal funds, must be used in the Transit Program.
  - 4.2 Local property management records or fixed asset inventories should be updated to reflect the type of disposition, date, and value of sale.
5. **Vehicle Incident or Casualty Loss Procedures**
  - 5.1 Grantee must report a vehicle incident, accident or casualty to IMD as soon as possible, but no later than the following business day after the occurrence.
    - 5.1.1. Enter accident information into Enterprise Asset Management (EAM) formerly AssetWORKS.
      - 5.1.1.1. the Trapeze EAM website is: <http://faweb2.assetworks.com/ncdot/asuiteinfocenter.aspx>; and,
      - 5.1.1.2. Email notification will be generated to IMD.
  - 5.2 Vehicles that are damaged, but repairable, must be repaired to the same or better condition prior to the incident.
  - 5.3 If the vehicle is determined to be a total loss, the following documentation must be submitted to the IMD Procurement Specialist within ten (10) working days of the incident.

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- 5.3.1. N.C. Accident Report (DMV-349) or N.C. Incident Report (fire casualty); and
- 5.3.2. Correspondence from the Insurance Company indicating the amount of the settlement of proceeds.
- 5.4. Casualty Loss Criteria.
  - 5.4.1. Minivans, standard vans, center aisle vans, conversion vans and lift equipped vans with 15 passengers or less must have a minimum of 100,000 miles.
  - 5.4.2. Medium-duty transit buses (20'-28') (formerly cutaway buses) must have a minimum of 100,000 miles.
  - 5.4.3. Medium-duty transit buses (approximately 30') must have a minimum of 350,000 miles.
  - 5.4.4. Heavy-duty transit buses (approximately 30') must have a minimum of 350,000 miles.
  - 5.4.5. Heavy-duty transit buses (35'-40') must have a minimum of 500,000 miles.
- 5.5. Vehicles that have been totaled and have met the "casualty loss criteria" may be disposed of as follows:
  - 5.5.1. If a replacement vehicle was already budgeted in the current application or on order, the totaled vehicle can be disposed and the insurance proceeds retained. The proceeds must be used in the Transit Program. IMD still retains a financial interest in the replacement vehicle if the value of the casualty loss vehicle is greater than or equal to \$5,000.
  - 5.5.2. If no replacement vehicle has been budgeted for this totaled vehicle in the current application or is on order, the system may use the proceeds towards a replacement vehicle following the correct procurement methods. IMD still retains a financial interest in the replacement vehicle if the value of the casualty loss vehicle is greater than or equal to \$5,000. If a system wishes to apply for reimbursement for local funds used for vehicle replacement, they may do so on the next available grant cycle.
  - 5.5.3. If the system chooses not to use the proceeds to replace the vehicle at the time of the loss and keeps the proceeds, no other vehicle, either a replacement or expansion, may be ordered for that system now or in the future. However, if a system wishes to apply for reimbursement for local funds used for vehicle replacement, they may do so on the next available grant cycle.
- 5.6. Vehicles that have been totaled, but have not met the above "casualty loss criteria," may be disposed of and the insurance proceeds applied as follows:

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- 5.6.1. Return to IMD either the Federal and/or state interest of the unamortized value of the vehicle based on straight line depreciation of the original purchase price or the Federal and/or state interest of proceeds, whichever is greater; or
- 5.6.2. Apply 100% of net proceeds to the acquisition of the same model year, or newer, like-kind vehicle. Any additional costs, if more than the proceeds, are to be met by the grantee. Excess proceeds are to be returned to IMD, with the grantee retaining the pro-rata local share.
- 5.7. Once all the required documentation is received by IMD, a letter along with the title will be forwarded to the grantee within thirty (30) days. The letter will address the options to grantee regarding the casualty loss.
  - 5.7.1. If the vehicle has met or exceeded the “casualty loss criteria,” the grantee will have the options listed above in Section 5.5 for the settlement proceeds.
    - 5.7.1.1. If a new replacement vehicle is scheduled, the system may keep the proceeds and use the proceeds toward transit related needs.
    - 5.7.1.2. The system may apply the settlement proceeds toward a replacement vehicle; or
    - 5.7.1.3. The system may choose to keep the proceeds and use the proceeds for transportation related needs. No other vehicle, replacement or expansion, may be purchased for the system to replace the shortage in the fleet.
    - 5.7.1.4. The system must provide in writing or by email to the IMD Procurement Specialist which of the last two actions they will choose within sixty (60) days.
  - 5.7.2. If the vehicle has not met the “casualty loss criteria,” the grantee will receive instructions in their letter.
    - 5.7.2.1. Return the Federal and/or state share to IMD within thirty (30) days. No other vehicle, replacement or expansion, may be purchased for the system.
    - 5.7.2.2. Provide in writing to IMD Procurement Specialist that they will purchase a “like-kind” vehicle within sixty (60) days.