



BUNCOMBE COUNTY

Request for Proposal #: 032720

**Services Associated with Mountain Mobility, Buncombe County's
Community Transportation Program**

Date of Issue: February 17, 2020

Proposal Submission Deadline: March 27, 2020

At 2:00 PM ET

Direct all inquiries concerning this RFP to:

Matthew Cable

Community Development Division Manager

Email: matthew.cable@buncombecounty.org

Phone: 828.250.4829



COUNTY OF BUNCOMBE

Request for Proposal

032720

For internal processing, including tabulation of proposals, please provide your company's Federal Employer Identification Number or alternate identification number (e.g. Social Security Number). Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page is to be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.**

ID Number:

Federal ID Number or Social Security Number

Vendor Name

Sealed, mailed responses ONLY will be accepted for this solicitation.

EXECUTION

COUNTY OF BUNCOMBE
Planning Department, Community Development Division

Refer ALL Inquiries regarding this RFP to:
Matthew Cable, Community Development Division Manager,
Buncombe County Planning and Development,
46 Valley Street,
Asheville, NC 28801
Telephone (828) 250-4829
Fax: (828) 250-6086
Email: matthew.cable@buncombecounty.org.

Request for Proposal # 032720
Contract Type: Public Transportation Operations
Technical Proposals will be publicly opened:
March 27, 2020 at 2:00 PM EST at 46 Valley Street,
Asheville, NC 28801

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein. By executing this proposal, the undersigned Vendor certifies that this proposal is submitted competitively and without collusion (G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in G.S. 143-59.1. False certification is a Class I felony. Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor's knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system. G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for your entire organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

Failure to execute/sign proposal prior to submittal shall render proposal invalid and it WILL BE REJECTED. Late proposals cannot be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #12):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
VENDOR'S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

Offer valid for at least 120 days from date of proposal opening, unless otherwise stated here: _____ days.

ACCEPTANCE OF PROPOSAL

If any or all parts of this proposal are accepted by Buncombe County, an authorized representative of Buncombe County shall affix his/her signature hereto and this document and all provisions of this Request for Proposal along with the Vendor proposal response and the written results of any negotiations shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the successful Vendor(s).

FOR COUNTY USE ONLY: Offer accept and Contract awarded this _____ day of _____, 20____, as indicated on the attached certification, by _____

(Authorized Representative of Buncombe County)

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1.0 PURPOSE AND BACKGROUND

Buncombe County is requesting proposals from and seeks to contract with one or more qualified vendors to manage and operate public transportation services provided through its Community Transportation Program, Mountain Mobility.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

The RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award. All attachments and addenda released for this RFP in advance of any Contract award are incorporated herein by reference.

2.2 NOTICE REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions, the County's terms and conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this RFP, those must be submitted as questions in accordance with the instructions in SECTION 2.5 PROPOSAL QUESTIONS. If the County determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The County may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process, the County rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's proposal. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall constitute a firm offer. **By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor's proposal as nonresponsive.**

By executing and submitting its proposal in response to this RFP, Vendor understands and agrees that the County may exercise its discretion not to consider any and all proposed modifications Vendor(s) may request and may accept Vendor's proposal under the terms and conditions of this RFP.

Contact with anyone working for or with the County regarding this RFP other than the County Contract Specialist named on the face page of this RFP in the manner specified by this RFP shall constitute grounds for rejection of said Vendor's offer, at the County's election.

2.3 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The County will make every effort to adhere to this schedule and reserves the right to make changes to this schedule.

Event	Responsibility	Date and Time
Issue RFP	County	February 17, 2020
Host Pre-Proposal Conference/Site Visit (Voluntary)	County	February 28, 2020, 10:00 AM ET
Submit Written Question(s)	Vendor	March 6, 2020, 5:00 PM ET
Respond to Question(s)/Issue Final Addendum to RFP	County	March 13, 2020
Submit Proposal	Vendor	March 27, 2020, 2:00 PM ET
Interview Qualified Prospective Vendor(s) and Receive Presentations, If Conducted	County	April 8, 2020

Submit Best and Final Offer by Qualified Prospective Vendor(s)	Vendor	April 17, 2020, 5:00 PM ET
Award Contract(s) by Board of Commissioners	County	May 5, 2020
Plan Vendor Transition	Vendor	May 6, 2020 – May 31, 2020
Implement Transition Plan	Vendor	June 1, 2020 – June 30, 2020
Begin Contract Services	Vendor	July 1, 2020

2.4 PRE-PROPOSAL CONFERENCE

Urged and Cautioned Pre-Proposal Conference

Date: February 28, 2020
 Time: 10:00 AM ET
 Contact #: 828.250.4829

Vendor representatives are URGED and CAUTIONED to visit the site and apprise themselves of the conditions and requirements which will affect the performance of the work called for by this Request for Proposal. A non-mandatory site visit is scheduled for 10:00 AM Eastern Time at the Buncombe County Planning and Development Department Office, 46 Valley Street, Asheville, NC 28801, 828.250.4829, Planning Conference Room. Submission of a proposal shall constitute sufficient evidence of this compliance and no allowance will be made for unreported conditions which a prudent Vendor would recognize as affecting the performance of the work called for in this proposal.

Vendor is cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this Request for Proposal, must be confirmed by written addendum before it can be considered to be a part of this proposal. The County may provide verbal answers to questions raised at the site visit, but reserves the right to reinterpret any verbal interpretation of this RFP. The County will only consider responses issued in a written addendum to this RFP as valid and binding.

2.5 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible.

To accommodate the process, Vendors shall submit any such questions by March 6, 2020, 5:00 PM ET. Written questions shall be emailed to matthew.cable@buncombecounty.org. Vendors should enter “RFP # 032720: Questions” as the subject for the email.

Question submittals should include a reference to the applicable RFP section and page number and be submitted in a format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question ...?

Questions received prior to the submission deadline date, the County’s response, and any additional terms deemed necessary by the County will be posted in the form of an addendum. No information, instruction or advice provided orally or informally by any County personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely only on written material contained in an Addendum to this RFP.

2.6 PROPOSAL SUBMITTAL

Proposals will be received until 2:00 PM, March 27, 2020. All proposals may be submitted in a sealed envelopes and properly identified with the RFP# 032720 and “Services Associated with Mountain Mobility, Buncombe County’s Community Transportation Program”.

Proposals may be delivered by hand, U.S. Postal Services, courier or delivery service to:

Matthew Cable, Planning and Development Department, 46 Valley Street, Asheville, NC 28801

Vendor shall bear the risk for late submission due to unintended or unanticipated delay—whether delivered by hand, U.S. Postal Service, courier or other delivery service. The time and date of submission will be marked on each proposal when received. Any proposal—submitted after the proposal deadline will be rejected. It is the Vendor’s sole responsibility to ensure its proposal has been submitted by the specified time and date. The County reserves the right to accept or reject all or any part of any proposal, waive informalities and award the contract to best serve the interest of the County.

It is the Vendor’s sole responsibility to ensure its proposal has been received by the specified time and date. Receipt of proposals can be verified by calling 828.250.4829.

All Vendors are urged to take the possibility of delay into account when submitting a proposal by U.S. Postal Service, courier, or other delivery service. **Attempts to submit a proposal via facsimile (FAX) machine, email or telephone in response to this RFP shall NOT be accepted.**

- a) **Submit one (1) signed, original executed proposal responses, five (5) of photocopies, two (2) un-redacted copies on CD, DVD or flash drive and, if required, two (2) redacted (Proprietary and Confidential Information Excluded) copies on CD, DVD or flash drive of your proposal to the physical address identified above.**
- b) **Submit your proposal in a sealed envelope. Clearly mark each package with: (1) Vendor name; (2) the RFP number; and (3) the due date.** Address the package(s) for delivery as shown in above. If Vendor is submitting more than one (1) proposal, each proposal shall be submitted in separate sealed envelopes and marked accordingly. For delivery purposes, separate sealed envelopes from a single Vendor may be included in the same outer package. Proposals are subject to rejection unless submitted with the information above included on the outside of the sealed proposal package.
- c) Copies of proposal files must be provided on separate read-only CD’s, DVD’s or flash drives. File contents **shall NOT** be password protected but shall be in .PDF or .XLS format, and shall be capable of being copied to other sources.

Volume One must contain the entire **Technical Proposal** including any proprietary information and have the following label affixed to the disc: 1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words “Volume One - Technical Proposal Non-Redacted.”

Volume Two must contain the entire **Cost Proposal** and have the following label affixed to the file: 1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words “Volume Two - Cost Proposal”. The Cost Proposal shall encompass the contractor’s price for service for the initial three-year base term of the contract, the first three-year renewal option period, and the second three-year renewal option period.

Volume Three, if required for confidentiality, must contain the **Technical Proposal excluding any proprietary information identified as confidential and proprietary in accordance with ATTACHMENT B: INSTRUCTIONS TO VENDORS, SECTION B.14**. The County, in responding to public records requests, will release the contents of this file. It is the sole responsibility of the Vendor to ensure that this file complies with the requirements of B, Paragraph 14 of the Instructions to Vendors. The following label must be affixed to the file: (1) Vendor name; (2) the RFP number; (3) the due date; and (4) the words “Volume Three Technical Proposal– Redacted Copy”.

Each Volume must be in its own individually sealed envelope.

2.7 TECHNICAL PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Vendor RFP responses shall include the following items and those attachments should be arranged in the following order:

- a) **Cover Letter:** submitted on the organization’s letterhead and signed by a representative of the organization that is authorized to bind the organization. The cover letter shall include the following:
 - 1) Identification of the street address, mailing address, city, state, zip code, telephone number, fax number for the principle office of the organization.
 - 2) Identification of the name and title of individual to contact for further information, as well as street address, mailing address, city, state, zip code, telephone number, fax number, and email address.
 - 3) A statement indicating whether the organization is an individual, a partnership, a corporation, a joint venture, or a non-profit organization.
 - 4) A statement indicating if the organization is a HUB vendor and if the organization is certified as a DBE by the North Carolina Department of Transportation.

- 5) A statement indicating that the organization has carefully examined the documents and that the organization is familiar with the work to be done and understands the requirements for performing the work.
 - 6) A statement indicating if the organization is willing and able to initiate start-up after award and begin performing services by July 1, 2020.
 - 7) A statement indicating that the proposal, in its entirety, shall remain valid for a period of not less than 120 days from the proposal due date.
 - 8) A statement and acknowledgement that the proposal constitutes a binding offer to provide services in accordance with the terms of the RFP.
- b) **Title Page:** Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) **Execution Pages:** Completed and signed version of EXECUTION PAGES, along with the body of the RFP and signed receipt pages of any addenda released in conjunction with this RFP (if required to be returned).
- d) **Proposal:** Vendor shall submit sufficient information or documentation to evidence Vendor is qualified to provide services, including:
- 1) **Evidence of Financial Condition and Capacity:**
 - i. Provide an operating statement and balance sheet, audited financial statement, or other acceptable documentation to substantiate the current financial condition of the Vendor. The information must be provided for the Vendor's last full fiscal year. If applicable, the same is required for any parent or affiliated company of the Vendor. The financial information must evidence the financial status of the entity or business unit that will actually perform service under this RFP.
 - ii. Provide assurance of the capability of Vendor to meet the insurance requirements defined in the RFP.
 - iii. Provide information concerning adverse claims, arbitrations, lawsuits, or other disputes (including any settlement thereof) involving a public transportation project and the proposer or a team member (including professional liability/errors and omissions claims) in which the claim, settlement, or judgment exceeds one hundred thousand dollars (\$100,000).
 - 2) **Professional Qualifications and Experience:**
 - i. An organizational chart which depicts the "chain of command" for the entire organization, including key owners, principals, board of directors, and key managers.
 - ii. A description of the Vendor's experience in providing passenger transportation services within the last five (5) years, including a description of the Vendor's experience in providing transportation services to older adults and persons with disabilities.
 - iii. A reference list naming five (5) agencies or organizations for which the Vendor has performed transportation and/or related services within the past three (3) years. At least one (1) of those projects should be of similar size, scope, and complexity to the work described in the scope of services for this RFP. Include the contact person, current telephone number, email address, type of services provided, and dates of service. Any and all references may be contacted.
 - iv. A list of the names, addresses, and telephone numbers of proposed subcontractors, if any, and the role they will play in the performance of Mountain Mobility services outlined in the RFP. Indicate whether the subcontractor is certified as a HUB or DBE vendor. Provide the same Professional Qualifications and Experience documentation described herein above for any proposed subcontractor.
 - 3) **Management and Services Plan:** This plan must demonstrate Vendor understanding of the project and services to be provided as a contractor. The Management and Services Plan shall be limited to a maximum of twenty (20) single-spaced, typewritten pages (11 character font or greater). The Management and Services Plan should include, but is not limited to:
 - i. A description of how the Vendor will provide services in accordance with the standards and specifications outlined in the RFP. At a minimum, include descriptions of supervision, scheduling and dispatch, customer service, service quality assurance, and performance monitoring/reporting.
 - ii. A description of the key personnel who will be assigned to the project and their qualifications. Emphasis should be placed on the General Manager, Operations Manager, and/or any other management-level staff. In addition, provide a description of any regional and/or corporate staff that will be involved in the planning,

implementation, start-up, and/or ongoing support of the system and describe the role they will play in the performance of contracts.

- iii. A description of how Vendor will ensure the availability of sufficient personnel and equipment to provide satisfactory service.
- iv. A description of management, staffing, and personnel plans, proposed positions, wage rates, health and/or other benefits, employee incentives, employee hiring and recruitment, and workforce stability plans.
- v. A description of Vendor's systems and procedures for safety, driver selection, training, and monitoring/evaluation which ensures compliance with, at a minimum, those procedures outlined in Mountain Mobility's System Safety Plan (SSP).
- vi. A description of how Vendor will comply with Federal Transit Administration (FTA) drug and alcohol testing regulations and Buncombe County's Substance Abuse Policy for Mountain Mobility.
- vii. A description of Vendor's experience using automated reservations, scheduling, and dispatch software and MDT-AVL technology; including a description of any specific experience using RouteMatch software.
- viii. Identify the number and type of County-owned vehicles that would need to be leased in order to provide the proposed services. Include a statement regarding whether or not the Vendor will utilize its own vehicles in the service instead of, or in addition to, fleet vehicles, and if so, provide a list of those vehicles, their configuration, model, etc.
- ix. A description of how Vendor plans to provide preventive and corrective maintenance of vehicles in accordance with Mountain Mobility's System Safety Plan (SSP). Describe the location where maintenance work will be performed if the organization plans to perform vehicle maintenance in house. Describe how vehicles will be inspected and cleaned. These descriptions apply to County-owned vehicles and/or vehicles supplied by the Vendor. Also include a description of the Vendor's experience and practices for fueling and maintenance of vehicles that use dual/alternative fuels, specifically CNG and LP.
- x. A description of accident investigation policies and procedures, including any internal actions that may be taken with the vehicle operator.
- xi. A description of Vendor's customer service philosophy and methods. Describe how Vendor will ensure quality customer services will be provided for this project.
- xii. A description of what products and/or services are to be supplied by subcontractor(s) (if any) and what percentage of the overall scope of work subcontractor(s) will perform (if any). This description should be clear as to which products, services, and percentages are associated with which subcontractors.

4) **Transition and Start-Up Plan:**

- i. A description of a start-up plan to begin immediately after award. The plan must emphasize that Vendor will be fully responsible for all tasks associated with ensuring the operation of services under contract will commence by July 1, 2020 and an understanding that the Vendor will not receive any reimbursement for costs associated with start-up activities.
- ii. A description of how Vendor will assure a smooth transition of responsibilities and start-up of services, including hiring, training, vehicles, and other specific start-up activities.
- iii. An acknowledgement that the selected Vendor will be required to provide a more comprehensive and detailed transition and start-up plan and schedule following award.

e) **Attachment A: Scope of Work**

f) **Attachment B: Instructions to Vendors**

g) **Attachment C: Contract Administration**

h) **Attachment D: Buncombe County General Contract Terms and Conditions**

i) **Attachment E: Location of Workers Utilized by Vendor** - Completed and signed

j) **Attachment F: Certification of Financial Condition** - Completed and signed

- k) **Attachment G: Supplemental Vendor Information** - Completed and signed
- l) **Attachment H: Federal and State Requirements and Special Conditions** - Completed and signed
- m) **Acknowledgement of Receipt of Addenda** (If Applicable) - Completed and signed

2.8 COST PROPOSAL CONTENTS

- a) **Title Page:** Include the company name, address, phone number and authorized representative along with the Proposal Number.
- b) **Execution Pages:** Completed and signed version of EXECUTION PAGES, along with the body of the RFP and signed receipt pages of any addenda released in conjunction with this RFP (if required to be returned).
- c) **Attachment I: Budget Narrative and Cost Proposal Budget** - Completed and signed
- d) **Cost Proposal:**
 - 1) Shall be based on the characteristics of the current services provided, mileage, service hours, etc.
 - 2) Shall be a proposed budget for each fiscal year of the base contract period (three years) and for the first and second three-year option periods.
 - 3) Shall be completed using service projections for the base contract period, first and second renewal option periods (provided by the County in ATTACHMENT I: BUDGETN NARRATIVE & COST PROPOSAL BUDGET).
 - 4) Proposed contract rates for Mountain Mobility services will be determined by dividing the total proposed budget by the service projections.
 - 5) The following will either be paid by the County or the cost otherwise will be negotiated with the selected Vendor(s) and should not be included in the cost proposal: fuel, office space, building maintenance, janitorial service, utilities, and telecommunication services (internet access, telephone services, technical support fees, etc.) and capital purchases.

2.9 ALTERNATE PROPOSALS

Vendor may submit alternate proposals for various methods or levels of service(s) or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #___ for 'Name of Vendor'". Each proposal must be for a specific set of services and must include specific pricing. If a Vendor chooses to respond with various service offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

2.10 ADDITIONAL PROPOSAL REQUIREMENTS AND CONDITIONS

- a) **Proposals Binding:** The proposal represents an offer to do work as described in this RFP. By submission of its proposal, Vendor represents and warrants it has sufficiently informed itself in all matters affecting the performance of the work or the furnishing of the labor, services, supplies, materials, or equipment called for in this RFP; that it has checked its proposal for errors and omissions; that the prices stated in its proposal are correct and as intended by it; and are a complete and correct statement of its prices for providing the labor, services, supplies, materials, or equipment required. A proposal which does not comply with some or all terms and conditions of the RFP may be rejected as non-responsive. Once submitted and opened, all proposals become the property of Buncombe County and will not be returned, regardless of the disposition of this RFP. A proposal submitted in accordance with the terms and conditions of this RFP shall be binding upon Vendor for the period of time it takes to negotiate an agreement and execute a contract with the successful firm or for a period of 120 calendar days after the proposal due date, whichever is greater.
- b) **Proposal Costs:** Buncombe County shall not be liable for any pre-contractual expenses incurred by a Vendor. Vendors shall not include such expenses as a part of its Management Plan or Cost Proposal. Buncombe County shall be held harmless and free from any and all liability, claims, or expenses whosoever incurred by, or on behalf of, any person or organization responding to this RFP. Pre-contractual expenses are defined as expenses incurred by Vendor, if any, in:
 - 1) Preparing proposals or other documents in response to this RFP;
 - 2) Negotiations with the County on any matter related to this procurement;

- 3) Costs associated with interviews, meetings, travel, or presentations; and/or
 - 4) Other expenses incurred prior to the date services begin under contract(s).
- c) **Reserved Rights:** Buncombe County reserves the right to waive any minor irregularities in any and all proposals in whole or in part. The County reserves the right to accept or reject any or all proposals and re-solicit or cancel this RFP if deemed by the County to be in its best interest, without indicating any reasons for such rejection(s). Rejection of a proposal is not grounds for use of appeal procedures. The County reserves the right to award services based upon the initial proposal or on the basis of a best and final offer without conducting oral interviews and/or without conducting negotiations. If the County receives only one proposal that meets the requirements of this RFP, the County may negotiate a contract with that single proposer, and may award a contract to that proposer if an analysis shows that the cost/price is fair and reasonable for the services to be provided. The County makes no representations that any contract will be awarded to any proposer responding to this RFP. The County reserves the right to negotiate separately with any firm within or outside of the scope of this RFP in any manner deemed appropriate to serve the best interests of Buncombe County and the development of its Community Transportation Program.

2.11 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

- a) **BAFO:** Best and Final Offer, submitted by a Vendor to alter its initial offer, made in response to a request by the issuing agency.
- b) **Buyer:** The employee of the County or Other Eligible Entity that places an order with the Vendor.
- c) **Contract Lead:** Representative of Buncombe County who corresponds with potential Vendors in order to identify and contract with that Vendor providing the greatest benefit to the County and who will administer this contract for the County.
- d) **Contractor:** Vendor selected through the Request for Proposal Process.
- e) **County:** Buncombe County.
- f) **Qualified Proposal:** A responsive proposal submitted by a responsible Vendor.
- g) **RFP:** Request for Proposal
- h) **Services or Service Deliverables:** The tasks and duties undertaken by the Vendor to fulfill the requirements and specifications of this solicitation.
- i) **Vendor:** Supplier, bidder, proposer, company, firm, corporation, partnership, individual or other entity submitting a response to a Request for Proposal.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the RFP requirements and best fits the needs of the County.

Buncombe County reserves the right to reject any and/or all submittals, and to waive any minor informality, technicality, defects, and/or irregularities in proposals received. The County reserves the right to finalize a contract with one or more firms based on all factors involved in the written qualification submittal without further discussion or interviews.

While the intent of this RFP is to award a Contract(s) to a single Vendor, the County reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the County to do so.

Proposals will generally be evaluated according to completeness, content, and experience with similar projects, ability of the Vendor and its staff, and cost. The County will seek the best combination of experience, qualifications, price, and other factors which satisfy the County's transportation program needs. The award of contracts shall be made to the most responsible qualified Vendor(s) whose proposal(s) will provide the best value (technical, price, and other factors included) to the County and potential contracting agencies.

Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the County reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the County.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

During the evaluation period—from the date proposals are opened through the date the contract is awarded—each Vendor submitting a proposal (including its representatives, sub-contractors and/or suppliers) is prohibited from having any communications with any person inside or outside the using agency, issuing agency, other government agency office, or body (including the purchaser named above, department secretary, agency head, members of the Board of Commissioners), or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the contents of another Vendor's proposal, another Vendor's qualifications or ability to perform the contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals and/or the award of the contract. A Vendor not in compliance with this provision shall be disqualified from contract award, unless it is determined in the County's discretion that the communication was harmless, that it was made without intent to influence and that the best interest of the County would not be served by the disqualification. A Vendor's proposal may be disqualified if its sub-contractor and supplier engage in any of the foregoing communications during the time that the procurement is active (i.e., the issuance date of the procurement to the date of contract award). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or general inquiries directed to the purchaser regarding requirements of the RFP (prior to proposal submission) or the status of the contract award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

The County shall review all Vendor responses to this RFP to confirm that they meet the specifications and requirements of the RFP.

The County will conduct a Two-Step evaluation of Proposals:

Proposals will be received from each Vendor as two separate volumes - the Technical Proposal and the Cost Proposal. Both proposals (Technical and Cost) shall be signed and dated by an official authorized to bind the firm. Unsigned proposals will not be considered.

NOTE: No technical information shall be contained in the cost proposal. No cost information shall be contained in the technical proposal. Inclusion of any cost information in the technical proposal and/or any technical information in the cost proposal shall constitute sufficient grounds to reject Vendor's proposal.

All proposals must be received by the issuing agency not later than the date and time specified on the cover sheet of this RFP.

At that date and time, the package containing the technical proposals from each responding firm will be publicly opened and the name of each Vendor announced publicly. A notation will also be made whether a separate sealed cost proposal has been received. Cost proposals will be placed in safekeeping until opened at a later date.

All technical proposals will be evaluated prior to opening any cost proposal.

Upon completion of the technical evaluation, the cost proposals of those Vendors whose technical proposals have been deemed acceptable will be publicly opened. The total cost offered by each firm will be tabulated and become a matter of public record. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their sole option, the evaluators may request oral presentations or discussions with any or all Vendors for the purpose of clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not; therefore, all proposals must be complete and reflect the most favorable terms available from the Vendor.

Proposals will generally be evaluated according to completeness, content, experience with similar projects, ability of the Vendor and its staff, and cost. Specific evaluation criteria are listed section 3.4 EVALUATION CRITERIA, below.

Vendors are cautioned that this is a request for proposals, not a request to contract, and the County reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the County.

The County reserves the right to reject all original offers and request one or more of the Vendors submitting proposals to submit best and final offers (BAFOs), prepared in collaboration with the County after the initial responses to the RFP have been evaluated.

The County reserves the right to reject all original offers and request one or more of the Vendors submitting proposals within a competitive range to submit a best and final offer (BAFO), based on discussions and negotiations with the County, if the initial responses to the RFP have been evaluated and determined to be unsatisfactory.

Upon completion of the evaluation process, the County will make Award(s) based on the evaluation and post the award(s) publicly under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the County.

3.4 EVALUATION CRITERIA

Proposals should be submitted initially on the most favorable terms possible. Following the deadline for submittals, a Selection Committee will review the submitted proposals. The Selection Committee will review, analyze, and rank all submittals based on their response to the information requested. The selection process will include the following criteria in the evaluation of proposals: financial stability and capacity, technical qualifications of the proposer and its staff, experience with similar projects, completeness, relative content, and price. These criteria are not necessarily listed in order of importance. The proposal will be checked for completeness relative to the instructions and information required to be submitted.

Technical Proposals will be evaluated first. The Selection Committee will first identify proposers it deems to have the financial stability and capacity to supply the services needed and to successfully carry out the project, including an assessment of any financial risks or contingent liabilities facing the proposer or anticipated. Financial information and references provided in the Technical Proposal are intended to provide information on the capacity of the proposer. This is vital in assuring stable, high quality transportation services. Buncombe County reserves the right to consider outside sources and related information for purposes of evaluating a proposer's financial condition. Unless a proposer's financial stability and ability can be verified and documented, the County will consider the proposal as non-responsive. Proposals that are determined to be non-responsive will not be further considered by the County in this proposal process.

If Selection Committee findings indicate the proposer has the financial capacity to carry out the project, the Selection Committee next will be charged with identifying proposers it deems to be technically and professionally qualified to supply the services needed and to successfully carry out the project.

All qualified proposals will be evaluated and award made based on considering the following criteria, to result in an award most advantageous to the County:

Technical (60 Maximum Points)

CATEGORY	MAXIMUM POINTS
Financial condition and capacity to successfully carry out the project, including availability of and/or capacity to supply sufficient personnel, facilities, and equipment as needed to comply satisfactorily with all requirements of the contract.	15
Demonstrated understanding of the contractual undertakings, including compliance with federal and state regulations and requirements, substance abuse policy and drug and alcohol testing program, and maintenance of fleet and facilities.	15
Professional qualifications of the firm and general manager, and previous experience in operating projects of similar size, scope, and complexity, including an understanding of human services programs, general public transportation services, federal and state funding programs.	10
Quality of the proposer’s overall management, staffing, and personnel plans, including employee hiring and recruitment, wage and benefit plans, workforce stability plans, and employee training programs.	10
Quality of proposed management plan including dispatching, supervision, customer service, service quality assurance, performance reporting, and commitment to a successful service.	10
TOTAL POSSIBLE POINTS – TECHNICAL PROPOSAL	60

Buncombe County has established a technically competitive range for this component of the procurement process. Those proposers that submitted proposals within the technically competitive range are deemed to be qualified prospective contractors and will be notified of such at this point in the evaluation process.

Cost / Price (40 Maximum Points)

Cost Proposals from proposers not within a technically competitive range will be returned to the proposer unopened. Cost Proposals received from qualified prospective contractors will be opened and checked for completeness relative to the instructions and information required to be submitted. Each Cost Proposal will be evaluated to determine if the proposal is fair and reasonable for the services to be provided. Up to 40 points will be awarded to each Cost Proposal.

The Selection Committee may elect to conduct interviews with all qualified prospective contractors. Interviews may include a presentation by the qualified prospective contractor, questions, requests for clarification of information in the proposal, and/or the qualified prospective contractor may be advised on how a proposal may be improved. Qualified prospective contractors should be prepared to fully explain and justify Cost Proposals, including the assumptions or models used to develop costs.

The Selection Committee may request clarification of information presented by any proposer. Proposers are cautioned that the Selection Committee is not required to request clarification on any information submitted in a proposal. The Selection Committee may amend any scores based on information contained in the proposal or discussed during interviews or the evaluation process.

At the conclusion of the interview process, if conducted, qualified prospective contractors may be requested to submit a “best and final offer.” All best and final offers will respond to and fully address all issues, concerns, deficiencies, and questions that arose during the interview process, and the most cost-effective price proposal feasible.

If a best and final offer is evaluated as being fair and reasonable, the qualified prospective contractor may be selected to enter into negotiations, if conducted, by the County. The County reserves the right to make an award based upon the initial proposal without conducting any discussions, requesting best and final offers, or conducting negotiations on proposals received.

Finalists are those proposers who are both technically competitive and whose Cost Proposal is fair and reasonable. Negotiations with the highest ranked proposer(s) will be pursued leading to the award of contract(s). During post-selection negotiations, Buncombe County may request changes to the finalist’s submittal in order to develop an executable agreement. In the event Buncombe County does not reach an agreement with the highest ranked proposer(s), negotiations may be initiated with other technically competitive proposer(s). Buncombe County considers all elements of a proposal to be negotiable.

3.5 SELECTION FOR AWARD AND CONTRACT AUTHORIZATION

Buncombe County reserves the right to award contracts based on the evaluation of the initial proposals as submitted, without interviews or discussions. If only one proposal is received that meets the requirements of this RFP, Buncombe County reserves the right to negotiate with and award a contract to that proposer.

Although price is important, Buncombe County will seek the best combination of experience, qualifications, price, and other factors which satisfy Buncombe County needs. The award of contracts shall be made to the most responsible proposer(s) whose proposal will provide the best value (technical, price, and other factors included) to the Buncombe County. Buncombe County staff will provide a summary of the findings of the evaluation process to the Buncombe County Board of Commissioners. The Buncombe County Board of Commissioners will formally award contract(s) for services and authorize the execution of contract(s) for work to proceed. Letters will be sent to all qualified prospective contractors notifying them of the award(s).

Buncombe County reserves the right to negotiate separately with any firm within or outside of the scope of this RFP in any manner deemed appropriate to serve the best interests of Buncombe County and the development of its Community Transportation Program.

Contract awards shall be made only to the qualified and responsible contractor(s) possessing the ability, willingness, and integrity to perform successfully under the terms and conditions of the contract and whose cost proposal is determined to be fair and reasonable for the services to be provided. In accordance with FTA Circular 4220.1F, in addition to being otherwise qualified and eligible to receive the contract award under applicable laws and regulations, a qualified and responsible contractor, at a minimum, must demonstrate that the organization:

- a) **Integrity and Ethics:** Have a satisfactory record of integrity and business ethics, in compliance with 49 U.S.C. Section 5325(j)(2)(A),
- b) **Debarment and Suspension:** Be neither debarred nor suspended from Federal programs under DOT regulations, "Nonprocurement Suspension and Debarment," 2 CFR Parts 180 and 1200, or under the FAR at 48 CFR Chapter 1, Part 9.4,
- c) **Affirmative Action and DBE:** Be in compliance with the Common Grant Rules' affirmative action and FTA's Disadvantaged Business Enterprise requirements,
- d) **Public Policy:** Be in compliance with the public policies of the Federal Government, as required by 49 U.S.C. Section 5325(j)(2)(B),
- e) **Administrative and Technical Capacity:** Have the necessary organization, experience, accounting, and operational controls, and technical skills, or the ability to obtain them, in compliance with 49 U.S.C. Section 5325(j)(2)(D),
- f) **Licensing and Taxes:** Be in compliance with applicable licensing and tax laws and regulations,
- g) **Financial Resources:** Have, or can obtain, sufficient financial resources to perform the contract, as required by 49 U.S.C. Section 5325(j)(2)(D),
- h) **Production Capability:** Have, or can obtain, the necessary production, construction, and technical equipment and facilities,
- i) **Timeliness:** Be able to comply with the required delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments, and
- j) **Performance Record:** Be able to provide:
- k) **Current Performance:** A satisfactory current performance record, and
- l) **Past Performance:** A satisfactory past performance record in view of its records of long-time performance or performance with a predecessor entity, including:
 - 1) **Sufficient Resources:** Key personnel with adequate experience, a parent firm with adequate resources and experience, and key subcontractors with adequate experience and past performance,
 - 2) **Adequate Past Experience:** Past experience in carrying out similar work with particular attention to management approach, staffing, timeliness, technical success, budgetary controls, and other specialized considerations as described in the recipient's solicitation, and
 - 3) **Past Deficiencies Not the Fault of the Bidder or Offeror:** A prospective bidder or offeror that is or recently has been seriously deficient in contract performance is presumed to be nonresponsible, unless the recipient determines that the circumstances were properly beyond the bidder or offeror's control, or unless the bidder or offeror has taken appropriate corrective action. Past failure to apply sufficient tenacity, perseverance, and effort

to perform acceptably is strong evidence of nonresponsibility. Failure to meet the quality requirements of a contract is a significant factor to consider in determining satisfactory performance. FTA expects the recipient to consider the number of the bidder or offeror's contracts involved and the extent of deficient performance in each contract when making this determination.

3.6 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT E: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the County may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the County:

- a) Total cost to the County
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the County's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the County's business requirements and internal operational culture
- g) Particular risk factors such as the security of the County's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.7 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the County; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. As such, all terms in the RFP shall be enforceable as contract terms in accordance with the General Contract Terms and Conditions. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the County will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the County's needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the County exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the County to receive a better proposal, the Vendor is urged and cautioned to submit these items in the form of a question during the question and answer period in accordance with SECTION 2.5 PROPOSAL QUESTIONS.

4.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years, beginning on the date of contract award (the "Effective Date"). The initial term is estimated to commence July 1, 2020 and end on June 30, 2023. The first operating year begins July 1, 2020 and will end June 30, 2021. During the first operating year, the contractor will be subject to a comprehensive contract and performance evaluation process. Failure to perform to contract standards shall be grounds for contract termination on the basis of failure to perform.

At the end of the Contract's current term, the County shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of two additional three-year terms. The total maximum period of performance under this procurement will be nine (9) years. The County will give the Vendor written notice of its intent whether to exercise each option no later than thirty (30) days before the end of the Contract's then-current term. In addition, the County reserves the right to extend a contract term for a period of up to 180 days in 90-day-or-less increments.

The County is under no obligation to exercise any option to renew. Acceptable performance by the contractor in the provision of services according to contract specifications and standards as outlined in this RFP will be considered in whether or not to exercise any option to renew. Other factors will influence the decision, including if the cost proposed exceeds the percent change in the annual consumer price index over the preceding contract period.

4.2 PRICING

Proposal price shall constitute the total cost to County for complete performance in accordance with the requirements and specifications herein, including all applicable charges handling, administrative and other similar fees. Vendor shall not invoice for any amounts not specifically allowed for in this RFP. Complete ATTACHMENT I: BUDGET NARRATIVE & COST PROPOSAL BUDGET and include in Proposal. The County is exempt from payment of all federal taxes in connection with this RFP and said taxes shall not be included in costs in the proposal.

4.3 INVOICES

- a) The Vendor must submit one monthly invoice within fifteen (15) calendar days following the end of each month in which work was performed.
- b) Invoices must be submitted to the Contract Lead in on the Contractor's official letterhead stationery and must be identified by a unique invoice number. All invoice backup reports and spreadsheets must be provided in electronic format.
- c) Invoices must bear the correct contract number and purchase order number to ensure prompt payment. The Vendor's failure to include the correct purchase order number may cause delay in payment.
- d) Invoices must include an accurate description of the work for which the invoice is being submitted, the invoice date, the period of time covered, the amount of fees due to the Vendor and the original signature of the Vendor's project manager.

4.4 FINANCIAL STABILITY

Each Vendor shall certify it is financially stable by completing the ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION. The County is requiring this certification to minimize potential issues from Contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the County within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

Financial information, statements and/or documents submitted with a proposal shall be evaluated to determine: whether the Vendor has sufficient ability to perform the contract; whether the Vendor is able to meet its short term obligations, debts, liabilities, payroll, and expenses; whether Vendor has provided complete, reliable and accurate financial information regarding its business operation; whether the Vendor is financially solvent; and whether Vendor has sufficient cash flow and/or available financing from a financial institution to perform the proposed contract for 60 days without receiving payment from the County. Financial information of non-public entities may be marked as confidential in accordance with ATTACHMENT B: INSTRUCTIONS TO VENDORS, SECTION B.14.

4.5 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to Buncombe County. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

4.6 REFERENCES

Vendors shall provide at least three (3) references for which your company has provided Services of similar size and scope to that proposed herein within the last three (3) years. The County may contact these users to determine the Services provided are substantially similar in scope to those proposed herein and Vendor's performance has been satisfactory. The information obtained may be considered in the evaluation of the proposal.

COMPANY NAME	CONTACT NAME	TELEPHONE NUMBER

4.7 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the County. As part of Vendor background the details below must be provided to the County:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, of Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge or a statement that it is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge or a statement it is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

Vendor's responses to these requests shall be considered to be continuing representations, and Vendor's failure to notify the County within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this contract.

4.8 PERSONNEL

Vendor shall not substitute key personnel assigned to the performance of this Contract without prior written approval by the Contract Lead. Vendor shall notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The County will approve or disapprove the requested substitution in a timely manner. The County may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, the County may request acceptable substitute personnel or terminate the contract services provided by such personnel.

4.9 VENDOR'S REPRESENTATIONS

- a) Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the County under this Contract. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the County. Names of any third party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).
- b) If any Services, deliverables, functions, or responsibilities not specifically described in this Contract are required for Vendor's proper performance, provision and delivery of the service and deliverables under this Contract, or are an inherent part of or necessary sub-task included within such service, they will be deemed to be implied by and included within the scope of the contract to the same extent and in the same manner as if specifically described in the contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and Deliverables.
- c) Vendor warrants that it has the financial capacity to perform and to continue perform its obligations under the contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

ATTACHMENT A: SCOPE OF WORK

A.1 PROJECT DESCRIPTION

Mountain Mobility was established in 1989 to provide transportation services to Buncombe County residents and currently provides transportation services to clients of human service agencies, departments of local governments, and general public transportation services for persons residing outside of the City of Asheville. Demand-response and subscription services are provided for medical trips, employment, job training, education, shopping, multipurpose, community service routes, and the City of Asheville's ADA Complementary Paratransit Program (including regular, after-hours, and weekend services as applicable). Three deviated-fixed routes, known as Trailblazer Routes, are provided.

The mission of Mountain Mobility, Buncombe County's Community Transportation System, is to provide transportation services responsive to the needs of Buncombe County residents. The County's level of coordination of transportation services under the North Carolina Department of Transportation (NCDOT) Community Transportation Program is a fully "consolidated" program.

A.1.1 **Contract Oversight.** The Community Development Division of the Buncombe County Planning and Development Department provides fiscal, planning, and project administration, including oversight of transportation studies, grants, contracts, and agreements for Mountain Mobility.

A.1.2 **Mountain Mobility Administration.** Land of Sky Regional Council, through a service agreement with Buncombe County, assists in aspects of Mountain Mobility Administration, including customer intake, customer eligibility, customer registration, customer referral, customer mobility determinations, and agency billing. The Community Development Division of the Buncombe County Planning and Development Department oversees the administration service agreement. Land of Sky Regional Council will be referred to as "Mountain Mobility Administration" throughout the RFP.

A.1.3 **Mountain Mobility Operations.** The Community Development Division of the Buncombe County Planning and Development Department oversees the Mountain Mobility Operations contract. The Vendor oversees operational activities, personnel, etc. The current Vendor employs a general manager, operations manager, fleet manager, safety/training manager, reservationist, schedulers, dispatchers, and vehicle operators. Vendors interested in submitting proposals for Mountain Mobility operations must demonstrate a positive attitude and willingness to embrace innovation as the County refines processes to provide the highest possible quality of service. All aspects of the services associated with Mountain Mobility are the responsibility of the Vendor except the items listed in the RFP which are specifically defined as being the responsibility of Buncombe County or Mountain Mobility Administration. Vendor responsibilities include, but are not limited to, hiring and management of all reservation and scheduling staff, vehicle operators, and other operations support staff; dispatching and deployment of vehicles/resources to provide safe and reliable service which meets or exceeds the quality standards established in the RFP; maintenance of all vehicles and equipment; and investigation of all accidents and incidents involving passengers and/or equipment.

Buncombe County expects to work closely and openly with the Vendor and its employees and expects the Vendor to remain highly flexible and cooperative with changes and innovations. The County expects the Vendor to be willing to make changes to their operation at no additional cost, so long as such changes do not go beyond the scope of services outlined in the RFP. Changes which would expand the scope of services of the project will be addressed as outlined in the RFP and deemed appropriate by the County.

A.1.4 **Service Characteristics.** The service is primarily characterized as door to door transportation service. Mountain Mobility coordinates multiple funding sources to purchase efficient low cost transportation. In FY 2019 passenger trips were as follows: 54% demand-response; 29% subscription; and 17% deviated fixed-route. Transportation services may be modified throughout the contract period as deemed appropriate to serve the best interests of the County and based on the availability of grants and other funding sources. ATTACHMENT L: OPERATING STATISTICS includes the following reports which provide detail on service provision:

- a. FY 2019 NTD S-10 Forms
- b. FY 2019 NCDOT Operating Statistics Report
- c. FY 2020 NCDOT Operating Statistics Report (Mid-Year)

Service levels anticipated under this RFP are shown on the Cost Proposal forms provided in ATTACHMENT I: BUDGET NARRATIVE & COST PROPOSAL BUDGET. The County will not award contracts with any minimum or maximum ridership or other guarantees attached as conditions.

A.2 DEFINITIONS

These definitions are provided to assist in understanding the project. Buncombe County reserves the right to change or modify the definition of these terms as necessary.

- A.2.1 **Customer:** Passenger of Mountain Mobility.
- A.2.2 **Deadhead Hours:** Hours associated with deadhead miles.
- A.2.3 **Deadhead Miles:** Miles a vehicle travels when out of revenue service when there is no reasonable expectation of carrying revenue passengers. Deadhead miles include those incurred between the dispatching point and passenger pick-up or drop-off, leaving and returning from service/maintenance locations, changing routes, etc., Deadhead miles specifically do not include charter service, school bus service, operator training, maintenance training, etc.
- A.2.4 **Demand-Response Trip:** Paratransit trip (within the scope of this RFP) that is not a subscription trip.
- A.2.5 **Deviated-Fixed Route:** Routes operating on a pre-defined schedule, open to the general public, operating fare free, and offering deviations when requested the day prior to service.
- A.2.6 **Early Trip:** Vehicle operator arriving more that fifteen (15) minutes before the requested drop-off/appointment time or pick-up/return time. No earlier than times for arrivals and/or departures may be established for certain programs.
- A.2.7 **Late Trip:** Vehicle operator arriving more that fifteen (15) minutes after the requested drop-off/appointment time or pick-up/return time. No later than times for arrivals and/or departures may be established for certain programs.
- A.2.8 **Medical Equipment:** Portable equipment utilized by a person for medical-related purposes (portable oxygen tanks, etc.).
- A.2.9 **Missed Trip:** A trip scheduled but not attempted (regardless of reason) or a trip that is more than thirty (30) minutes late beyond the acceptable service window for scheduled trips (45 minutes past the requested drop-off or pick-up time).
- A.2.10 **No Show Trip:** A trip where a passenger forgets about, elects not to go on, cancels at door, or cancels after a vehicle has been dispatched. Additional procedures apply in order for a no-show trip to be charged.
- A.2.11 **Not Ready Trip:** A trip where a passenger is not ready to go from a destination after the vehicle operator waits at least five (5) minutes past the requested return time. Additional procedures apply in order for a not-ready trip to be charged.
- A.2.12 **Off Peak Period:** The time period before and after peak period times on weekdays. All day on Saturdays, Sundays and holidays are considered off peak.
- A.2.13 **On-Board Technology:** A tablet on board each Mountain Mobility revenue service vehicle that connects the fleet and office and supports data communications and GPS vehicle tracking.
- A.2.14 **Passenger Trip:** A one-way trip for one person. A passenger trip begins each time a passenger boards the vehicle and ends each time a passenger disembarks from the vehicle, including those situations where multiple stops may be made. Passenger trips include all one-way trips completed, attendant rips, and guest trips. No-show trips are not counted as passenger trips.
- A.2.15 **Peak Period:** The timeframe during which the highest level of demand for passenger trips occurs. The weekday peak period is 7:00 AM to 9 AM (subscription trips); 3:00 PM to 6:00 PM (subscription trips); and 9:00 AM to 3:00 PM (demand-response trips).
- A.2.16 **Revenue Hours:** Hours associated with revenue miles.
- A.2.17 **Revenue Miles:** Miles a vehicle travels while in revenue service. Revenue miles exclude miles incurred for: travel to and from vehicle storage facilities, training, road tests, breaks, and deadhead miles.
- A.2.18 **Revenue Trip:** All one-way trips completed plus no-show trips. Revenue trips are billable to agencies/funding sources. Mountain Mobility does not bill agencies/funding sources for attendant or guest trips.
- A.2.19 **Round Trip:** A round trip would be equivalent to two passenger trips.
- A.2.20 **RouteMatch:** The GIS-based computerized routing, scheduling, and billing software utilized by Mountain Mobility.
- A.2.21 **Route:** A combination of passenger trips on the same vehicle, and the passengers share rides to and/or from one or more origins and destinations.

A.2.22 **Run:** See Route.

A.2.23 **Service Hours:** Hours associated with service miles.

A.2.24 **Service Miles:** The total number of miles traveled by transit vehicles while providing service. Service miles and hours start when the vehicle leaves the base of operations and stops when the vehicle returns to the base of operations. Service miles includes deadhead miles. Service miles do not include breaks, lunch, fueling or maintenance, etc.

A.2.25 **Service Window:** Computerized scheduling parameters which schedules trips to arrive up to 15 minutes before the requested appointment time and schedules trips to arrive for the return trip at the requested time or up to 15 minutes after.

A.2.26 **Shared Ride:** Coordination of individual passenger trips together in an effective and efficient manner so as to increase economies of scale.

A.2.27 **Subscription Trip:** Paratransit trips scheduled for a passenger on a regular, ongoing basis. Times usually do not vary. A passenger usually travels to/from the same origin/destination point at least two (2) days each week for the trip to be designated as a subscription trip.

A.2.28 **Trailblazer:** Deviated-fixed routes serving Black Mountain, Enka-Candler, and Weaverville-Woodfin areas of Buncombe County.

A.2.29 **Trip:** A trip is a one-way trip for one person. A trip may be classified as a passenger trip, attendant trip, guest trip, or no-show trip. A trip begins each time a passenger boards a vehicle and ends each time a passenger disembarks the vehicle, including those situations where multiple stops may be made.

A.2.30 **Vehicle Operator:** Driver.

A.2.31 **Wait Time:** Time a vehicle operator must wait outside a passenger residence before they can designate the trip as a no show. The wait time is a minimum of five (5) minutes, which starts from the scheduled pick-up time from the passenger residence.

A.3 SERVICE STANDARDS AND SPECIFICATIONS

The service will be provided in Buncombe County, North Carolina. Mountain Mobility may occasionally be requested to provide trips that fall outside of the current service structure. These trips may be negotiated with the contractor on an ad hoc basis or as may be appropriate otherwise.

A.3.1 **Operating Hours.** Regular services operating hours shall be available Monday through Saturday, 5:30 a.m. to 7:30 p.m. ADA Complimentary Paratransit Services shall be available during service hours commensurate with ART (Asheville Rides Transit) schedules (including after-hours (Monday through Saturday), Sunday, and holiday services as applicable). Regular operating hours may be amended through the course of the contract if ADA Complimentary Paratransit Services contracts should change.

A.3.2 **Holidays.** Regular services will not be provided on the following holidays: New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The Vendor shall post notices of each holiday on all revenue vehicles at least one (1) week prior to each holiday.

ADA Complimentary Paratransit Services shall be provided on the following holidays: New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, and Labor Day. ADA Complimentary Paratransit Services will not be provided on the following holidays: Thanksgiving Day and Christmas Day.

Additional holidays may be observed by agencies or destinations to which customers are transported thereby negating the need for transportation to those specific agencies or destinations on those specific holidays.

A.3.3 **Equivalency of Service.** Vendor shall ensure services provided to persons with disabilities, including persons who use wheelchairs/mobility devices, is equivalent to the level and quality of service offered to persons without disabilities. Such service, when viewed in its entirety, shall be provided in the most integrated setting feasible and shall be equivalent with respect to: (1) response time; (2) fares; (3) geographic service area; (4) hours and days of service; (5) restrictions on trip purpose; (6) availability of information and reservation capability; and/or (7) constraints on capacity or service availability. Vendor shall inform Buncombe County of any circumstances or situations whereby services are not provided on an equivalent basis.

A.3.4 **Customer Authorization, Eligibility, and Scheduling.** Vendor shall work with Mountain Mobility Administration to ensure each person receiving a paratransit trip (demand-response or subscription trips (excludes trips not provided on deviated-fixed routes)) is authorized to travel and that the trip scheduled is eligible for reimbursement. In some instances, it is possible for a customer to be certified by multiple agencies, depending on trip purposes, eligibility requirements, and availability of funding. Vendor shall work with Mountain Mobility

Administration to ensure trips are billed to appropriate accounts and agencies. Vendor shall work with Mountain Mobility Administration to determine: any special needs of customers including, but not limited to, the need for lift-equipped vehicles or other special assistance; if personal care attendants or escorts will be accompanying customers; and adequate scheduling time in providing the service for addressing such needs.

A.3.5 Reservations. Reservations will be accepted during hours which vary dependent on service type/program. Vendor shall not provide same day service. Vendor shall accept advance reservations up to 30 days in advance of a requested trip.

Demand-response reservations for the following day for all non-ADA Complementary Paratransit services will be accepted by Vendor staff between 8:00 AM and 3:00 PM Monday through Friday. Voicemail shall be made available for reservation requests after hours and on holidays. The table below describes the demand-response (non-ADA Complementary Paratransit) trip reservation request window, when the reservation would be received/entered by Vendor staff, and the first available trip day.

Passenger Reservation Request Submitted	Reservation Entered	First Available Trip Day
3:00 PM Friday and 3:00 PM Monday	Monday (8:00 AM to 3:00 PM)	Tuesday
3:00 PM Monday and 3:00 PM Tuesday	Tuesday (8:00 AM to 3:00 PM)	Wednesday
3:00 PM Tuesday and 3:00 PM Wednesday	Wednesday (8:00 AM to 3:00 PM)	Thursday
3:00 PM Wednesday and 3:00 PM Thursday	Thursday (8:00 AM to 3:00 PM)	Friday
3:00 PM Thursday and 3:00 PM Friday	Friday (8:00 AM to 3:00 PM)	Saturday

Demand-response reservations for the following day for ADA Complementary Paratransit services will be accepted by Vendor staff between 8:00 AM and 5:00 PM Monday through Friday. Voicemail shall be made available for reservation requests after hours and on holidays. Service requests received after hours and on holidays must be accommodated. The table below describes ADA Complementary Paratransit service trip reservation request window, when the reservation would be received/entered by Vendor staff, and the first available trip day.

Passenger Reservation Request Submitted	Reservation Entered	First Available Trip Day
5:00 PM Saturday and 5:00 PM Sunday	Sunday (8:00 AM to 5:00 PM)	Monday
5:00 PM Sunday and 5:00 PM Monday	Monday (8:00 AM to 5:00 PM)	Tuesday
5:00 PM Monday and 5:00 PM Tuesday	Tuesday (8:00 AM to 5:00 PM)	Wednesday
5:00 PM Tuesday and 5:00 PM Wednesday	Wednesday (8:00 AM to 5:00 PM)	Thursday
5:00 PM Wednesday and 5:00 PM Thursday	Thursday (8:00 AM to 5:00 PM)	Friday
5:00 PM Thursday and 5:00 PM Friday	Friday (8:00 AM to 5:00 PM)	Saturday
5:00 PM Friday and 5:00 PM Saturday	Saturday (8:00 AM to 5:00 PM)	Sunday

Vendor will electronically enter trip requests into RouteMatch as reservations are requested for services.

A.3.6 Scheduling. Vendor will schedule all reservations entered into RouteMatch for services. Vendor will ensure schedules, vehicle operator summary trip sheets, and all other information has been compiled for the next day's service. Schedules may require last-minute modifications based on service requests, cancellations, no-show trips, and not-ready trips. It will be Vendor's responsibility to schedule adequate number of vehicle operators, dispatch appropriate vehicles, and fully manage the work as it is performed within safety, on-time, and quality service standards. The County may offer guidance and advice as needed; however, management of day-to-day Mountain Mobility Operations will be the responsibility of the Vendor.

A.3.7 Vendor Recommendations Following Start of Service. By December 31, 2020, Vendor shall provide to the County its recommendations for utilization of vehicles, as well as the addition, deletion, and/or restructuring of

routes, services, policies, procedures, or other activities associated with Mountain Mobility which may reduce costs, enhance services, and/or achieve the mission of Mountain Mobility.

- A.3.8 **Service Quality, Efficiency and Effectiveness.** Vendor shall assist in designing services and shall perform trips and use vehicles in such a manner that demonstrates cost efficiency, service effectiveness, cost effectiveness, and service quality in meeting the service demands. Vendor shall provide services in such a manner as to avoid any undue delays, and services shall be provided by the shortest and safest route. Vendor shall ensure deadhead miles are limited to a minimum. Vendors will be required to meet any and all service standards and specifications described in this RFP. All standards and specifications described in this RFP are designed to provide maximum efficiency and quality of service and must be complied with at all times. The service standards and specifications outlined in this section represent minimum standards.
- A.3.9 **Negotiation of Pick-Up Time.** Vendor may negotiate pick-up times but shall schedule pick-up and drop-off times within one hour of the requested time (at either end of the trip).
- A.3.10 **On-Time Service.** All trips must be completed as close to on-time as possible. The on-time window is not to be construed as "extra time". Actual drop-off and pick-up times, as well as the calculated odometer reading based on collected GPS data, shall be collected for each trip through on-board technology. The goal is to perform trips on-time 95% of the time or better.
- A.3.11 **Wait Time.** Wait times are expected to be five (5) minutes. Wait times can only occur within the service window (15 minutes on either side of the scheduled pick up time). Vehicle operators may sound a short blow on the vehicle horn immediately upon arrival. If the customer does not come to the door within five (5) minutes, the vehicle operator may also knock on the customer's door to notify them of their presence. If no response is received, the vehicle operator should notify dispatch. The vehicle operator may not depart until instructed to do so by the dispatcher. Dispatchers are required to maintain a record of all such activity, and vehicle operators must also record the trip with the appropriate selection on the on-board technology (no-show, cancelled, etc.), as directed by the dispatcher.
- A.3.12 **Ride Time.** Ride time shall not exceed 60 minutes in a vehicle except where the trip requires a longer-distance route, in which case ride time may be extended to no more than 90 minutes. Ride times shall not exceed 60 minutes at any time when transporting children. The goal is to perform trips within 60 minutes 95% of the time or better.
- A.3.13 **Passenger Assistance.** Vehicle operators performing demand-response services shall offer assistance to all customers and shall assist customers: (1) upon request; (2) when there is an apparent need, (3) where RouteMatch information indicates special assistance is needed; (4) who use the lift; (5) during vehicle alighting; (6) who need assistance to their seat and with securement, and (7) during vehicle disembarking. Vehicle operators performing demand response services shall assist customers in unloading packages from the vehicle, and, if requested, in carrying the packages to the door of the customer residence. Vehicle operators shall not: (1) enter a customer home for any reason; (2) carry customers; or (3) assist customers in a wheelchair/mobility device up or down more than two (2) steps.
- A.3.14 **Service Animals.** Service animals are allowed on all vehicles.
- A.3.15 **Customer Safety.** Vendor shall ensure the safety of customers by any and all means necessary, including, but not limited to, vehicle operator training, retraining and monitoring; use of seat belts by the vehicle operators and customers at all times; use of child restraint devices as required by law; vehicle maintenance; maintaining order in and around vehicles; providing safety and emergency procedures, etc. Vehicle operators shall visually check each customer to make sure seat belts are fastened and/or that child restraint devices are properly secured. Customers should not leave the vehicle operator's sight; vehicles should not be left running if the vehicle operator is not behind the wheel; and other common sense approaches to safety. Vendor shall contact Mountain Mobility Administration and the County for guidance if safety problems are encountered in serving a customer.
- A.3.16 **Special Passenger Assistance and Efforts.** Vendor shall understand that customers with disabilities may need special assistance which may require special efforts on the part of Vendor staff. Vendor shall be cognizant of such needs and train and instruct employees to act and respond appropriately under such circumstances.
- A.3.17 **Behavioral Management.** Vendor shall ensure staff deal with the behavior of any customer or any customer's representative(s) in a positive manner. Customers shall not be subjected to treatment of a physical nature such as shaking, hitting, spanking, pinching, pulling of hair, jerking of arms, biting, or other cruel treatment by an employee or by another customer. Customers shall not be subjected to treatment of a psychological nature such as humiliation by derogatory, sarcastic, or punitive remarks, harsh or profane language, or actual or implied physical threats by an employee or by another passenger. Vendor shall contact Mountain Mobility Administration and the County for assistance if necessary in resolving any behavioral problems or other problems encountered in serving a customer.

A.3.18 **Fares.** Fares for Buncombe County's Rural General Public program and for the ADA Complementary Paratransit services are established by the respective governing bodies. The fare for Rural General Public customers is \$3.00 per one-way trip. The fare for ADA Complementary Paratransit customers is \$2.00 per one-way trip. No fare is charged for personal care attendants when the ADA Complementary Paratransit customer requires the assistance of a personal care attendant.

Vehicle operators shall not carry change or make change for fares provided by customers.

Vendor shall be responsible for ensuring fares are collected and shall provide regular reconciliation for fares due versus fares collected. Fares attributable to services provided each month shall be credited to and deducted from applicable agency accounts. Fares collected and deposited by Vendor shall offset fares attributable. Neither the County nor agencies shall be responsible for reimbursing Vendor for the difference between fares attributed and fares collected. Vendor and its employees shall institute a firm policy for fare collections and controls to ensure fare revenues are fully deposited in a timely manner.

Vendor shall sell and distribute distinguishable fare program coupons and passes to respective customers and/or agencies on an as-needed basis, and shall provide receipts to customers for fares paid or coupons purchased if so requested by the customer or agency. Fare coupons and passes shall be provided to Vendor by the County.

Customers who are not to be charged a fare as described above shall not be charged a fare or be requested to make a donation for services provided unless otherwise authorized by the County.

A.3.19 **Attendants/Escorts.** Vendor shall allow any customer certified for transportation services to travel with an attendant or escort, if so requested. Vehicle operator trip summary sheets or on-board technology shall reflect if attendants or escorts will be riding with a customer. Children of customers may be allowed to ride with the customer if a Child Transportation Authorization Form is on file with Mountain Mobility Administration.

A.3.20 **Employee Professionalism.** All Vendor employees must maintain a pleasant, courteous, professional demeanor at all times. Complaints of rudeness or unprofessional behavior will not be tolerated.

A.3.21 **Dress Standards.** Vendor shall establish a dress standard for vehicle operators and personnel. This dress standard shall be addressed in the firm's proposal and meet with final County approval. The dress standard should, at a minimum, require that all covered personnel wear pants and a shirt of a common color. Vehicle operators appear neat and professional at all times. Identification badges for vehicle operators and other Vendor staff shall be provided and worn by employees while on duty.

A.3.22 **Vehicle Cleanliness/Appearance.** Vendor shall ensure by all necessary means that vehicles are kept clean and neat on the interior and exterior. Vehicles must be clean and free of all dirt and litter. The interior of each vehicle shall be swept, wiped down, and windows cleaned and trash removed daily. A thorough cleaning and scrubbing of the interior shall be made at least once per week, preferably more. The vehicle exterior must remain clean and free of all dirt and grime. Vehicle exteriors must be washed and scrubbed at least every two (2) weeks. In inclement weather, vehicles may require more frequent washing. Vehicles and cleaning records shall be available for inspection at any time to determine verification of this effort.

A.3.23 **Prohibited Activities.** Vendor shall not allow consumption of food or beverages at any time in a County-owned vehicle used to provide services under this RFP, although exceptions to this policy may be made for medical reasons upon appropriate documentation from a health care provider. Vendor shall prohibit the smoking of any tobacco product or other substance and the carrying of a lighted cigar, cigarette, or pipe, or any other lighted smoking equipment or paraphernalia in any County building, on County grounds, or in County vehicles. This prohibition shall apply to all vehicles and premises, whether owned or leased, which are used to carry out services in relation to this RFP. Concealed weapons are prohibited in the Vendor's facility, in any vehicle (whether County-owned or not), and on any employee or customer served by Mountain Mobility. These policies shall apply to employees, passengers, escorts, and visitors, and to any vehicle or any facility where Mountain Mobility services are provided. Vendor may place appropriate signs on each vehicle and in the facility stating these policies.

A.3.24 **Complaints.** Complaints or other service concerns shall be directed to and received by Mountain Mobility Administration. All complaints will be recorded on a Mountain Mobility complaint form. Mountain Mobility Administration shall provide Vendor and County with a description of complaints/comments received within 24 hours of receipt. Vendor shall review and provide a response to Mountain Mobility Administration and the County, which response shall include an explanation, corrective action, or other response as appropriate. Vendor must respond to complaints within three (3) working days of receipt. Complaints shall be summarized by Mountain Mobility Administration and reported to the Community Transportation Advisory Board (CTAB).

A.3.25 **Accidents/Damage/Incidents.** Vendor shall report all accidents, damage, or incidents which occur in connection with the performance of services for the County, regardless of severity or location. Initial report of

accidents may be made by telephone within twenty four (24) hours of occurrence. Vendor shall submit a written accident/damage/incident reporting form to the County within 48 hours of occurrence. Reports shall include the information and be in the form prescribed by the County. On reports to the Community Transportation Advisory Board (CTAB), Vendor shall report all accidents and indicate if any collisions resulted in injury or property damage to an apparent extent of \$500 or more. Vendor shall repair all damage to vehicles within sixty (60) days of each occurrence (or prior to the end of a contract year if the contract time remaining is less than sixty (60) days). Each repair shall be made in a high quality manner, regardless of cause and regardless of the amount of damage. Prior to the initiation of services, Vendor shall provide the County with the firm's written policies and procedures regarding accidents and related traffic violations that occur in the provision of services.

- A.3.26 **Emergency Treatment Plan.** Notwithstanding or limiting other requirements, service specifications, and standards or other approved policies and procedures that the contractor may institute, Vendor shall follow the general guidelines in this section regarding emergency situations that may arise during the performance of transportation services. During the registration/certification process, Mountain Mobility Administration shall obtain and record information relative to serious or life-threatening medical conditions (seizures, allergies to foods, medications, etc.) of customers who receive transportation services (note: age and/or physical or mental disabilities may not necessarily constitute a special medical condition). Vehicle operators shall be instructed to be cognizant of such special medical conditions in the event of an accident, incident, or other emergency situation that may arise while the customer is being transported. If applicable, Vendor shall seek and obtain directives from the County's Director of Emergency Management Services on the proper use of radio channel for emergencies. In the event of an accident, incident, or other emergency situation that occurs while the customer is boarding, disembarking from, or riding on a vehicle (regardless of whether or not customer(s) may have special medical conditions), the vehicle operator shall be responsible for employing emergency first aid, CPR, bloodborne pathogens procedures, or other procedures as may be appropriate to the circumstance. The vehicle operator shall use radio equipment to contact the Mountain Mobility Operations office to obtain any information available on the person's medical condition, to call an emergency contact person and/or agency, to call for emergency medical services, and/or to otherwise report the situation or obtain guidance on whether to proceed to the nearest hospital. In the event the vehicle operator does not provide and/or follow plans for emergency treatment, Vendor shall subject the vehicle operator to disciplinary action and/or termination of duties.
- A.3.27 **Service Interruptions.** If any situation or condition which could impact service develops or is expected, Vendor shall inform Mountain Mobility Administration and County staff immediately. Such potential service interruptions could include, but are not limited to labor disputes, civil disorder, severe weather, significant equipment problems, severe vehicle operator shortages, etc. These conditions will not relieve Vendor of their service obligations. Vendor shall provide written procedures to the County establishing emergency and "back-up" transportation arrangements. In addition, Vendor shall coordinate emergency and/or disaster-related services with those established with Buncombe County Emergency Management Services.
- A.3.28 **Inclement Weather.** Vendor shall make all service delivery decisions relating to inclement weather and will determine whether service will operate or at what level service will operate. In most cases these decisions will be based on the operational schedule of the City of Asheville's ART Services, as well as agency/facility operation schedules. If severe weather is anticipated, Vendor is responsible for taking necessary precautions to ensure vehicles can be deployed as necessary. Such precautions could include having snow tires and/or chains mounted on vehicles, relocating vehicles, scheduling extra vehicle operators, arranging snow removal in advance, having alternate communications (cellular phones), etc. Under no circumstances will Vendor be permitted to independently decide to suspend service without sufficient reason. Vehicle operators are allowed to exercise discretion and good judgment in cases where isolated hazardous road conditions exist. Accommodations must be made to return all customers to their residences if inclement weather is experienced during the service day. Vendor shall call the County to inform them of any decision to delay or close. Vendor shall thereafter contact Mountain Mobility Administration regarding the delay/closure to coordinate public notice.
- A.3.29 **Confidentiality of Passenger Information.** Vendor shall recognize the protection of private information and careful professional discretion are tantamount to ethical practice in providing services. Vendor staff may routinely have access to or may overhear information concerning a customer's personal or family circumstances. Any and all information regarding any customer served by Mountain Mobility shall be kept strictly confidential. Neither the Vendor nor Vendor staff shall discuss or release such information to any party in any form, within or outside of the workplace, without the authorization of the customer and/or their parent or guardian, and if applicable, the agency sponsoring the customer transportation. Vendor shall require all employees to sign a statement ensuring their understanding of this policy and agreeing to maintain the confidentiality of customer information as a condition of employment.

- A.3.30 **Reports of Suspected Abuse, Neglect, or Exploitation.** All vehicle operators and staff associated with Mountain Mobility are obligated to report any conditions or circumstances which place a child or an older person, or the household of the child or older person, in imminent danger, including children and older adults who are at risk of abuse, neglect, and/or exploitation. To report such conditions or circumstances call the Department of Social Services Adult Protective Services (828.250.5800) or Child Protective Services (828.250.5900). The employee shall file a memo with their supervisor indicating a referral has been made for Adult Protective Services or Child Protective Services.
- A.3.31 **Customer Consent.** Customers must provide a written consent (to Vendor, Mountain Mobility Administration, or County) prior to the release of information to other service agencies or persons as a means of care management and use for publicity purposes. Customer consent forms are available from the County.
- A.3.32 **Informing Customers of Service.** Mountain Mobility Administration shall inform customers about procedures regarding service, confidentiality, complaint and comment procedures, and other matters germane to the customer's decision to accept service. Vendor shall be familiar with and comply with applicable policies and procedures in order to facilitate the provision of services.
- A.3.33 **Information and Referral.** Vendor shall cooperate with the existing information and referral service available in the County, 2-1-1, and with other community efforts to provide information on transportation assistance available.
- A.3.34 **Medical Equipment.** Vendor shall provide transportation services to persons who utilize portable medical equipment in accordance this section.
- a. Vehicle operators and other staff are not responsible for the operation of medical equipment transported with and/or used by a customer during travel.
 - b. Customers who request transportation with medical equipment: (1) shall be informed that Vendor staff are not responsible for the operation of medical equipment transported with and/or used during travel; (2) may be asked whether the medical equipment must be used during travel and, if not, requested to not use the medical equipment during travel; and/or (3) may be requested (not required) to travel with an escort or personal care attendant on vehicles.
 - c. Vendor staff shall determine the most appropriate manner to secure medical equipment in place on the vehicle. If securement devices are not available, Vendor may elect to transport a customer with medical equipment as a single-person trip.
 - d. Registration/certification information supplied by Mountain Mobility Administration will note whether a customer utilizes medical equipment.
 - e. Upon review and approval by the County, Vendor may decline to transport medical equipment if the customer cannot be transported safely with the medical equipment. In such cases, the customer shall be advised of their need to obtain transportation services by other appropriate means (i.e. convalescent ambulance or ambulance services).
- A.3.35 **Transportation of Wheelchairs/Mobility Devices:** Vendor shall safely transport wheelchairs/mobility devices and shall provide services to persons who use wheelchairs/mobility devices in accordance with this section:
- a. Vendor shall use securement systems and any other safety means necessary to ensure that all wheelchairs/mobility devices transported are properly secured.
 - b. Vendor may contact the customer or their representative and request to look at the device to determine if the device will fit on the lift.
 - c. The customer may be transported without the wheelchair/mobility device if desired.
 - d. Vendor may inform the customer about any risks of transferring or not transferring from a wheelchair/mobility device to a vehicle seat; however, the customer shall make the decision of whether or not to transfer.
- A.3.36 **Transportation of Children.** Mountain Mobility Administration will ensure required forms and information are included in the customer file for any child transported by Mountain Mobility, whether the child is the actual customer or if the child is riding with another person (e.g. guardian) who is the Mountain Mobility customer. No person under the age of eight (8) will be authorized to ride without being accompanied by a responsible caretaker age 18 or older. All persons under the age of 18 shall be required to have an up-to-date Authorization for the Transportation of Children form on file with Mountain Mobility.

Notwithstanding or limiting other requirements, service specifications, and standards as set forth in this RFP, Vendor shall adhere to the following procedures and guidelines when transporting children who are between the

ages of zero (0) to eight (8) and when transporting children with disabilities who are between the ages of zero (0) and 14:

- a. An appropriate child passenger restraint device (car seat) shall be used for each child as required under law. Each restraint device shall be of a type and installed in a manner approved by the Commissioner of Motor Vehicles. The number of children transported on one vehicle shall never exceed the number of seat belts available to secure car seats or each child. In order to assure compliance with this requirement, Mountain Mobility vehicle operators shall transport children only within child passenger restraint devices provided by Mountain Mobility. No child passenger restraint device provided by a customer, doctor's office, etc., may be used during the transportation of a child on a Mountain Mobility vehicle. Mountain Mobility Administration will ensure the type of car seat required is included in the customer file for any child transported by Mountain Mobility.
- b. The vehicle operator shall be responsible for ensuring: (1) children are safely received at drop-off points; (2) children are secured and remain in appropriate safety restraints; (3) a child's behavior does not disrupt the safe operation of the vehicle or the safety of other customers; and (4) all children are received by a specified parent, guardian, or other responsible designated person or agency.
- c. In emergency cases, Vendor shall accept verbal requests from a parent or guardian to provide alternate service to/from the residence of one of the designated responsible persons. Children shall not be released to other persons not so designated in writing by the parent or guardian.
- d. If a parent or the designated responsible person alternatively specified is not present to receive a child, the child shall be returned to the agency or facility from which the child was picked up. If no one is present at the agency/facility to receive the child, the child shall be referred and taken to the Department of Social Services and placed in Child Protective Services.
- e. Parents, guardians, and/or contracting agencies shall adhere to the guidelines and procedures established if transportation services for children are requested.
- f. Children shall not be left unattended in a vehicle.
- g. Children shall enter and leave the vehicle from the curbside unless the vehicle is in a protected parking area or driveway.
- h. All vehicles used to transport children in snow and ice shall be equipped with snow tires and/or chains.

A.3.37 **On-Board Equipment.** On-board equipment (first-aid kits, fire extinguishers, etc.) shall be located in each vehicle and will be firmly mounted or otherwise secured. There shall be no loose, heavy objects in the customer area of any vehicle. Under no circumstances shall items such as anti-freeze, oils, lubricants, etc., be carried on a vehicle transporting children.

A.3.38 **Safe Operation.** Vendor and vehicle operator shall be responsible for the safe operation of the vehicle and all equipment used thereon.

A.3.39 **Door Securement.** All vehicle doors shall be kept locked whenever the vehicle is in motion.

A.3.40 **Vehicle Climate.** Temperatures shall be maintained between 65 and 85 degrees Fahrenheit in the vehicle.

A.3.41 **Meetings.** Upon request of the County, Vendor shall, at its own expense, attend meetings (staff, public, committee, etc.) to provide information concerning Mountain Mobility Operations. The general manager, representing Vendor, shall attend all meetings as requested with the County at times and locations to be determined.

A.4 COMPLIANCE WITH STANDARDS

A.4.1 **Unannounced Inspections.** The County (or its designees), NCDOT (or its designees), FTA (or its designees), contracting agencies, and/or the Community Transportation Advisory Board (CTAB) reserve the right to make unannounced inspections for the purpose of inspecting records and equipment relating to the safety and quality of service, ride on vehicles, or conduct other monitoring inspections as appropriate. Such inspection will include, but not be limited to, trip records, billing records, customer complaint records, accident records, vehicle maintenance records, all County-owned equipment, customer service and employee training, and performance records. Regularly and at any given time, Vendor will be requested to provide copies of driver licenses, insurance certificates, vehicle and state inspection information, etc.

A.4.2 **Service Assessments.** Performance of Vendor and compliance with the terms and conditions of this RFP and resultant contracts shall be assessed throughout the contract period by the County (or its designees), the NCDOT (or its designees), FTA (or its designees), contracting agencies, and/or the Community Transportation

Advisory Board (CTAB). Further, the County or its designee shall perform an in-depth assessment of the Vendor's compliance with standards annually or more often if necessary. Vendor shall be provided a thirty (30) day written notice of such assessments. Vendor shall have an opportunity to respond to the results of such assessments. In the event of noncompliance with the terms and conditions of this RFP and resultant contracts hereto, the County may impose such contract sanctions and/or penalties as it may determine to be appropriate, including but not limited to: (a) terms, conditions, and deadlines for achieving compliance; (b) authorization to withhold payments under contracts until compliance is achieved; and/or (c) recommendations for cancellation, termination, or suspension of contracts in whole or in part. If Vendor subcontracts for any service provision or administrative service, the subcontracting agency must agree to be assessed and monitored by the Vendor and/or the County as appropriate and applicable.

A.5 FINANCIAL PENALTIES

Failure to meet service quality and other standards discussed in this RFP may result in the assessment of financial penalties by the County against Vendor. If penalties are assessed, Vendor will be notified in writing that the penalty has been assigned. The penalty amount will be invoiced against Vendor. Assessment of penalties under this section does not limit Vendor's financial liability. The rights and remedies of the County in this section are not exclusive and are in addition to any other rights or remedies provided by law or this RFP. Penalties are assessed as follows:

- A.5.1 **Ride Time.** Where Vendor does not comply with acceptable maximum ride times, the contractor shall be charged \$25 per incident.
- A.5.2 **On-Time Performance.** Where Vendor does not comply with acceptable on-time percentages (95%), the contractor shall be charged \$50 per incident.
- A.5.3 **Missed Trip.** Where Vendor fails at trip provision by arriving more than thirty (30) minutes late, past the scheduled pick-up time for a passenger, Vendor shall be charged \$100 per incident.
- A.5.4 **Vehicle Cleanliness.** Where Vendor fails to maintain cleanliness standards described in this RFP, Vendor shall be charged \$25 per incident per vehicle per determination of improper cleanliness.
- A.5.5 **Improper Vehicle Maintenance.** Where Vendor fails to maintain vehicles in accordance with the requirements described in this RFP, including accident damage, Vendor shall be charged \$500 per vehicle per determination of improper maintenance. Failure to document maintenance is equivalent to not performing maintenance.
- A.5.6 **Information and Reporting Requirement.** Where Vendor fails to provide required validation information, reports, paperwork, or comply with any other administrative responsibility within the time period specified, Vendor shall be charged \$50 per day per incident.
- A.5.7 **Accident and Incident Reporting.** Where Vendor fails to report an accident, damage, or other incident within the required time period, Vendor shall be charged \$50 per occurrence.
- A.5.8 **Vehicle Operator Qualifications.** Where Vendor fails to provide and/or document training, and inspection of vehicle operator training records indicates a vehicle operator is in service and has not satisfactorily passed all required training, Vendor shall be charged \$500 per vehicle operator per determination of lack of satisfactory training. The vehicle operator will be immediately removed from service and will not be permitted to drive until the County has verified the vehicle operator has been properly trained. Failure to properly document vehicle operator training is equivalent to not performing training.
- A.5.9 **Unauthorized Use of County-Owned Fuel Cards.** Where Vendor uses assigned fuel cards for any purpose other than that described in this RFP or directly authorized in writing by the County, Vendor shall be charged \$100 per transaction, per incident.
- A.5.10 **Unauthorized Use of County-Owned Vehicles.** Where Vendor uses assigned vehicles for any purpose other than that described in this RFP or directly authorized in writing by the County, Vendor shall be charged \$500 per vehicle, per incident.
- A.5.11 **Unsafe Action.** Where Vendor is found to have vehicle operators or staff that have taken an unsafe action including, but not limited to, vehicle safety issues, passenger safety issues, leaving customers unattended, or leaving customers stranded; and where such unsafe action creates a safety hazard for customers, Vendor shall be charged \$100 per incident.
- A.5.12 **Workforce Stability/Turnover.** Where Vendor is found to have a year-to-date turnover rate exceeding 30% during any month of the County's fiscal year, Vendor shall be charged \$1,000 per month per percentage point exceeding 30%.

A.6 PERSONNEL

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP, and identify the responsibilities to be assigned to each person the contractor proposes to staff the work.

- A.6.1 **Staffing.** Vendor shall employ a sufficient number of properly qualified personnel to provide the services required. Management staff, office staff, vehicle operators, dispatchers, etc., shall be employees of Vendor, and Vendor shall be solely responsible for payment of its employees' wages and benefits, as well as for the satisfactory work performance of its employees. Vendor is to provide all services under this RFP and should determine their own staffing requirements based on their proposal submitted.
- A.6.2 **Hiring.** Priority for hiring vehicle operators and staff should be given to qualified vehicle operators and staff currently providing this service. If applicable, for purposes of tenure affecting wage rates, the hire date for all existing employees continuing service under contracts awarded pursuant to this RFP shall be their original hire date with the system (1989 forward).
- A.6.3 **Maintaining Continuity.** Vendor shall maintain the continuity, integrity, and quality of services regardless of changes in personnel, particularly at the management level. Vendor shall be responsible for ensuring each employee is properly acquainted with service requirements and responsibilities as an employee. Vendor shall provide supervision and evaluations as necessary to periodically monitor, manage, and maintain acceptable performance by employees.
- A.6.4 **Employee Transportation.** Employees shall provide their own transportation to/from work each day.
- A.6.5 **Employee Friends, Children or Relatives.** Employees shall not be allowed to have friends, children, or relatives ride along on vehicles or stay in offices at any time.
- A.6.6 **Failure to Meet Minimum Standards.** Any failure of Vendor to meet the minimum standards set forth in this RFP and any subsequent contract documents, as well as state and federal law involving the hiring and retention of its employees, shall constitute a breach of the terms and conditions of the contract and will constitute grounds for termination of the contract.
- A.6.7 **Current Positions.** Vendor will ensure all applicable and required obligations under this contract are met, regardless of current policies, procedures, or job descriptions of employees. Vendor will provide job descriptions for all positions within 60 days of execution of contracts. The following positions exist as generally described; however, current job duties may differ:
- a. **General Manager.** An individual on site who is responsible for all aspects of operations, including management and supervision of employees, daily operations, vehicle operator training and quality monitoring, federal and state regulatory compliance, performance monitoring, financial authorizations, etc. The general manager provides direct supervision of the operations manager, fleet manager, safety/training manager, and office assistants (supervision of schedulers to ensure logical and efficient routes are being built while maintaining quality customer service). This person must not hold any other position (e.g., also perform driving responsibilities or be responsible for other transportation programs) and must be free to assume whatever duties are required. The general manager must be licensed and hold all certificates necessary for their duties. The general manager must have full authority to independently make decisions required for safe and efficient operations. The general manager shall have experience oriented to serving community needs. The general manager will be required to meet on a regular basis with County officials, staff, and/or the Community Transportation Advisory Board (CTAB) to discuss Mountain Mobility Operations. Vendor shall not remove or re-assign the general manager at any time after execution of the contract without prior written notice to the County. In the event that a general manager is removed or re-assigned, the contractor shall provide the County with a written summary or resume of the qualifications of the potential general manager for review at least ten (10) days prior to employment of the person as general manager. FTE: 1
 - b. **Operations Manager.** An individual on site who provides direct supervision of vehicle operators and dispatchers. The operations manager oversees FTA-mandated substance abuse management and compliance program, and assists in providing liaison communications with agencies, passengers, the community, and County officials and staff. The individual must be capable of training vehicle operators and staff in a primary or back-up capacity as applicable and therefore must be licensed and hold all certificates necessary for their duties. The operations manager must also conduct on road, planned and random supervision of vehicle operator performance, investigate accidents and provide road supervision. This individual is authorized to make operational decisions in the general manager's absence. FTE: 1

- c. **Safety/Training Manager.** An individual on site who provides or arranges for transit training in accordance with NCDOT and FTA requirements or regulations and who conducts accident and incident investigations in coordination with the operations manager and general manager. Specific training responsibilities include, but are not limited to, the safe operation of a transit vehicle; securing wheelchairs and other mobility devices; completion of manifest and other required documentation; adult and infant CPR; emergency treatment plans; vehicle training including inspections, communications equipment, securement of car seats; defensive driving; passenger relations; safety; anti-drug and alcohol misuse education programs; and sensitivity training. Work involves conducting on-road planned and random evaluation of vehicle operator performance and quality monitoring. Work involves follow-up evaluations and ongoing documentation related to training activities. The individual shall be licensed and hold all certificates necessary for their duties. Other duties may be performed as assigned (e.g., occasional substitute vehicle operator). FTE: 1
 - d. **Fleet Manager.** An individual on site who arranges for transit fleet management in accordance with NCDOT and FTA requirements or regulations. Specific fleet management responsibilities include, but are not limited to, preventative maintenance, corrective maintenance, and warranty maintenance. Work involves using computerized programs to monitor vehicles, trips, maintenance, and other operational statistics, review of inspection reports, evaluation of vehicle fleet for performance, and scheduling vehicle maintenance, vehicle body repairs, repairs to communication equipment, etc., as well as follow-up evaluations/documentation associated with maintaining performance of the vehicle fleet. FTE: 1.
 - e. **Dispatchers.** Individuals responsible for the assignment of vehicle operators, movement of fleet vehicles, and documentation of daily operational activities. In association with the general manager, the dispatcher shall also be responsible for directing how emergencies or other unforeseen operational situations that may arise on a day-to-day basis are to be handled. A dispatcher shall be on duty from at least one-half hour before the first scheduled pick-up until all vehicles return to base. An individual may be employed to perform the duties of a vehicle operator and a dispatcher. FTE: 4 (Dispatcher/Vehicle Operator).
 - f. **Office Assistants (Scheduling and Reservations).** Individuals responsible for providing scheduling and reservations support, as required by the contract. FTE: 3.5 (1.5 Schedulers, 1 Reservationists, 1 Scheduler/Reservationist/Administrative).
 - g. **Vehicle Operators:** Individuals driving and operating routes and runs. FTE: 38 (Vehicle Operator).
- A.6.8 **Workforce Stability/Turnover Rate.** The County is committed to ensuring a qualified, experienced operations work force is maintained. By the 5th of each month, Vendor shall provide a turnover report to the County for the previous month's workforce. Vendor will take steps to improve the turnover rate at any time the rate exceeds 20%. At any time the turnover rate exceeds 30%, financial penalties apply.
- A.6.9 **Wages.** Cost proposals shall identify the wage schedule/rates to be offered to employees by position. Vendor should propose wages that, at minimum, are the current living wage.
- A.6.10 **Benefits.** Benefits to be offered, if any, will be determined by Vendor. Vendor will indicate in its proposal what benefits will be offered by position. Vendor shall comply with the Patient Protection and Affordable Care Act as may be applicable to its organization and employees. To the extent the provisions of this RFP and any resulting contract are inconsistent with the Patient Protection and Affordable Care Act, if or as amended, the Act will control.
- A.6.11 **Personnel Requirements.** Notwithstanding or limiting other requirements, service specifications, and standards outlined in this RFP, the following requirements also will apply to Vendor employees who provide services in relation to this RFP. Vendor shall conduct whatever investigations are necessary to ascertain compliance with these requirements on all employees prior to employment. The term "vehicle operator" shall include any employee authorized to drive a transit vehicle.
- a. Vehicle operators and general manager shall have a valid Class B license or other designated license as required by the Division of Motor Vehicles for the operation of equipment used in services, including Commercial Driver's License if so required.
 - b. Vehicle operators and general manager shall have at least two (2) years' driving experience.
 - c. All employees shall be at least eighteen (18) years of age or older.
 - d. Vehicle operators and general manager shall have no more than four (4) accrued points for motor vehicle violations pursuant to Section 20-16 of the North Carolina General Statutes during the two (2) years immediately preceding the date on which the contract is executed.

- e. Vehicle operators and general manager shall not have committed, been convicted of, or pleaded guilty or no contest to any crime involving the driving of a vehicle resulting in the death of any person.
- f. Vehicle operator and general manager shall not have been convicted of or pleaded guilty or no contest to driving under the influence of alcohol or a controlled substance.
- g. No employee shall have been convicted of or pleaded guilty or no contest to any other type of crime which would compromise the safety of any customer.
- h. No employee shall have been convicted of or pleaded guilty or no contest to any crime involving neglect, abuse, or moral turpitude, or who is a habitually excessive user of alcohol or who illegally uses narcotic or other impairing drugs, or who is mentally or emotionally impaired to an extent that may be injurious to any customer.
- i. All employees shall pass applicable drug and alcohol tests, including pre-employment, reasonable suspicion, return to duty, post-accident, and random testing.
- j. All employees shall be subject to a criminal background check, motor vehicle record check, and Office of Inspector General (OIG) check .

A.6.12 **Personnel Records:** Vendor shall ensure the personnel record for each employee includes the following forms:

- a. Authorization for Background Check
- b. Certification of No Drug and Alcohol Testing By Previous DOT-Regulated Employer
- c. Request/Consent Form for the Release of Information from Previous DOT-Regulated Employers for Drug and Alcohol Testing Information – 49 CFR Part 40 Drug and Alcohol Testing
- d. Conviction Disclosure Form
- e. Substance Abuse Testing Acknowledgement Form
- f. Substance Abuse Professional Acknowledgement Form
- g. Transit Driver's Disclosure Form
- h. Substance Abuse Policy and Training Acknowledgement
- i. Confidentiality Policy
- j. Harassment Policy
- k. Hepatitis B Vaccination
- l. Motor Fuel Purchase Policy Certification
- m. New Employee Information
- n. Transportation Policies and Procedures Manual Acknowledgement Form
- o. Acknowledgement of Bloodborne Pathogens Training
- p. Passenger Assistance Policy
- q. Posey Belt Training and Acknowledgement Form
- r. Wheelchair Training and Acknowledgment Form
- s. Child Car Seat Policy
- t. Attendance Policy and Point System Agreement

A.7 TRAINING

Vendor shall be responsible for ensuring each employee is fully trained and properly acquainted with service requirements and responsibilities as an employee prior to the employee assuming their job duties. Vendor shall be responsible for scheduling training sessions and any costs associated with training requirements.

A.7.1 **The System Safety Plan (SSP).** Vendor shall provide all training specified in Mountain Mobility's System Safety Plan (SSP) and show proof of successful completion by all employees, as applicable. The term "vehicle operator" shall include any employee authorized to drive a transit vehicle.

A.7.2 **Training Program Modifications.** Vendor shall agree to provide any other appropriate training for applicable staff which may be or become required by federal or state government, the County, and/or contracting agencies

in order to meet regulatory requirements, including any other specialized sensitivity training as may be requested by and available from local human service agencies.

- A.7.3 Maintenance of Training Record.** Vendor shall maintain all training records necessary to show compliance with Mountain Mobility’s SSP and state and local requirements, including successful completion of initial training, updates, re-certifications, refresher training, road observations, etc. Training records shall be maintained in a training file for each employee. Vendor shall provide a monthly training report to the County that summarizes the status of all required training elements for all employees by the 5th of each month.

A.8 VEHICLES, EQUIPMENT AND FACILITIES

Vendor shall comply with all safety guidelines applicable to vehicles, equipment, and facilities outlined in Mountain Mobility’s System Safety Plan (SSP). The guidelines provided in this section shall supplement the requirements of the SSP. All guidelines in the SSP and outlined herein are subject to change as needed to comply with local, state, and federal guidelines as is or may become applicable to vehicles, equipment, and facilities during the term of contracts resulting from this RFP.

A.8.1 County-Owned Vehicles.

- a. ATTACHMENT K: VEHICLE, TECHNOLOGY & EQUIPMENT INVENTORIES includes a list of vehicles available for lease. The Cost Proposal form identifies those vehicles available for lease for each contractual opportunity available under this RFP. It is anticipated the vehicles described in this RFP are sufficient to provide services and provide back-up capabilities if the vehicles are utilized to their maximum potential.
- b. The County may elect to change the fleet composition leased to Vendor at any time based on service demands. Vehicles will be replaced at a time, and of a type, to be determined by the County.
- c. Prior to acceptance by Vendor of any vehicle or equipment covered under a lease agreement and prior to the end or termination of the lease, a detailed inspection and inventory shall take place with representatives of Vendor and the County to agree upon existing damage and/or wear. Except for normal wear and tear, Vendor shall return the vehicles to the County in the same condition as they were received by Vendor. Vendor shall assume lease of the vehicles without warranty, except for any manufacturer’s warranty that may still apply.
- d. Vehicles shall be replaced and/or disposed of by the County in conjunction with the County’s Capital Improvements Schedule and approved grant applications. Vendor shall advise the County of any information necessary to determine and document the condition of vehicles in order to adequately assess the need for and justify the request for replacement and expansion vehicles. No vehicle may be inactivated or otherwise retired from service without the permission of the County.
- e. Vendor agrees to provide all information necessary to complete local, state, or federal rolling stock inventories, vehicle utilization reports, or other reports and information as may be requested by the County. Reports shall include the information and be in the form prescribed by the County.

A.8.2 Contractor-Owned Vehicles

- a. Vendor may elect to provide additional vehicles to meet the daily service demands. Vehicles provided by Vendor may consist of automobiles, vans, light transit vehicles, or other vehicles as approved by the County. All vehicles provided must be in good working condition and have both operating heat and air conditioning. Seat belts shall also be provided for each passenger position.
- b. All vehicles must be equipped with two way radios or other communication equipment which provides clear communication to all areas under contract. Vehicles shall also be equipped with a fire extinguisher and first aid kit. All vehicles must comply with all motor vehicle laws, regulations and orders of any public authority. Vendor shall supply the County with a listing of all radio frequencies used.
- c. The County shall inspect any Vendor-supplied vehicles prior to placing the vehicle in operation. The cost for any Vendor-supplied vehicles shall be negotiated prior to placing the vehicle in operation. Vehicles supplied by the Vendor shall be comparable in age, size, and configuration to system-supplied vehicles and shall meet all federal and state requirements. Vendor shall not be required to lease/utilize all vehicles if service demands can be met and coordinated effectively with a reduced number of vehicles and trip costs/miles remain consistent or are more cost effective. All Vendor-owned vehicles are subject to inspection and shall conform to all other vehicle requirements outlined herein.

- A.8.3 Vehicle Licensing Requirements.** Vendor shall keep all vehicles fully licensed and inspected as required by the State of North Carolina. Vendor shall comply with any state and local vehicle registration, permitting or

regulatory requirements. Any and all defects identified in the inspections shall be corrected by Vendor within 48 hours of the inspection date. The County shall bear the cost of initial permanent tags for each new County-owned vehicle. Vendor is responsible for bearing any costs associated with licenses and tags for Vendor-supplied vehicles. Vendor shall provide all forms required for licensing and tags that may be associated with the lease of County-owned vehicles (e.g., MVR330).

- A.8.4 **Safety and Inspections.** County (or designee), NCDOT (or designee), FTA (or designee), contracting agencies, and/or the Community Transportation Advisory Board (CTAB) reserve the right to inspect vehicles, equipment, and records associated with vehicles and equipment at any time in order to ensure proper maintenance and safe operating conditions. Vendor shall perform pre-trip and post-trip safety inspections of vehicles prior to beginning and ending daily service. Reports shall include the information and be in the form prescribed by or approved by the County. Daily inspections shall include, but not be limited to, (a) physical damage report; (b) exterior checks (wipers, mirrors, tires, lights, cleanliness, etc.); (c) interior checks (seat belts, accessibility and securement equipment, emergency and safety equipment, horn, lights, heating/air conditioning, brakes, cleanliness, vehicle registration and inspection, etc.); and (d) engine checks (oil, battery, radiator, wiper wash, belts, hoses, etc.). For customer comfort, the heating and air-conditioning units on all vehicles must be kept in proper working order. Vehicles failing the daily inspection will not be used in service until the reason for failure is corrected. All practices, materials supplies, and equipment shall comply with Mountain Mobility's System Safety Plan (SSP), the Federal Occupational Safety and Health Act, as well as any applicable federal, state and/or local safety or environmental codes.
- A.8.5 **Vehicle Cleanliness and Appearance.** Vendor shall ensure by all necessary means that vehicles are kept clean and neat on the interior and exterior. Vehicles must be clean and free of all dirt and litter. The interior of each vehicle shall be swept, wiped down, and windows cleaned and trash removed daily. A thorough cleaning and scrubbing of the interior shall be made at least once per week, preferably more. The vehicle exterior must remain clean and free of all dirt and grime. Vehicle exteriors must be washed and scrubbed at least every two (2) weeks. In inclement weather, vehicles may require more frequent washing. Vehicles and cleaning records shall be available for inspection at any time to determine verification of this effort.
- A.8.6 **Vehicle Markings.** New vehicles will have lettering applied upon delivery. As required by the County, Vendor shall ensure all vehicles also have a County decal and Mountain Mobility decals mounted on them within two (2) weeks from the date the vehicles are put into operation. The decals shall be placed in locations on each vehicle as designated by the County. Decals shall be provided by the County.
- A.8.7 **Vehicle Usage and Storage.** Vehicles leased to Vendor shall be used solely for the provision of services authorized through Mountain Mobility by the County. Personal usage and/or use for any other purpose is strictly prohibited. Vehicles shall be locked and parked at a safe location at all times while not in service.
- A.8.8 **Back-Up Vehicles.** Vendor shall ensure by all necessary means that sufficient fleet and back-up vehicles are available to meet service requirements and state guidelines (one (1) back-up vehicle for every five (5) active vehicles). Back-up vehicles may be designated from the existing vehicle fleet.
- A.8.9 **Lubricants, Parts and Materials.** Vendor shall supply all lubricants, parts, materials, etc., (excluding fuel) required for the performance Mountain Mobility services.
- A.8.10 **Vehicle and Lift Maintenance.** Vendor shall maintain all vehicles and lifts at a minimum in accordance with standards and schedules established in Mountain Mobility's System Safety Plan (SSP), including both preventative maintenance and corrective maintenance programs. Vendor shall be responsible for towing services. Vendor shall use its best efforts to schedule maintenance at times that do not interfere with normal customer service. Vendor shall maintain a comprehensive maintenance record, including a complete record of warranty or recall repairs performed on each vehicle. Vendor shall provide an annual report to the County providing a breakdown by vehicle of preventative and maintenance costs. All of this information must be logged in and reported in formats necessary to document costs and evidence compliance with state and federal vehicle maintenance requirements. It is Vendor's responsibility to establish arrangements for warranty service at the appropriate dealership of choice. The County will not routinely become involved in warranty repairs claims. The County reserves the right to approve the location(s) at which maintenance shall be performed and/or vendors which perform maintenance services, and may specify locations if necessary to fulfill grant-related or funding source requirements.
- A.8.11 **Accidents, Damage, and Incidents.** Vendor shall report all accidents, damage, or incidents which occur in connection with the performance of services for Buncombe County, regardless of severity or location. Initial report of accidents may be made by telephone within 24 hours of occurrence. Vendor shall submit a written accident/damage/incident reporting form to the County within 48 hours of occurrence. Reports shall include the information and be in the form prescribed by the County. On reports to the Community Transportation Advisory Board (CTAB), Vendor shall report all accidents and indicate if any collisions resulted in injury or property

damage to an apparent extent of \$500 or more. Vendor shall repair all damage to vehicles within 60 days of each occurrence (or prior to the end of a contract year if the contract time remaining is less than 60 days). Each repair shall be made in a high quality manner, regardless of cause and regardless of the amount of damage. Prior to the initiation of services, Vendor shall provide the County with the firm's written policies and procedures regarding accidents and related traffic violations that occur in the provision of services.

- A.8.12 **Communications Equipment.** As a part of its lease agreement for vehicles, Vendor shall agree to properly use and maintain County-owned communications equipment provided by the County for use on County-owned vehicles. Communications equipment shall include the radio base station and power supply, mobile radios, microphones, antennas, mobile data terminals, and automatic vehicle locators. An inventory of communications equipment shall be maintained by the County. The County shall be responsible for costs associated with annual lease of repeater air time and the purchase and installation of additional radio equipment for County-owned expansion vehicles. Vendor shall supply comparable communications equipment for Vendor-supplied vehicles. Vendor will be responsible for all charges associated with maintenance of all communications equipment and for the transfer of communication equipment from vehicles being replaced. Vendor shall properly train all employees in the use of communications equipment. Vendor shall seek and obtain directives from the County's Director of Emergency Management Services on the proper use of radio channels for emergencies. Customer confidentiality shall be maintained while utilizing communications equipment.
- A.8.13 **Advertising.** The County shall have the right to determine advertising policies on County-owned vehicles. Any and all revenue received from advertising on vehicles shall be paid to the County.
- A.8.14 **Other On-Board Equipment.** Vehicle leases shall include the following:
 - a. **Bloodborne Pathogens Kits.** Vendor shall provide bloodborne pathogens kits and any other items required to comply with OSHA's bloodborne pathogens standard. Such on-board equipment shall be provided for all vehicles used in performing services. On-board equipment supplied for bloodborne pathogens control shall be monitored for compliance relative to the Vendor's Bloodborne Pathogens Exposure Control Plan.
 - b. **Fire Extinguishers/First-Aid Kits.** All County-owned vehicles have fire extinguishers and first-aid kits on board. Vendor shall provide fire extinguishers and first-aid kits for all vehicles supplied by the Vendor. Vendor shall maintain charges on all fire extinguishers and re-supply all first-aid kits for all vehicles. First-aid kits shall be re-supplied in accordance with those items specified in the manufacturer's kit.
 - c. **Infant and Toddler Car Seats.** The County shall provide sufficient child restraint devices to serve children transported. Such on-board equipment shall be considered to be owned by the County. Vendor shall notify the County at least three (3) months in advance when ten (10) or more car seats need to be replaced.
 - d. **Cleaning, Maintenance, and Replacement of On-Board Equipment.** As a part of its lease agreement for vehicles, Vendor shall agree to properly clean, utilize and maintain all on-board equipment owned and provided by the County for use in performing services. An inventory of County-owned equipment shall be maintained by the County. Vendor shall be responsible for maintaining the inventory of on-board equipment and shall replace any lost or stolen fire extinguishers, first-aid kits, and/or child restraint devices.
- A.8.15 **Facilities and Equipment.** The County currently provides office facilities and equipment for Mountain Mobility Operations. The cost of office facilities, building maintenance, and utilities under this RFP shall be negotiated separately as a part of the contract as necessary, and if necessary. Cost Proposals should not include costs associated with facility needs. The County will make decisions relative to the operational facility and may do so if the Vendor can provide similar, suitable accommodations and reduce facility costs over the contract period. A full explanation of any proposed alternative should be explained in Cost Proposal on the Budget Narrative form.
 - a. **Transit Facility.** The County currently leases office facilities that serve as the base of Mountain Mobility Operations. The facility is located at 2000 Riverside Drive, Suite 17, Asheville, NC. The lease includes approximately 4,800 square feet of office space and a designated parking area for fleet vehicles. The term of the lease agreement for current office space ends November 30, 2021. The County may elect to exercise additional lease options on this facility depending on the needs of the County and its Vendor.
 - b. **Telephone System and Audio-Visual Equipment.** The County maintains a telephone and voice mail system, fax machine, photocopier, and TDD for use in Mountain Mobility Operations offices, including by the Vendor. In addition, audio-visual equipment is provided and may be used by the Vendor for training. Audio-visual equipment includes a multimedia projector, overhead projector, wall screen, easel, televisions, and DVD/VCR.

- c. **Furnishings.** Offices, conference and training rooms are furnished, and limited other furnishings are provided (chairs, tables, storage cabinets, filing cabinets, etc.). Any other office furnishings and supplies determined to be necessary for this service are the responsibility of Vendor.
- d. **Information Technology.** Vendor will be issued computers for management, reservations, scheduling, and dispatch functions. Vendor shall comply with Buncombe County's Information Technology Usage Policies. Vendor must ensure operations staff has adequate experience and knowledge related to Windows, Internet, and other basic software applications, as well as RouteMatch and MDT/AVL software.

A.9 OPERATIONAL RECORDS, REPORTS AND REPORTING PROCEDURES

Reports shall include the information and be in the form prescribed by the County. Other record keeping requirements, beyond those detailed in this Section A.9, may be required as necessary. Vendor agrees to maintain all records and reports required under this contract for a period of not less than five (5) years after the date of termination or expiration of this contract. In the event of litigation or settlement of claims arising from the performance of this contract, Vendor agrees to maintain same until the County, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto. Such records shall include but not be limited to manifests, dispatch records, accident reports, etc. These records must be surrendered on demand if requested and/or at the end of the contract period at no cost to the County.

- A.9.1 **Securement of Files.** Any program or case files maintained by Vendor to document the provision of services to customers shall be kept in locked files.
- A.9.2 **Provision of Applicable Information.** The County is required to report certain administrative and operational information in accordance with requirements by the NCDOT Integrated Mobility Division. Vendor will be required to provide applicable information in whatever form is necessary to comply with state and/or federal reporting requirements.
- A.9.3 **Collection of Service Data.** Vendor shall participate in the collection of service-related data and information required by the County. Data will include, but not necessarily be limited to, actual service performed, customers transported, customers scheduled but not transported and why, service hours, payroll hours, no-show trips, vehicle utilization, and vehicle mileage.
- A.9.4 **Vehicle Operator Collection and Manifest Records.** Vendor must enforce that vehicle operators collect electronically all information required for reporting purposes. Vehicle operator schedules and summary sheets will be produced through RouteMatch software and on-board technology unless otherwise designed by the County. It is imperative that all required manifest information be collected accurately and completely. Failure to collect this information could result in penalties assessed against Vendor.
- A.9.5 **Validation of Services.** Validation of transportation services will be performed by Mountain Mobility Administration. Technology grants require the validation of trips in RouteMatch to be completed with 48 hours of the time the trip was performed. It is imperative all required information be collected accurately and completely and submitted to Mountain Mobility Administration in a timely manner. Service information required will include, but not be limited to: summary trip sheets, bus files, and mileage sheets/adjustments. Information shall be scanned and emailed to Mountain Mobility Administration by 3:00 PM the day following the day the work was performed. Failure to collect and submit this information in a timely manner could result in penalties assessed against Vendor.
- A.9.6 **Personnel Records and Reporting.** Vendor shall maintain detailed personnel records on each employee providing service under this RFP as identified in SECTION A.6.12 and Mountain Mobility's Safety System Plan (SSP), as well as any other information necessary to substantiate compliance with applicable requirements for each position.
- A.9.7 **Service Report.** Vendor will assist in preparing a management report for the County and its Community Transportation Advisory Board (CTAB). The report includes the following components:
 - a. **Monthly/Year-to-Date Service Data.** The number of one-way passenger trips, service hours, vehicle miles, fares collected, aide/escort charges, no-show trips, cancellations, number of days operated, contract charges by agency, and performance data. This information shall be derived from RouteMatch productivity reports. Vendor shall report fuel consumption and cost and number of peak and non-peak vehicles utilized.
 - b. **Staff Tenure and Turnover.** Report listing staff members performing work for this service, including hire date, position, changes in employment status (promotions, terminations, separations, etc.).

- c. **Staff Training.** Report listing all staff, their position, their hire date, years of driving experience, the date training was provided to each employee for each training area.
- d. **Vehicles.** Reports listing vehicle repairs, state inspections, vehicle breakdowns, and preventative maintenance performed on County-owned vehicles.
- e. **Accidents and Incidents.** Report (specified as preventable or non-preventable) of accidents and incidents including the date of occurrence, vehicles involved and amount of apparent damage, description, customers on board and injuries, if applicable. Include traffic violations that occurred in the performance of services associated with the RFP.
- f. **Complaints.** Report summarizing complaints received and resolutions, and compliments received related to services provided to customers.

A.10 BILLING AND ACCOUNTING

- A.10.1. **Billing Services.** Billing services shall be provided by Mountain Mobility Administration. Billing for demand response and subscription services shall be on a shared service mile basis. Deviated fixed-route services shall be billed on the service mile basis.
- A.10.2. **Fare Collection.** Vendor is required to determine their own fare collection procedures for collecting fares and tickets; however, fares collected on a daily basis must be reconciled and account for total fares charged on each vehicle operator's summary sheet. Fares collected shall be deposited by Vendor by 5:00 PM on the day following the day the work was performed. Vendor shall provide a report summarizing fare deposits as required. The County shall deduct from the Vendor's monthly bill the amount of total fares attributable (not necessarily collected) to all applicable accounts, as determined through the billing and validation process.
- A.10.3. **Personal Care Attendants and Approved Escorts.** Unless required by contracting agencies, Vendor shall not bill trips for any approved escort or personal care attendant who travels with a customer. The approval of a customer traveling with an escort or personal care attendant will be determined by Mountain Mobility Administration at the time of registration/certification.
- A.10.4. **Return Trips.** All return trips shall be billed according to the designation (e.g., medical, nutrition, shopping, etc.) of the first destination when trips involve more than one purpose.
- A.10.5. **Single Trip.** If one destination affords customers access to multiple community resources (e.g., mall, shopping plaza, at one location), only one trip shall be charged for each customer who disembarks from the vehicle.
- A.10.6. **No Show Trip.** Vendor shall bill for a no-show trip if a passenger does not go on an authorized, dispatched trip as described in these specifications. If a passenger is a no-show, the return trip (if scheduled) shall be cancelled and may not be billed as a no-show. Vendor shall bill only one no-show trip if more than one customer did not show for scheduled trips from the same location. Vendor shall not bill for any no-show trip if one or more passengers did not show for scheduled trips from the same pick-up point, but one or more passengers from that pick-up point were transported as scheduled.
- A.10.7. **Cancellations.** Vendor shall not bill for any trip which has been cancelled two (2) hours prior to dispatching a vehicle. If a customer cancels a pick-up, the return trip also will be cancelled unless the passenger specifically requests the return trip to be provided.
- A.10.8. **Surcharge Fees.** The County shall have the option of adding surcharge fees to billing rates to offset administrative, operating, capital, or other costs.
- A.10.9. **Monthly Invoices and Statements.** Mountain Mobility Administration shall submit monthly invoices and statements to contracting agencies by the tenth working day of the month following the month being billed. Invoices shall include a detailed bill by account and customer trip and a composite statement. Invoices shall reflect the passenger name, date of service, origination and destination, number of passenger trips, no-show trips, total cost per client, fares credited, and monthly totals for the above.
- A.10.10. **Bill Review.** Each contracting agency shall have the right to review and verify costs billed. Payment is due from contracting agencies within 30 days of the invoice date. Mountain Mobility Administration and the County must authorize adjustments and credits to Mountain Mobility bills.
- A.10.11. **Accounting Procedures and Records.** Vendor shall utilize general recognized accounting practices for this project. Vendor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than five (5) years after the date of termination or expiration of this contract. In the event of litigation or settlement of claims arising from the performance of this contract, Vendor agrees to maintain same until the County, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto. Such records shall include but

not be limited to billing records, etc. These records must be surrendered on demand if requested and/or at the end of the contract period at no cost to the County

A.11 TECHNICAL APPROACH

Vendor's proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

A.12 TRANSITION OF SERVICES AND TRANSITION ASSISTANCE

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, Vendor shall provide, at the option of the County, up to three (3) months after such end date all such reasonable transition assistance requested by the County, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the County or its designees. If the County exercises this option, the Parties agree that such transition assistance shall be deemed to be governed by the terms and conditions of this Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The County shall pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized. The Contractor shall supply client lists and certifications, transfer vehicles, transfer vehicle maintenance records, provide overview of operations, and other actions necessary to effect a smooth transition of services and/or as described under the terms of the termination clause.

ATTACHMENT B: INSTRUCTIONS TO VENDORS

B.1 READ, REVIEW AND COMPLY

It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this RFP document.

B.2 LATE PROPOSALS

Late proposals, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure the timely submission of proposals.

B.3 ACCEPTANCE AND REJECTION

Buncombe County reserves the right to reject any and all proposals, to waive any informality in proposals and, unless otherwise specified by the Vendor, to accept any item in the proposal.

B.4 BASIS FOR REJECTION

Pursuant to 01 NCAC 05B .0501, Buncombe County reserves the right to reject any and all offers, in whole or in part, by deeming the offer unsatisfactory as to quality or quantity, delivery, price or service offered, non-compliance with the requirements or intent of this solicitation, lack of competitiveness, error(s) in specifications or indications that revision would be advantageous to Buncombe County, cancellation or other changes in the intended project or any other determination that the proposed requirement is no longer needed, limitation or lack of available funds, circumstances that prevent determination of the best offer, or any other determination that rejection would be in the best interest of Buncombe County.

B.5 EXECUTION

Failure to execute Execution Page of the RFP in the designated space shall render the proposal non-responsive, and it will be rejected.

B.6 ORDER OF PRECEDENCE

In cases of conflict between specific provisions in this solicitation or those in any resulting contract documents, the order of precedence shall be (high to low) (1) any special terms and conditions specific to this RFP, including any negotiated terms; (2) requirements and specifications and administration provisions in Section 4 of this RFP and ATTACHMENT A: SCOPE OF WORK; (3) contract terms and conditions specified in ATTACHMENT C: BUNCOMBE COUNTY GENERAL CONTRACT TERMS AND CONDITIONS; (4) any requirements and specifications of ATTACHMENT H: FEDERAL AND STATE REQUIREMENTS AND SPECIAL CONDITIONS; and (5) any provisions in Vendor's Technical and Cost Proposals.

B.7 INFORMATION AND DESCRIPTIVE LITERATURE:

Vendor shall furnish all information requested in the spaces provided in this document. Further, if required elsewhere in this proposal, each Vendor shall submit with its proposal any sketches, descriptive literature and/or complete specifications covering the products and Services offered. Reference to literature submitted with a previous proposal or available elsewhere will not satisfy this provision. Failure to comply with these requirements shall constitute sufficient cause to reject a proposal without further consideration.

B.8 RECYCLING AND SOURCE REDUCTION

It is the policy of the State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of commodities purchased. However, no sacrifice in quality of packaging will be acceptable. The Vendor remains responsible for providing packaging that will adequately protect the commodity and contain it for its intended use. Vendors are strongly urged to bring to the attention of purchasers those products or packaging they offer which have recycled content and that are recyclable.

B.9 CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA

As a condition of contract award, each out-of-State Vendor that is a corporation, limited-liability company or limited-liability partnership shall have received, and shall maintain throughout the term of The Contract, a Certificate of Authority to Transact Business in North Carolina from the North Carolina Secretary of State, as required by North Carolina law. A State contract requiring only an isolated transaction completed within a period of six months, and not in the course of a number of repeated transactions of like nature, shall not be considered as transacting business in North Carolina and shall not require a Certificate of Authority to Transact Business.

B.10 SUSTAINABILITY

To support the sustainability efforts of the State of North Carolina we solicit your cooperation in this effort. Pursuant to Executive Order 156 (1999), it is desirable that all print responses submitted meet the following:

- All copies of the proposal are printed double sided.
- All submittals and copies are printed on recycled paper with a minimum post-consumer content of 30%.
- Unless absolutely necessary, all proposals and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves, and GBC binding. Three-ringed binders, glued materials, paper clips, and staples are acceptable.
- Materials should be submitted in a format which allows for easy removal, filing and/or recycling of paper and binder materials. Use of oversized paper is strongly discouraged unless necessary for clarity or legibility.

B.11 HISTORICALLY UNDERUTILIZED BUSINESSES

Buncombe County is committed to retaining Vendors from diverse backgrounds, and it invites and encourages participation in the procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. In particular, Buncombe County encourages participation by Vendors certified by the State Office of Historically Underutilized Businesses, as well as the use of HUB-certified vendors as subcontractors on County contracts.

B.12 RECIPROCAL PREFERENCE

G.S. 143-59 establishes a reciprocal preference requirement to discourage other states from favoring their own resident Vendors by applying a percentage increase to the price of any proposal from a North Carolina resident Vendor. To the extent another state does so, North Carolina applies the same percentage increase to the proposal of a vendor resident in that state. Residency is determined by a Vendor's "Principal Place of Business," defined as that principal place from which the overall trade or business of the Vendor is directed or managed.

B.13 INELIGIBLE VENDORS

As provided in G.S. 147-86.60 and G.S. 147-86.82, the following companies are ineligible to contract with the State of North Carolina or any political subdivision of the State: a) any company identified as engaging in investment activities in Iran, as determined by appearing on the Final Divestment List created by the State Treasurer pursuant to G.S. 147-86.58, and b) any company identified as engaged in a boycott of Israel as determined by appearing on the List of restricted companies created by the State Treasurer pursuant to G.S. 147-86.81. A contract with the State or any of its political subdivisions (including Buncombe County) by any company identified in a) or b) above shall be void *ab initio*.

B.14 CONFIDENTIAL INFORMATION

To the extent permitted by applicable statutes and rules, Buncombe County will maintain as confidential trade secrets in its proposal that the Vendor does not wish disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Vendor, with specific trade secret information enclosed in boxes, marked in a distinctive color or by similar indication. Cost information shall not be deemed confidential under any circumstances. Regardless of what a Vendor may label as a trade secret, the determination whether it is or is not entitled to protection will be determined in accordance with G.S. 132-1.2. Any material labeled as confidential constitutes a representation by the Vendor that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under G.S. 132-1.2. Vendors are urged and cautioned to limit the marking of information as a trade secret or as confidential so far as is possible. If a legal action is brought to require the disclosure of any material so marked as confidential, Buncombe County will notify Vendor of such action and

allow Vendor to defend the confidential status of its information.

B.15 PROTEST PROCEDURES

To ensure that protests are received and processed effectively, the County shall provide written protest procedures upon request.

B.16 MISCELLANEOUS

Any gender-specific pronouns used herein, whether masculine or feminine, shall be read and construed as gender neutral, and the singular of any word or phrase shall be read to include the plural and vice versa.

B.17 COMMUNICATIONS BY VENDORS:

In submitting its proposal, Vendor agrees not to discuss or otherwise reveal the contents of its proposal to any source, government or private, outside of the using or issuing agency until after the award of the Contract or cancellation of this RFP. All Vendors are forbidden from having any communications with the using or issuing agency, or any other representative of the County concerning the solicitation, during the evaluation of the proposals (i.e., after the public opening of the proposals and before the award of the Contract), unless the County directly contacts the Vendor(s) for purposes of seeking clarification or another reason permitted by the solicitation. A Vendor shall not: (a) transmit to the issuing and/or using agency any information commenting on the ability or qualifications of any other Vendor to provide the advertised good, equipment, commodity; (b) identify defects, errors and/or omissions in any other Vendor's proposal and/or prices at any time during the procurement process; and/or (c) engage in or attempt any other communication or conduct that could influence the evaluation or award of a Contract related to this RFP. Failure to comply with this requirement shall constitute sufficient justification to disqualify a Vendor from a Contract award. Only those communications with the using agency or issuing agency authorized by this RFP are permitted.

B.18 WITHDRAWAL OF PROPOSAL:

Proposals that have been delivered by hand, U.S. Postal Service, courier or other delivery service may be withdrawn **only** in writing and if receipt is acknowledged by the office issuing the RFP prior to the time for opening proposals identified on the cover page of this RFP (or such later date included in an Addendum to the RFP). Written withdrawal requests shall be submitted on the Vendor's letterhead and signed by an official of the Vendor authorized to make such request. Any withdrawal request made after the opening of proposals shall be allowed only for good cause shown and in the sole discretion of Buncombe County.

B.19 INFORMAL COMMENTS:

Buncombe County shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the County during the competitive process or after award. The County is bound only by information provided in writing in this RFP and in formal Addenda issued through IPS.

B.20 COST FOR PROPOSAL PREPARATION:

Any costs incurred by Vendor in preparing or submitting offers are the Vendor's sole responsibility; Buncombe County will not reimburse any Vendor for any costs incurred or associated with the preparation of proposals.

B.21 VENDOR'S REPRESENTATIVE:

Each Vendor shall submit with its proposal the name, address, and telephone number of the person(s) with authority to bind the firm and answer questions or provide clarification concerning the firm's proposal.

B.22 INSPECTION AT VENDOR'S SITE:

Buncombe County reserves the right to inspect, at a reasonable time, the equipment, item, plant or other facilities of a prospective Vendor prior to Contract award, and during the Contract term as necessary for Buncombe County's determination that such equipment, item, plant or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.

ATTACHMENT C: CONTRACT ADMINISTRATION

C.1 PROJECT MANAGER AND CUSTOMER SERVICE

Vendor shall designate and make available to the County a project manager. The project manager shall be the County's point of contact for contract related issues and issues concerning performance, progress review, scheduling and service.

C.2 POST AWARD MANAGEMENT REVIEW MEETINGS

Vendor, at the request of the County, shall meet periodically [monthly] with the County for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and County performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

C.3 CONTINUOUS IMPROVEMENT

The County encourages the Vendor to identify opportunities to reduce the total cost the County. A continuous improvement effort consisting of various ideas to enhance business efficiencies will be discussed at the periodic Business Review Meetings.

C.4 QUARTERLY STATUS REPORTS

Vendor shall provide Management Reports to the designated Contract Lead on a quarterly basis. This report shall include, at a minimum, information concerning the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, and notification of any significant deviation from previously agreed upon work plans and schedules. These reports shall be well organized and easy to read. Vendor shall submit these reports electronically using Microsoft Excel and, as needed, either Microsoft PowerPoint or Microsoft Word. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

Within 30 business days of the award of the Contract the Vendor shall submit a final work plan and a sample report, both to the designated Contract Lead for approval.

C.5 DISPUTE RESOLUTION

The parties agree that it is in their mutual interest to resolve disputes informally. A claim by Vendor shall be submitted in writing to the County's Contract Lead for resolution. A claim by the County shall be submitted in writing to Vendor's Project Manager for resolution. The Parties shall negotiate in good faith and use all reasonable efforts to resolve such dispute(s). During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under this Contract, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

C.6 CONTRACT CHANGES

Contract changes, if any, over the life of the contract shall be implemented by contract amendments agreed to in writing by the County and Vendor.

Proposal Number: 032720

Vendor: _____

ATTACHMENT D: BUNCOMBE COUNTY GENERAL CONTRACT TERMS & CONDITIONS

D.1 PERFORMANCE AND DEFAULT

- a) It is anticipated that the tasks and duties undertaken by the Vendor shall include services or the manufacturing, furnishing, or development of goods and other tangible features or components as deliverables that are directly correlated and/or ancillary to the services performed. Except as provided immediately below, and unless otherwise mutually agreed in writing prior to award, any service deliverables or ancillary services provided by Vendor in performance of the contract shall remain property of the County. During performance, Vendor may provide proprietary components as part of the service deliverables that are identified in the solicitation response. Vendor grants the County a personal, permanent, non-transferable license to use such proprietary components of the service deliverables and other functionalities, as provided under this Agreement. Any technical and business information owned by Vendor or its suppliers or licensors made accessible or furnished to the County shall be and remain the property of the Vendor or such other party, respectively. Vendor agrees to perform its services under the contract in the same or similar manner provided to comparable users. The County shall notify the Vendor of any defects or deficiencies in performance of its services or failure of service deliverables to conform to the standards and specifications provided in this solicitation. Vendor agrees to remedy defective performance or any nonconforming deliverables upon timely notice provided by the County.
- b) Vendor has a limited, non-exclusive license to access and use County Data provided to Vendor, but solely for performing its obligations under this Agreement and in confidence as may be further provided herein. Vendor or its suppliers shall at a minimum, and except as otherwise specified and agreed herein, provide assistance to the County related to all services performed or deliverables procured hereunder during the County's normal business hours. Vendor warrants that its support, customer service, and assistance will be performed in accordance with generally accepted and applicable industry standards.
- c) If, through any cause, Vendor shall fail to fulfill in a timely and proper manner the obligations under The Contract, the County shall have the right to terminate The Contract by giving written notice to the Vendor and specifying the effective date thereof. In that event, any or all finished or unfinished deliverables under The Contract prepared by the Vendor shall, at the option of the County, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any acceptable work completed as to which the option is exercised. Notwithstanding, Vendor shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of The Contract, and the County may withhold any payment due the Vendor for the purpose of setoff until such time as the exact amount of damages due the County from such breach can be determined. The County may require at any time a performance bond or other acceptable alternative performance guarantees from a Vendor without expense to the County.
- d) In the event of default by the Vendor, the County may procure the goods and services necessary to complete performance hereunder from other sources and hold the Vendor responsible for any excess cost occasioned thereby. In addition, in the event of default by the Vendor under The Contract, or upon the Vendor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Vendor, the County may immediately cease doing business with the Vendor, immediately terminate The Contract for cause, and may take action to debar the Vendor from doing future business with the County.

D.2 GOVERNMENTAL RESTRICTIONS

In the event any Governmental restrictions are imposed which necessitate alteration of the goods, material, quality, workmanship or performance of the Services offered prior to acceptance, it shall be the responsibility of the Vendor to notify the Contract Lead at once, in writing, indicating the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract.

D.3 AVAILABILITY OF FUNDS

Any and all payments to the Vendor shall be dependent upon and subject to the availability of funds to the agency for the purpose set forth in The Contract.

D.4 TAXES

Any applicable taxes shall be invoiced as a separate item.

- a) G.S. 143-59.1 bars the Secretary of Administration from entering into Contracts with Vendors if the Vendor or its affiliates meet one of the conditions of G.S. 105-164.8(b) and refuses to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under G.S. 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the County that solicit sales or transact business on behalf of the Vendor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the proposal document the Vendor certifies that it and all of its affiliates, (if it has affiliates), collect(s) the appropriate taxes.
- b) The agency(ies) participating in The Contract are exempt from Federal Taxes, such as excise and transportation. Exemption forms submitted by the Vendor will be executed and returned by the using agency.
- c) Prices offered are not to include any personal property taxes, nor any sales or use tax (or fees) unless required by the North Carolina Department of Revenue.

D.5 SITUS AND GOVERNING LAWS

This Contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of laws rules, and within which State all matters, whether sounding in Contract or tort or otherwise, relating to its validity, construction, interpretation and enforcement shall be determined. Should any claim or dispute arise between the parties that cannot be resolved amicably, then any action to enforce or interpret its terms shall be brought in the General Court of Justice of Buncombe County, North Carolina, which shall have venue and jurisdiction over the subject matter and the parties. All references to arbitration and mediation or other dispute resolution is deleted with the understanding that any mediation of any claim or dispute between the parties shall be conducted in accordance with local rules of the General Court of Justice of Buncombe County.

D.6 PAYMENT TERMS

If a payment schedule is not part of The Contract then payment terms will be Net 30 days after receipt of a correct invoice or acceptance of goods, whichever is later.

D.7 NON-DISCRIMINATION

- a) The Vendor will take necessary action to comply with all Federal and State requirements concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination on the basis of any prohibited grounds as defined by Federal and State law.
- b) The vendor will take necessary action to ensure its internal employee policies and procedures are consistent with Executive Order #82 (Roy Cooper, December 6, 2018), which extends workplace protections and accommodations to pregnant employees.

D.8 CONDITION AND PACKAGING

Unless otherwise provided by special terms and conditions or specifications, it is understood and agreed that any item offered or shipped has not been sold or used for any purpose and shall be in first class condition. All containers/packaging shall be suitable for handling, storage or shipment.

D.9 INTELLECTUAL PROPERTY WARRANTY AND INDEMNITY

Vendor shall hold and save the County, its officers, agents and employees, harmless from liability of any kind, including costs and expenses, resulting from infringement of the rights of any third party in any copyrighted material, patented or patent-pending invention, article, device or appliance delivered in connection with The Contract.

- a) Vendor warrants to the best of its knowledge that:
 - i. Performance under The Contract does not infringe upon any intellectual property rights of any third party; and
 - ii. There are no actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party;
- b) Should any deliverables supplied by Vendor become the subject of a claim of infringement of a patent, copyright, trademark or a trade secret in the United States, the Vendor, shall at its option and expense, either procure for the County the right to continue using the deliverables, or replace or modify the same to become

non-infringing. If neither of these options can reasonably be taken in Vendor's judgment, or if further use shall be prevented by injunction, the Vendor agrees to cease provision of any affected deliverables and refund any sums the County has paid Vendor and make every reasonable effort to assist the County in procuring substitute deliverables. If, in the sole opinion of the County, the cessation of use by the County of any such deliverables due to infringement issues makes the retention of other items acquired from the Vendor under this Agreement impractical, the County shall then have the option of terminating the Agreement, or applicable portions thereof, without penalty or termination charge; and Vendor agrees to refund any sums the County paid for unused Services or Deliverables.

- c) The Vendor, at its own expense, shall defend any action brought against the County to the extent that such action is based upon a claim that the deliverables supplied by the Vendor, their use or operation, infringes on a patent, copyright, trademark or violates a trade secret in the United States. The Vendor shall pay those costs and damages finally awarded or agreed in a settlement against the County in any such action. Such defense and payment shall be conditioned on the following:
 - i. That the Vendor shall be notified within a reasonable time in writing by the County of any such claim; and
 - ii. That the Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise provided, however, that the County shall have the option to participate in such action at its own expense.
- d) Vendor will not be required to defend or indemnify the County if any claim by a third party against the County for infringement or misappropriation results from the County's material alteration of any Vendor-branded deliverables or services, or from the continued use of the deliverable(s) or Services after receiving notice of infringement on a trade secret of a third party.

D.10 TERMINATION FOR CONVENIENCE

If this contract contemplates deliveries or performance over a period of time, the County may terminate this contract at any time by providing 60 days' notice in writing from the County to the Vendor. In that event, any or all finished or unfinished deliverables prepared by the Vendor under this contract shall, at the option of the County, become its property. If the contract is terminated by the County as provided in this section, the County shall pay for those items for which such option is exercised, less any payment or compensation previously made.

D.11 ADVERTISING

Vendor agrees not to use the existence of The Contract or the name of Buncombe County or Mountain Mobility as part of any commercial advertising or marketing of products or Services. A Vendor may inquire whether the County is willing to act as a reference by providing factual information directly to other prospective customers.

D.12 ACCESS TO PERSONS AND RECORDS

During and after the term hereof, the State Auditor and any using agency's internal auditors shall have access to persons and records related to The Contract to verify accounts and data affecting fees or performance under the Contract, as provided in G.S. 143-49(9).

D.13 ASSIGNMENT

No assignment of the Vendor's obligations nor the Vendor's right to receive payment hereunder shall be permitted.

However, upon written request approved by the issuing purchasing authority and solely as a convenience to the Vendor, the County may:

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

In no event shall such approval and action obligate the County to anyone other than the Vendor and the Vendor shall remain responsible for fulfillment of all Contract obligations. Upon advance written request, the County may, in its unfettered discretion, approve an assignment to the surviving entity of a merger, acquisition or corporate reorganization, if made as part of the transfer of all or substantially all of the Vendor's assets. Any purported assignment made in violation of this provision shall be void and a material breach of The Contract. There shall be no assignment, transfer of interest, or delegation of contractor's rights, duties, or responsibilities of contractor under any contract derived from this RFP

without the prior written approval of the County and/or contracting agencies.

D.14 INSURANCE

Coverage: As a part of its Technical Proposal, the qualified prospective Vendor shall identify its insurance agent(s) and underwriting company(ies) and shall provide written documentation from those named evidencing that insurance coverage in the amounts specified below can be obtained if the qualified prospective Vendor is a successful contractor. Deductibles and self-insured retentions, if any, shall be identified in the proposal.

The selected Vendor agrees to obtain and keep in force during the term of this contract the insurance coverage described below. This requirement shall also apply to any subcontractors that may provide services related to this RFP. Such insurance shall be carried with companies with a rating of A- or better as determined by A.M. Best Company and licensed to do business in the State of North Carolina.

Certificate(s) evidencing such coverage shall be furnished to the County. The certificate(s) shall contain a provision that coverage shall not be cancelled, reduced, or permitted to lapse unless at least thirty (30) days' prior written notice has been given to the County.

The contractor's liability insurance shall name the County and its Board of Commissioners, the CTAB, and contracting agencies and their boards, and each of their present and future employees, as additional insureds. General liability and property insurance also shall name the Lessor of any facility or portion thereof leased by the County and utilized by the contractor for Mountain Mobility offices. Buncombe County will be named as loss payee.

During the term of the Contract, the Vendor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Contract. As a minimum, the Vendor shall provide and maintain the following coverage and limits (these enumerations shall not limit the scope of the "Indemnity" provision as stated in this RFP):

- a) **Worker's Compensation Insurance:** The Vendor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$500,000.00, covering all of Vendor's employees who are engaged in any work under the Contract in North Carolina. If any work is sub-contracted, the Vendor shall require the sub-Contractor to provide the same coverage for any of his employees engaged in any work under the Contract within the County.
- b) **Comprehensive General Liability:** General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$5,000,000.00 Combined Single Limit. Defense cost shall be in excess of the limit of liability. Commercial General Liability insurance in an amount not less than \$5,000,000 each occurrence/\$2,000,000 annual aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations or Contractual Liability.
- c) **Automobile:** Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used within North Carolina in connection with the Contract. The minimum combined single limit shall be \$5,000,000.00 bodily injury and property damage; \$1,000,000.00 uninsured/under insured motorist; and \$2,500.00 medical payment. Business Automobile Liability insurance covering all owned, non-owned, and hired vehicles with a minimum combined single limit of \$5,000,000 each occurrence and shall include uninsured/underinsured motorist coverage per NC General Statute 20-279-21.
- d) **Physical Damage/Comprehensive and Collision:** Declared Value of Fleet Less \$1,000 Deductible Per Occurrence.
- e) **Employer's Liability:** Employer's Liability Insurance, to include coverage with minimum limits of \$1,000,000.00 each accident, \$1,000,000 each employee, and \$1,000,000.00 policy limit.
- f) **Property Insurance/Other:** Property insurance must be provided on any building housing Mountain Mobility Operations, as well as its contents. Property insurance requirements will depend on negotiated terms for office space.
- g) **Inland Marine-EDP Equipment:** A separate property policy shall be provided that includes off-premises and on-premises coverage for vehicle MDT/AVL (GPS) units. Declared Value of Units (\$150,000 or portion thereof if applicable) to include \$1,000 on-premises coverage and a \$1,000 minimum deductible.

Requirements: Providing and maintaining adequate insurance coverage is a material obligation of the Vendor and is of the essence of The Contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The Vendor shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or The Contract. The limits of coverage under each insurance policy maintained by the Vendor shall not be interpreted as limiting the Vendor's liability and obligations under the Contract.

Vendor shall agree these General Conditions constitute an insured contract and shall name Buncombe County as an additional insured under the Commercial General Liability policy. Before commencing work and for any subsequent renewals, Vendor shall furnish the County with certificates of insurance evidencing the above coverages and amounts on an approved form. Vendor hereby grants the County a waiver of any right of subrogation which any insurer of said Vendor may acquire against the County by virtue of payment of any loss under such insurance. Vendor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation. Each insurance policy required above shall state that coverage shall not be canceled, except with written notice to the County and delivered in accordance with the policy provisions. All insurance shall be procured from reputable insurers authorized and qualified to do business in North Carolina and in a form acceptable to the County.

Nothing in this section is intended to affect or abrogate Buncombe County's governmental immunity.

D.15 GENERAL INDEMNITY

Vendor shall indemnify, defend, hold and save Buncombe County, its subsidiaries, divisions, officers, directors agents, and employees, harmless from any and all liability of any kind, including all losses, costs, claims, damages, expenses, attorney fees, judgement, and awards, accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of the Contract, and from any and all losses, costs, claims, damages, expenses, attorney fees, judgement and awards accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Vendor in the performance of The Contract and that are attributable to any act of omission, negligence or intentionally tortious acts of the Vendor or any employee, agent, subcontractor, or assign of the Vendor. The Vendor represents and warrants that it shall make no claim of any kind or nature against the County's agents who are involved in the delivery or processing of Vendor deliverables or Services to the County. The representation and warranty in the preceding sentence shall survive the termination or expiration of The Contract. Nothing herein shall be construed as a waiver on the part of the County to any defense of any claim, including, but not limited to the defense of governmental immunity.

D.16 SUBCONTRACTING

Performance under The Contract by the Vendor shall not be subcontracted without prior written approval of the County's assigned Contract Lead. Unless otherwise agreed in writing, acceptance of a Vendor's proposal shall include approval to use the subcontractor(s) that have been specified therein. The Vendor assignment of all or any portion of its interest in The Contract, or any of the work or services to be performed under The Contract to a subcontractor shall not be construed as making the County a party to such subcontract, or subjecting them to liability of any kind to any subcontractor. No subcontract shall, under any circumstances, relieve the Vendor of his liability and obligation under The Contract. All subcontractors must meet the same requirements as the Vendor unless exceptions or waivers are granted by the County. A copy of any proposed subcontract document must be submitted to the County's assigned Contract Lead for approval. The County reserve(s) the right to require certain clauses be placed in any subcontracting agreements affecting service provided under this RFP.

D.17 CONFIDENTIALITY

Any Buncombe County information, data, instruments, documents, studies or reports given to or prepared or assembled by or provided to the Vendor under The Contract shall be kept as confidential, used only for the purpose(s) required to perform The Contract and not divulged or made available to any individual or organization without the prior written approval of the County.

D.18 CARE OF COUNTY DATA AND PROPERTY

The Vendor agrees that it shall be responsible for the proper custody and care of any data owned and furnished to the Vendor by the County (County Data), or other County property in the hands of the Vendor, for use in connection with the

performance of The Contract or purchased by or for the County for The Contract. Vendor will reimburse the County for loss or damage of such property while in Vendor's custody.

The County's Data in the hands of the Vendor shall be protected from unauthorized disclosure, loss, damage, destruction by a natural event or other eventuality. Such County Data shall be returned to the County in a form acceptable to the County upon the termination or expiration of this Agreement. The Vendor shall notify the County of any security breaches within 24 hours as required by G.S. 143B-1379. See G.S. 75-60 *et seq.*

D.19 OUTSOURCING

Any Vendor or subcontractor providing call or contact center services to Buncombe County shall disclose to inbound callers the location from which the call or contact center services are being provided.

If, after award of a contract, the contractor wishes to relocate or outsource any portion of performance to a location outside the United States, or to contract with a subcontractor for any such performance, which subcontractor and nature of the work has not previously been disclosed to the County in writing, prior written approval must be obtained from the County agency responsible for the contract.

Vendor shall give notice to the using agency of any relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons providing performance under a County contract to a location outside of the United States.

D.20 COMPLIANCE WITH LAWS

Vendor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business and its performance in accordance with The Contract, including those of federal, state, and local agencies having jurisdiction and/or authority.

D.21 ENTIRE AGREEMENT

This RFP and any documents incorporated specifically by reference represent the entire agreement between the parties and supersede all prior oral or written statements or agreements. This RFP, any addenda hereto, and the Vendor's proposal are incorporated herein by reference as though set forth verbatim.

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

D.22 ELECTRONIC RECORDS

The County will digitize all Vendor responses to this solicitation, as well as any awarded contract together with associated procurement-related documents. These electronic copies shall constitute a preservation record and shall serve as the official record of this procurement with the same force and effect as the original written documents comprising such record. Any electronic copy, printout or other output readable by sight shown to reflect such record accurately shall constitute an "original."

D.23 AMENDMENTS

This Contract may be amended only by a written amendment duly executed by Buncombe County and the Vendor.

D.24 NO WAIVER

Notwithstanding any other language or provision in The Contract, nothing herein is intended nor shall be interpreted as a waiver of any right or remedy otherwise available to Buncombe County under applicable law. The waiver by the County of any right or remedy on any one occasion or instance shall not constitute or be interpreted as a waiver of that or any other right or remedy on any other occasion or instance.

D.25 FORCE MAJEURE

Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations as a result of events beyond its reasonable control, including without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

D.26 SOVEREIGN IMMUNITY

Notwithstanding any other term or provision in The Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity or state or federal constitutional provision or principle that otherwise would be available to Buncombe County under applicable law.

D.27 CONTRACT

The contract shall include the selected Vendor's Technical and Cost Proposals, advertisements, this RFP and addenda thereto, any negotiated terms and conditions, specifications, and insurance certificates, which documents shall be made a part of each contract for services, incorporated by reference as if fully attached. It is understood that all items and sections herein contained are hereby made a part of the specifications and contract and are to be considered one instrument. The intent is to make them explanatory one of the other.

D.28 EXECUTION OF CONTRACT AGREEMENTS

The selected Vendor shall be required, within fifteen (15) days after receipt of notice of award of the contract, to deliver to Buncombe County all contract agreements, insurance certificates, and any additional required certifications and forms, duly executed and its execution duly proved. Buncombe County may elect to renew existing contracts by mutual agreement or may elect to have new contracts signed, depending on the requirements of Buncombe County, contracting agencies, and/or state or federal requirements.

D.29 ADJUSTMENTS TO COSTS

Except as provided for below, the County will not consider increasing contract costs during the initial contract period or any renewal options periods that may be exercised. The County may consider cost adjustments:

- a) Upon a showing by the selected Vendor that actual costs have increased due to factors beyond the Vendor's control, excluding factors relating to deadhead and non-revenue hours, which are considered to be controllable;
- b) In the event that new regulations cause the cost of performance under contracts to increase; or
- c) Upon a showing and justification by the selected Vendor that actual costs have increased due to increases or decreases in the amount of service by greater or less than fifteen percent (15%) of the existing service level, and that costs cannot be spread out over the service generated.

The County shall have the right to request a decrease in the Vendor's budget and the contract rate at any time during a contract period and under any circumstance which shows that overall costs of providing service are shown to be less than forecasted in the Vendor's proposal for this service, or that additional service is being generated over which costs can be spread. The County reserves the right to increase or decrease the level of services projected under the contract. In the event that the Vendor's budget is decreased, the County may, at its option, either increase the level of service to be delivered, or reduce the contract rate. The County may require modifications or amendments to contracts as necessary.

The County reserves the right to adjust the selected Vendor's final payment in any fiscal year, as well as when contracts end or are terminated, by any outstanding repairs or damage on County-owned vehicles, for lost or stolen County-owned or leased equipment used by the Vendor over the course of the contract period.

Failure to carefully examine the RFP document and take such reasonable steps as needed to ascertain the nature of the work, the conditions that affect the work, and the cost thereof will not relieve selected Vendor from responsibility for estimating the cost of successfully performing the work according to the specifications and standards set forth herein. Selected Vendor shall make no claims and Buncombe County shall not be liable for additional payment or any other concession because of the selected Vendor's misinterpretation or misunderstanding of the RFP, contract, or failure to fully acquaint itself with any conditions relating thereto.

D.30 REIMBURSEMENT BASIS

The County currently bills for services based on a fixed dollar amount per service mile (contract rate per service mile). It is expected that this also will be the basis for reimbursement to the Vendor but is subject to change based on negotiations during the proposal process. Any and all costs to operate Mountain Mobility services under contract will be the

responsibility of the selected Vendor. The selected Vendor shall be entirely responsible and liable for the operation and maintenance of all vehicles and equipment whether purchased or leased by the County. The selected Vendor is the employer of all the transit employees and the selected Vendor is responsible for their compensation, benefits, worker's compensation, social security, and all other incidents of employment. No additional fees for management services will be billed to or paid for by the County above the contract rate unless otherwise negotiated during the proposal process. Fares attributable to services provided each month shall be credited to and deducted from applicable contracting agency accounts. Fares collected shall offset fares attributable. Neither the County nor its contracting agencies shall be responsible for reimbursing the selected Vendor for the difference between fares attributed and fares collected. This will ensure the selected Vendor and its employees institute a firm policy for fare collections and controls to ensure fare revenues are fully deposited in a timely manner.

D.31 FUEL SUPPLY AND MANAGEMENT

Variability in fuel costs and potential gasoline shortages have a substantial and direct impact on the financial capacity and cost of providing Mountain Mobility services. To facilitate fuel management needs and issues, the County pays for fuel purchased for County vehicles to provide authorized customers transportation services under the contract. Cost Proposals should not include fuel costs.

The selected Vendor shall abide by Mountain Mobility's Fuel Management Plan. This plan outlines the steps Mountain Mobility (and the selected Vendor) will undertake to reduce energy consumption as a part of Buncombe County's Energy Conservation Plan and also address fuel supply and cost issues in a manner that will have minimal adverse effect on serving customers, especially those needing transportation for life-saving health care treatments.

The selected Vendor shall be allowed to use the County's fuel purchase system in purchasing gasoline and CNG fuels for the operation of County-owned vehicles (see ATTACHMENT K: VEHICLE, TECHNOLOGY & EQUIPMENT INVENTORIES). The selected Vendor shall be responsible for assuring fuel cards are used within established guidelines and shall be responsible for maintaining all records necessary to use the County's fuel purchase system. The selected Vendor shall work with all applicable County departments and vendors in utilizing the fuel card system.

The selected Vendor shall use liquid propane (LP) fuel from the LP tank on-site at Mountain Mobility Operations. The selected Vendor shall ensure employees are trained in the operation and use of the LP fuel and tank operation. The selected Vendor shall be responsible for ordering LP tank refills and handling other routine matters concerning fueling systems and procedures in coordination with the County.

The selected Vendor shall ensure the most efficient type of fuel is used at all times while operating Mountain Mobility vehicles and in providing Mountain Mobility services. Vehicles that can operate on alternative fuels have dual fuel systems using gas and the alternative fuel. The selected Vendor shall monitor fuel prices and other data necessary to determine the fuel cost efficiencies and shall ensure employees and vehicle operators understand and use the most efficient type of fuel on a daily basis.

The selected Vendor shall maintain accurate and complete records relative to the use of gasoline and alternative fuels by each vehicle. These records and all other information requested by the County, including impacts of alternative fuels on maintenance requirements and costs, shall be made available upon request and in the form prescribed by the County. The County will monitor the condition of vehicles and will solely determine if the selected Vendor is consuming fuel in excess of what would be expected for the operation. The selected Vendor agrees to reimburse the County for excess consumption in addition to fuel consumed for any unauthorized use or vehicle.

D.32 CHANGED CONDITIONS OF PERFORMANCE (INCLUDING LITIGATION)

The selected Vendor agrees to notify Buncombe County immediately of any change in law, conditions, or any other event that may significantly affect the selected Vendor's ability to perform the project in accordance with the terms of the contract. In addition, the selected Vendor agrees to notify Buncombe County immediately of any decision pertaining to the selected Vendor's conduct of litigation that may affect Buncombe County interests in the project.

D.33 CONFLICT OF INTEREST

No employee, officer, or agent of the County or the selected Vendor shall participate in the selection or in the award of any contract resulting from this RFP if a conflict of interest, real or apparent, would be involved. Such a conflict would

arise when one of the following has a financial or other interest in any proposing firm: (1) the employee, or an officer or agent of the employee; (2) any member of the employee's immediate family; (3) the employee's business partner; or (4) an organization which employs, or is about to employ, any of the above.

Prior to the initiation of services, the selected Vendor will provide to the County its written code or standards of conduct governing employees, including board members, who are engaged in the award or administration of contracts and services associated with the performance of this contract. Such standards shall be designed to preclude personal or organization conflicts of interest, real or apparent, from impairing the fairness of any procurement process or the public's confidence in the integrity of the County, the contractor, or Mountain Mobility. Such code or standards shall also prohibit said individuals from accepting gifts, gratuities, favors, or anything of monetary value from contractors, potential contractors, or customers.

D.34 FINANCIAL ASSISTANCE GRANT

The services described in this RFP are to be purchased, in part, with the assistance of monies from the North Carolina Department of Transportation (NCDOT) and/or the Federal Transit Administration (FTA) of the U.S. Department of Transportation (U.S. DOT). The successful Vendor and all subcontractors will be required to comply with all terms and conditions prescribed for third party contracts in any grant contracts between the North Carolina Department of Transportation, the Federal Transit Administration, and Buncombe County.

D.35 GIFTS, GRATUITIES, OR OTHER

No official or employee of the County or the selected Vendor shall accept any gift, whether in the form of a service, a loan, a thing of value, or a promise from any person, firm, or corporation that, in the employee's knowledge, is interested directly or indirectly in any manner whatsoever in business dealings with the County. No official or employee of the County or the selected Vendor shall accept any gift, favor, or thing of value that may tend to influence that employee in the discharge of duties. No official or employee of the County or the selected Vendor shall grant any improper favor, service, or thing of value in the discharge of duties.

D.36 OTHER REGULATORY PROVISIONS

As applicable, the selected Vendor agrees to comply with other related policies and procedures including, but not limited to, the City of Asheville ADA Complementary Paratransit Program, Medicaid Non-Emergency Medical Transportation Program, and policy guidelines related to North Carolina's Home and Community Care Block Grant Program.

D.37 OTHER SERVICES

It is possible that other agencies and organizations will express interest in contracting for services through Mountain Mobility. The selected Vendor may be requested to provide an analysis of the effect of providing such additional services and, upon approval of the County, such services shall be provided by the the selected Vendor.

D.38 PROPERTY RIGHTS

All information, property, records, leased vehicles and equipment, etc., associated with the contract is deemed to be the exclusive property of Buncombe County and shall be provided to the County in its correct form upon request by the County, at the end of the contract, or upon termination.

D.39 CHANGES IN STATE AND FEDERAL REGULATIONS

The selected Vendor understands that state and/or federal laws, regulations, policies, and related administrative practices applicable to the contract may be modified from time to time. The most recent state and/or federal requirements shall govern the administration of a contract at any particular time, except if there is sufficient evidence in a contract of a contrary intent. New state and/or federal laws, regulations, policies, and administrative practices may be established and applicable following the date that contracts are executed. All limits and standards set forth in the RFP shall establish minimum requirements and shall be applied to the contracts resulting from the RFP.

ATTACHMENT E: LOCATION OF WORKERS UTILIZED BY VENDOR

In accordance with NC General Statute 143-59.4, the Vendor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of this Contract. The County will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award. Please complete items a, b, and c below.

a) Will any work under this Contract be performed outside the United States? YES NO

If the Vendor answered "YES" above, Vendor must complete items 1 and 2 below:

1. List the location(s) outside the United States where work under this Contract will be performed by the Vendor, any sub-Contractors, employees, or other persons performing work under the Contract:

2. Describe the corporate structure and location of corporate employees and activities of the Vendor, its affiliates or any other sub-Contractors that will perform work outside the U.S.:

b) The Vendor agrees to provide notice, in writing to the County, of the relocation of the Vendor, employees of the Vendor, sub-Contractors of the Vendor, or other persons performing services under the Contract outside of the United States YES NO

NOTE: All Vendor or sub-Contractor personnel providing call or contact center services to the State of North Carolina under the Contract **shall** disclose to inbound callers the location from which the call or contact center services are being provided.

c) Identify all U.S. locations at which performance will occur:

ATTACHMENT F: CERTIFICATION OF FINANCIAL CONDITION

Name of Vendor: _____

The undersigned hereby certifies that: [check all applicable boxes]

The Vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: _____

The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.

The Vendor is current in all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.

The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.

The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.

He or she is authorized to make the foregoing statements on behalf of the Vendor.

Note: This is a continuing certification and Vendor shall notify the Contract Lead within 15 days of any material change to any of the representations made herein.

If any one or more of the foregoing boxes is NOT checked, Vendor shall explain the reason in the space below:

Signature Date

Printed Name Title

[This Certification must be signed by an individual authorized to speak for the Vendor]

ATTACHMENT G: SUPPLEMENTAL VENDOR INFORMATION

HISTORICALLY UNDERUTILIZED BUSINESSES

Historically Underutilized Businesses (HUBs) consist of minority, women and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) of the categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Pursuant to G.S. 143B-1361(a), 143-48 and 143-128.4, the County invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this RFP. Any questions concerning NC HUB certification, contact the [North Carolina Office of Historically Underutilized Businesses](#) at (919) 807-2330. The Vendor shall respond to question #1 and #2 below.

- a) Is Vendor a Historically Underutilized Business? Yes No
- b) Is Vendor Certified with North Carolina as a Historically Underutilized Business? Yes No

If so, state HUB classification: _____

Proposal Number: 032720

Vendor: _____

ATTACHMENT H: FEDERAL AND STATE REQUIREMENTS AND SPECIAL CONDITIONS

FEDERAL AND STATE REQUIREMENTS AND SPECIAL CONDITIONS

for

OPERATIONS and MANAGEMENT CONTRACTS

1. General

The work performed under this contract will be financed, in part, by grants provided under programs of the Federal Transit Administration. Citations to federal law, regulation, and guidance references include, but are not limited to, the Master Agreement, FTA MA (23), dated October 1, 2016; FTA Circular 4220.1F, dated November 1, 2008; "Best Practices Procurement & Lessons Learned Manual", October 2016; Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 2 C.F.R. Part 200, dated December 26, 2014, will supersede and apply in lieu of U.S. DOT's common grant rules, 49 C.F.R. parts 18 and 19, State and Local Governments and Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations and any subsequent amendments or revisions thereto.

THE FOLLOWING MAY BE USED SYNONYMOUSLY:

"BIDDER" AND "CONTRACTOR"

"PURCHASER", "PROCURING AGENCY" AND "OWNER"

2. Federal Changes

Contractor shall at all times comply with all applicable Federal Transit Administration (FTA) regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

1. FTA's new authorizing legislation, 49 U.S.C. chapter 53, as amended, by the following:
 - a. The Fixing America's Surface Transportation (FAST) Act, Public Law No. 114-94, December 4, 2015,
 - b. The Moving Ahead for Progress in the 21st Century Act (MAP-21), Public Law No. 112-141, July 6, 2012, as amended by the "Surface Transportation and Veterans Health Care Choice Improvement Act of 2015," Public Law No. 114-41, July 31, 2015, and other authorizing legislation to be enacted and
 - c. The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) Public Law No. 109-59, August 10, 2005, as amended by the SAFETEA-LU technical Corrections Act of 2008, Public Law No 100-244, June 6, 2008.
2. Continuing resolutions or other Appropriations Resolutions or Acts funding the Department of Transportation during Fiscal Year 2016.
3. Title 23, U.S.C. (Highways)
4. Other federal legislation FTA administers, as FTA so determines.

3. Notification of Federal Participation

To the extent required by Federal law, the State of North Carolina agrees that, in administering any Federal assistance Program or Project supported by the underlying Grant Agreement or Cooperative Agreement, any request for proposals, solicitation, grant application, form, notification, press release, or other publication involving the distribution of FTA assistance for the Program or the Project that it will identify the FTA grant source by listing the Catalog of Federal Domestic Assistance Number of the program. The following FTA grant programs will be eligible to participate in this bid, 20.500, 20.505, 20.507, 20.509, 20.513, 20.514, 20.516, 20.518, 20.519, 20.521, 20.522, 20.523, 20.525, 20.526, 20.527, 20.528, 20.529, 20.530, and 20.531. Federal funding assistance up to eighty (80%) percent may be provided.

4. Definitions

Third Party Agreement, in accordance with the Master Agreement unless FTA determines otherwise in writing, includes all of the following agreements, such as:

- (1) Third party contracts,
- (2) Leases,
- (3) Third party subcontracts; and
- (4) Other similar arrangements or agreements.

Third Party Participant, in accordance with the Master Agreement unless FTA determines otherwise in writing, includes all of the following participants, such as:

- (1) Third party contractors,
- (2) Lessees,
- (3) Third party subcontractors, and
- (4) Other participants in the Project

5. Conflict of Interest

No employee, officer, board member, or agent of the Owner shall participate in the selection, award, or administration of a contract supported by Federal Transit Administration (FTA) funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the employee, officer, board member, or agent, any member of his or her immediate family, his or her partner, or an organization that employs, or is about to employ any of the above, has a financial or other interest in the firm selected for award.

6. Lobbying

Byrd Anti-Lobbying Amendment, 31 U.S.C. §1352(b) (5), as amended by the Lobbying Disclosure Act of 1995, PL 104-65 (2 U.S.C. §1601, et seq.); 2 C.F.R. §200.450, and 2 C.F.R. Part 200 appendix II (j). Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR Part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S. C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in

connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

The requisite "Lobbying Certification" is included as ATTACHMENT A (attach Standard Form-LLL if necessary) and must be executed for contracts of \$100,000 or more and prior to the award of the contract.

7. Civil Rights Laws and Regulations

The following Federal Civil Right laws and regulations apply to all contracts and flow down to all third party contractors and their contracts at every tier.

(1) **Nondiscrimination** - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex (including gender identity), disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

(a) The third party contractor and all lower tiers shall comply with all provisions of FTA Circular 4702.1 "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", issued October 1, 2012.

(2) **Equal Employment Opportunity** - Federal Equal Employment Opportunity (EEO) Requirements include, but are not limited to:

(a) Race, Color, Religion, National Origin, Disability, Age, Sexual Origin, Gender Identity, or Status as a Parent - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, Title VI of the Civil Rights Act, 28 C.F.R. § 50.3, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note, and as further amended by Executive Order 13672, "Further Amendments to Executive Order 11478, Equal Employment Opportunity in the Federal Government, and Executive Order 11246, Equal Employment Opportunity," July 21, 2014, and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, sex (including gender identity), disability, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue. The Contractor agrees to comply with FTA Circular 4704.1A Equal Employment Opportunity (EEO) Requirements and Guidelines for Federal Transit Administration Recipients, dated October 31, 2016.

(b) Equal Employment Opportunity Requirements for Construction Activities. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal

opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

(3) **Nondiscrimination on the Basis of Age** – The Contractor agrees to comply with all applicable requirements of the Age Discrimination Act of 1975, as amended, 42 U.S.C. §§ 6101 *et seq.*, and with implementing U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance, 45 C.F.R. Part 90, which prohibit discrimination against individuals on the basis of age.

The Age Discrimination in Employment Act (ADEA) 29 U.S.C. §§ 621 through 634 and with implementing U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. Part 1625, which prohibits discrimination against individuals on the basis of age.

(4) **Nondiscrimination on the Basis of Sex** - The Contractor agrees to comply with all applicable requirements of Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. §§ 1681 *et seq.*, and with implementing U.S. DOT regulations, "Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance," 49 C.F.R. Part 25, that prohibit discrimination on the basis of sex.

(5) **Access for Individuals with Disabilities** - The Contractor agrees to comply with 49 U.S.C. § 5301(d), which states the Federal policy that elderly individuals and individuals with disabilities have the same right as other individuals to use public transportation services and facilities, and that special efforts shall be made in planning and designing those services and facilities to implement transportation accessibility rights for elderly individuals and individuals with disabilities. The Contractor also agrees to comply with all applicable provisions of section 504 of the Rehabilitation Act of 1973, as amended, with 29 U.S.C. § 794, which prohibits discrimination on the basis of disability; with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§ 12101 *et seq.*, which requires that accessible facilities and services be made available to individuals with disabilities; and with the Architectural Barriers Act of 1968, as amended, 42 U.S.C. §§ 4151 *et seq.*, which requires that buildings and public accommodations be accessible to individuals with disabilities. In addition, the Contractor agrees to comply with applicable Federal regulations and directives and any subsequent amendments thereto, except to the extent the Federal Government determines otherwise in writing, as follows:

- (1) U.S. DOT regulations "Transportation Services for Individuals with Disabilities (ADA)" 49 C.F.R. Part 37;
- (2) U.S. DOT regulations "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;
- (3) Joint U.S. Architectural and Transportation Barriers Compliance Board (U.S. ATBCB) U.S. DOT regulations, "Americans with Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F.R. Part 38;

- (4) U.S. DOJ regulations "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;
 - (5) U.S. DOJ regulations "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities." 28 C.F.R. Part 36;
 - (6) U.S. GSA regulations "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;
 - (7) U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
 - (8) U.S. Federal Communications Commission regulations "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 49 C.F.R. Part 64, Subpart F;
 - (9) U.S. Architectural and Transportation Barriers Compliance Board regulations, "Electronic and Information Technology Accessibility Standards." 36 C.F.R. Part 1194;
 - (10) FTA regulations, "Transportation of Elderly and Handicapped Persons," 49 C.F.R. part 609; and
 - (11) Federal regulations, "Miscellaneous Civil Rights Amendments (RRR)," pertaining to nondiscrimination on the basis of disability within 49 C.F.R. Parts 27, 37, and 38 were published in 79 Fed. Reg. 21402, April 16, 2014; and
 - (12) FTA Circular 4701.1, Americans with Disabilities Act (ADA) Guidance, dated November 4, 2015.
 - (13) Federal civil rights and nondiscrimination directives implementing the foregoing Federal laws and regulations, except to the extent the Federal Government determines otherwise in writing.
- (6) **Access to Services for Persons with Limited English Proficiency.** The Contractor agrees to comply with Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," 42 U.S.C. § 2000d-1 note, and U.S. DOT Notice, "DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency (LEP) Persons," 70 Fed. Reg. 74087, December 14, 2005, except to the extent that the Federal Government determines otherwise in writing.
- (7) **Environmental Justice.** (According to the Master Agreement, this section is now under Environmental and applicable for Environmental Studies)
- (8) **Drug or Alcohol Abuse-Confidentiality and Other Civil Rights Protections.** To the extent applicable, the Contractor agrees to comply with the confidentiality and other civil rights protections of the Drug Abuse Office and Treatment Act of 1972, as amended, 21 U.S.C. §§ 1101 *et seq.*, with the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, as amended, 42 U.S.C. §§ 4541 *et seq.*, and with the Public Health Service Act of 1912, as amended, 42 U.S.C. §§ 290dd through 290dd-2, and any amendments thereto.
- (9) **Other Nondiscrimination Laws.** The Contractor agrees to comply with applicable provisions of other Federal laws and regulations, and follow applicable directives

prohibiting discrimination, except to the extent that the Federal Government determines otherwise in writing.

(10) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

(11) Remedies for failure to comply with applicable Federal Civil Rights laws and Federal regulations may be enforced as provided in those Federal laws or Federal regulations.

8. Contracting with Disadvantaged Business Enterprises

The newest version on the Department of Transportation's Disadvantaged Business Enterprise (DBE) program became effective October 1, 2004.

a. This contract is subject to the requirements of U.S. DOT regulations, "Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs," 49 C.F.R. Part 26 [U.S. DOT published final rule, "Disadvantaged Business Enterprise: Program Improvements," 49 C.F.R. Part 26, on January 28, 2011 (see 76 Fed. Reg. 5083)], and Section 1101(b) of MAP-21, 23 U.S.C. § 101 note, as amended by Section 451 of the Hiring Incentives to Restore Employment (HIRE) Act, Pub. L. 111-147, March 18, 2010, 23 U.S.C. § 101 note.

The NC Department of Transportation/Public Transportation Division's overall goal for DBE participation is **6.1%**.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the **Procuring Agency** deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The successful bidder/offeror will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.

c. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the Procuring Agency. In addition, these may apply:

- **the contractor may not hold retainage from its subcontractors; or**
- **is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed; or**
- **is required to return any retainage payments to those subcontractors within 30 days after incremental acceptance of the subcontractor's work by the Procuring Agency and contractor's receipt of the partial retainage payment related to the subcontractor's work.**

d. The contractor must promptly notify the **Procuring Agency** whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE

subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the **Procuring Agency**.

9. **Clean Air Act and Federal Water Pollution Control Act**

The Clean Air and Clean Water Act requirements apply to each contract and subcontract exceeding \$150,000. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387) and 2 C.F.R. Part 200, Appendix II (g). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

The Contractor also agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal Assistance provided by FTA.

The Contractor agrees:

- 1) It will not use any violating facilities;
- 2) It will report the use of facilities placed on or likely to be placed on the U.S. EPA “List of Violating Facilities;”
- 3) It will report violations of use of prohibited facilities to FTA; and
- 4) It will comply with the inspection and other requirements of the Clean Air Act, as amended, (42 U.S.C. §§ 7401 – 7671q); and the Federal Water Pollution Control Act as amended, (33 U.S.C. §§ 1251-1387) and 2 C.F.R. Part 200, Appendix II (g).

10. **Energy Conservation**

The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency that are contained in the state energy conservation plans issued in compliance with the Energy Policy and Conservation Act, as amended, 42 U.S.C. § 6321 et seq., and perform an energy assessment for any building constructed, reconstructed, or modified with federal assistance as required under FTA regulations, “Requirements for Energy Assessments,” 49 C.F.R. part 622, subpart C. These requirements extend to all third party contractors and their contracts at every tier and their subcontracts at every tier.

11. **Environmental Protection**

The Contractor agrees to comply with all applicable requirements of the National Environmental Policy Act of 1969, as amended, (NEPA) 42 U.S.C. §§ 4321 through 4335 (as restricted by 42 U.S. C. § 5159, if applicable); Executive Order No. 11514, as amended, “Protection and Enhancement of Environmental Quality,” 42 U.S.C. § 4321 note; FTA statutory requirements at 49 U.S.C. § 5323(c)(2)), as amended by MAP-21, ; U.S. Council on Environmental Quality regulations pertaining to compliance with NEPA, 40 C.F.R. Parts 1500 through 1508; and joint FHWA FTA regulations, “Environmental Impact and Related Procedures,” 23 C.F.R. Part 771 and 49 C.F.R. Part 622; were published in the Federal Register, 78 Fed. Reg. 8963, February 7, 2013; and other applicable Federal environmental protection regulations that may be promulgated at a later date. The Contractor agrees to comply with the applicable provisions of 23 U.S.C. § 139 “Efficient environmental reviews for project decision making”, pertaining to environmental procedures, and 23 U.S.C. § 326, pertaining to Purchaser’s responsibility for categorical exclusions, in accordance with the provisions of joint FHWA/FTA final guidance, “Environmental Review Process (Public Law 109-59),” 71 Fed. Reg. 66576 et seq. November 15, 2006. Joint FHWA and FTA final guidance, “Interim Guidance on MAP-21 Section 1319 Accelerated Decisionmaking in Environmental Reviews,” dated

January 14, 2013, and any applicable Federal directives that may be issued at a later date, except to the extent that FTA determines otherwise in writing.

12. **Recycled Products**

The Recycled Products requirement applies to all contracts for items designated by the EPA, when the purchaser or contractor procures \$10,000 or more of one of these items during the fiscal year, or has procured \$10,000 or more of such items in the previous fiscal year, using Federal funds. New requirements for "recovered materials" will become effective May 1, 1996. These regulations apply to all procurement actions involving items designated by the EPA, where the procuring agency purchases \$10,000 or more of one of these items in a fiscal year, or when the cost of such items purchased during the previous fiscal year was \$10,000. These requirements extend to all contractors and their subcontracts at every tier where the value of an EPA designated item exceeds \$10,000.

To the extent possible the contractor agrees to comply with U. S. Environmental Protection Agency (U.S. EPA), "Comprehensive Procurement Guidelines for Products Containing Recovered Materials," 40 CFR Part 247, which implements section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended, 42 U.S.C. 6962 and 2 C.F.R. part § 200.322. The contractor agrees to provide competitive preference for products and services that conserve natural resources, protect the environment and are energy efficient, except to the extent that the Federal Government determines otherwise in writing.

These items include, but may not be limited to:

Paper and paper products, excluding building and construction paper grades.

Vehicular products:

- (a) Lubricating oils containing re-refined oil, including engine lubricating oils, hydraulic fluids, and gear oils, excluding marine and aviation oils.
- (b) Tires, excluding airplane tires.
- (c) Reclaimed engine coolants, excluding coolants used in non- vehicular applications.
- (d) Rebuilt vehicular parts.

Transportation products:

- (a) Traffic barricades and traffic cones used in controlling or restricting vehicular traffic.
- (b) Parking stops made from concrete or containing recovered plastic or rubber.
- (c) Channelizers containing recovered plastic or rubber.
- (d) Delineators containing recovered plastic, rubber, or steel.
- (e) Flexible delineators containing recovered plastic.

Miscellaneous products:

- (a) Pallets containing recovered wood, plastic, or paperboard.
- (b) Sorbents containing recovered materials for use in oil and solvent clean-ups and as animal bedding.
- (c) Industrial drums containing recovered steel, plastic, or paper.
- (d) Awards and plaques containing recovered glass, wood, paper, or plastic.
- (e) Mats containing recovered rubber and/or plastic.
- (f) (1) Non-road signs containing recovered plastic or aluminum and road signs containing recovered aluminum.
(2) Sign supports and posts containing recovered plastic or steel.
- (g) Manual-grade strapping containing recovered steel or plastic.
- (h) Bike racks containing recovered steel or plastic.
- (i) Blasting grit containing recovered steel, coal and metal slag, bottom ash, glass, plastic, fused alumina oxide, or walnut shells.

Park and recreation products:

- (a) Playground surfaces and running tracks containing recovered rubber or plastic.
- (b) Plastic fencing containing recovered plastic for use in controlling snow or sand drifting and as a warning/safety barrier in construction or other applications.
- (c) Park benches and picnic tables containing recovered steel, aluminum, plastic, or concrete.
- (d) Playground equipment containing recovered plastic, steel, or aluminum.

Landscaping products:

- (a) Hydraulic mulch products containing recovered paper or recovered wood used for hydroseeding and as an over-spray for straw mulch in landscaping, erosion control, and soil reclamation.
- (b) Compost made from yard trimmings, leaves, grass clippings, and/ or food waste for use in landscaping, seeding of grass or other plants on roadsides and embankments, as a nutritious mulch under trees and shrubs, and in erosion control and soil reclamation.
- (c) Garden and soaker hoses containing recovered plastic or rubber.
- (d) Lawn and garden edging containing recovered plastic or rubber.
- (e) Plastic lumber landscaping timbers and posts containing recovered materials.

Non-paper office products:

- (a) Office recycling containers and office waste receptacles.
- (b) Plastic desktop accessories.
- (c) Toner cartridges.
- (d) Plastic-covered binders containing recovered plastic; chipboard and pressboard binders containing recovered paper; and solid plastic binders containing recovered plastic.
- (e) Plastic trash bags.
- (f) Printer ribbons.
- (g) Plastic envelopes.
- (h) Plastic clipboards containing recovered plastic.
- (i) Plastic file folders containing recovered plastic.
- (j) Plastic clip portfolios containing recovered plastic.
- (k) Plastic presentation folders containing recovered plastic.
- (l) Office furniture containing recovered steel, aluminum, wood, agricultural fiber, or plastic.

13. Buy America

If the Contractor is purchasing vehicles as part of the operations or service agreement, the vehicles must meet the Buy America requirement.

FTA's Buy America law and regulations apply to projects that involve the purchase of more than \$150,000 of iron, steel, manufactured goods, or rolling stock to be delivered to the recipient to be used in an FTA assisted project. The Buy America regulation at 49 C.F.R. § 661.13 requires notification of the Buy America requirements in a Procuring Agency bid or request for proposal for FTA funded contracts.

The contractor agrees to comply with 49 U.S.C. 5323(j), 49 C.F.R. part 661, and the FAST Act Section 3011, effective date October 1, 2015, which provide that Federal funds may not be obligated unless all steel, iron, and manufactured products used in FTA funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. § 661.7. Appendix A grants a general public interest waiver from the Buy America requirements that apply to microprocessors, computers, microcomputers, or software, or other such devices, which are used solely for the purpose of processing or storing

data. This general waiver does not extend to a product or device which merely contains a microprocessor or microcomputer and is not used solely for the purpose of processing or storing data.

Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j) (2) (C) and 49 C.F.R. § 661.11. Train Control, Communication and Traction Power Equipment. For purposes of Buy America, rolling stock includes train control, communication, and traction power equipment (49 U.S.C. 5323(j) (2) (C)). See also 49 CFR 661.11(t), (u), and (v). The domestic content requirement in effect on the date a contract was signed for train control, communication, and traction power equipment will control. If the contract is signed in FY2016 or FY2017, the contract shall require an overall domestic content that exceeds 60 percent; if a contract is signed in FYs 2018 or 2019, the contract must include an overall domestic content percentage that exceeds 65 percent; and if a contract is signed in FY2020 or beyond, the domestic content must exceed 70 percent.

For purchase orders placed against State schedules on or after October 1, 2015, for rolling stock that will be delivered in FY 2016 or 2017, the domestic content requirement must exceed 60%. For purchase orders placed against State schedules for rolling stock that will be delivered in FYs 2018 or 2019, the domestic content must exceed 65%, and for purchase orders placed against State schedules for rolling stock that will be delivered in FY 2020 or beyond, the domestic content must exceed 70%.

The bidder or offeror must submit to the Procuring Agency the appropriate Buy America certification in the bid or offer. Bids or offers that are not accompanied by a completed Buy America certification will be rejected as nonresponsive.

The Buy America requirements flow down from FTA to first tier contractors, who are responsible for ensuring that lower tier contractors and subcontractors are in compliance.

Effective October 1, 2015 small purchases (under the \$150,000 threshold) made with FTA funds, will not be subject to the Buy America requirement. The value of small purchases should be determined by using the "contract price" and not "unit price". This provision of the FAST Act applies to all purchases for capital, operating, or planning funds.

BIDS OR OFFERS THAT ARE SUBMITTED WITHOUT THE COMPLETED BUY AMERICA CERTIFICATION MUST BE REJECTED AS NONRESPONSIVE. BIDDERS ARE ADVISED THAT SUBMISSION OF BOTH CERTIFICATIONS WITH THE BID IS ALSO CONSIDERED NONRESPONSIVE AND WILL RESULT IN REJECTION OF THE BID; ONLY ONE CERTIFICATION (either C or D) SHALL BE SUBMITTED. The certification requirement does not apply to lower tier subcontractors.

14. Pre-Award and Post-Delivery Audits of Rolling Stock Purchases

If the Contractor is purchasing vehicles as part of the operations or service agreement, the vehicles must meet the requirements of the Pre-Award and Post-Delivery Audits for Rolling Stock.

The Contractor agrees to comply with 49 U.S.C. § 5323(m) and FTA's implementing regulation at 49 C.F.R. part 663. The Contractor shall comply with the Buy America certification(s) submitted with its proposal/bid. The Contractor agrees to participate and cooperate in any pre-award and post-delivery audits performed pursuant to 49 C.F.R. part 663 and related FTA guidance.

Pre-Award Audit:

Pre-award information may also be submitted with the bid.

(1) Buy America Requirements: (for contracts of \$150,000 and more)

The Contractor shall complete and submit a declaration certifying either compliance or noncompliance with Buy America (see Section 13. Buy America). If the Contractor certifies compliance with Buy America, it shall provide supporting documentation that indicates that the applicable* cost of all components are manufactured in the United States and that final assembly takes place in the United States. The documentation shall include:

- a) the component and subcomponent parts of the rolling stock to be purchased identified by manufacturer of the parts, their country of origin and costs;
- b) the location of the final assembly point for the rolling stock, including a description of the activities that will take place at the final assembly point and the cost of the final assembly; and
- c) a copy of the letter from FTA granting a waiver on the vehicle(s) for all or part of the Buy America requirement under section 165(b)(1), (b)(2), or (b)(4) of the Surface Transportation Assistance Act (STAA) of 1982, as amended;

**For rolling stock that will be delivered in FY 2016 or 2017, the domestic content requirement must exceed 60%. For rolling stock that will be delivered in FYs 2018 or 2019, the domestic content must exceed 65%, and for rolling stock that will be delivered in FY 2020 or beyond, the domestic content must exceed 70%.*

(2) Federal Motor Vehicle Safety Standards (FMVSS) Certification: (must be completed for all purchases)

The Contractor shall submit:

- a) the manufacturer's FMVSS self-certification sticker information that the vehicle complies with relevant FMVSS regulations; or
- b) the manufacturer's certified statement that the contracted vehicles will not be subject to the FMVSS regulations.

(3) Solicitation Specification Requirements:

The Contractor shall submit evidence that it will be capable of meeting the bid specifications.

Post-Delivery Audit:

Upon completion of the vehicle(s), and prior to filing of the title, the successful bidder shall provide the information indicated in 1-3 above. This post-delivery audit is required to ensure that the vehicle(s) were manufactured as intended. Failure to comply with this requirement or inability to certify Buy America compliance shall be cause for rejection of the vehicle(s).

Upon delivery and acceptance of the equipment, the vehicle(s) shall undergo a thorough visual inspection and road test to assure compliance to contract specifications.

15. Fly America

The Fly America requirements apply to the transportation of persons or property, by air, between a place in the U.S. and a place outside the U.S., or between places outside the U.S., when the FTA will participate in the costs of such air transportation. First tier contractors who are responsible for ensuring that lower tier contractors and subcontractors are in compliance.

- a) *Definitions.* As used in this clause--

- “International air transportation” means transportation by air between a place in the United States and a place outside the United States or between two places both of which are outside the United States.
- “United States” means the 50 States, the District of Columbia, and outlying areas.
- “U.S.-flag air carrier” means an air carrier holding a certificate under 49 U.S.C. Chapter 411.

b) When Federal funds are used to fund travel, Section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 40118) (Fly America Act) requires contractors, recipients, and others use U.S.-flag air carriers for U.S. Government-financed international air transportation of personnel (and their personal effects) or property, to the extent that service by those carriers is available. It requires the Comptroller General of the United States, in the absence of satisfactory proof of the necessity for foreign-flag air transportation, to disallow expenditures from funds, appropriated or otherwise established for the account of the United States, for international air transportation secured aboard a foreign-flag air carrier if a U.S.-flag air carrier is available to provide such services..

c) If available, the Contractor, in performing work under this contract, shall use U.S.-flag carriers for international air transportation of personnel (and their personal effects) or property.

d) In the event that the Contractor selects a carrier other than a U.S.-flag air carrier for international air transportation, the Contractor shall include a statement on vouchers involving such transportation essentially as follows:

Statement of Unavailability of U.S.-Flag Air Carriers

International air transportation of persons (and their personal effects) or property by U.S.-flag air carrier was not available or it was necessary to use foreign-flag air carrier service for the following reasons. See FAR § 47.403. *[State reasons]:*

e) The Contractor shall include the substance of this clause, including this paragraph (e), in each subcontract or purchase under this contract that may involve international air transportation.

16. Debarment, Suspension, Ineligibility, and Voluntary Exclusion

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, “Nonprocurement Suspension and Debarment,” 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) “Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement),” 2 C.F.R. part 180, 2 C.F.R. § 200.213, and 2 C.F.R. Part 200 Appendix II (I). These provisions apply to each contract at any tier of \$25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are

eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

- a) Debarred from participation in any federally assisted Award;
- b) Suspended from participation in any federally assisted Award;
- c) Proposed for debarment from participation in any federally assisted Award;
- d) Declared ineligible to participate in any federally assisted Award;
- e) Voluntarily excluded from participation in any federally assisted Award; or
- f) Disqualified from participation in any federally assisted Award.

A contract award (of any tier) in an amount expected to equal or exceed \$25,000 or a contract award at any tier for a federally required audit (irrespective of the contract amount) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), at <https://www.sam.gov/> in accordance with the OMB guidelines at 2 C.F.R. part 180 that implement Executive Orders 12549 and 12689. The Excluded Parties List System in SAM contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

The Procuring Agency will be reviewing all third party contractors under the "System for Award Management" at <https://www.sam.gov/> before entering into any contracts.

If the Procuring Agency or NCDOT suspends, debars, or takes similar action against a Contractor or subcontractor, the NCDOT will provide immediate written notice to the:

- (a) FTA Regional Counsel for the Region in which the NCDOT is located or implements the Project,
- (b) FTA Headquarters Manager that administers the Grant, or
- (c) FTA Chief Counsel, and
- (d) NCDOT/Public Transportation Division.

The requisite Debarment and Suspension Certification is included as ATTACHMENT B (attach additional statement if necessary) and must be executed for contracts of \$25,000 or more and prior to the award of the contract.

17. Termination or Cancellation of Contract

For all contracts in excess of \$10,000, the Termination clause extends to all third party contractors and their contracts at every tier and their subcontracts at every tier, as referenced in 2 C.F.R. § 200.339 and 2 C.F.R. Part 200, Appendix II (B).

Termination for Convenience - The Owner may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Owner's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to the Owner to be paid the Contractor. If the Contractor has any property in its possession belonging to Owner, the Contractor will account for the same, and dispose of it in the manner the Owner directs.

Termination for Default (Breach or Cause) - If the Contractor does not deliver services in accordance with the contract delivery schedule, or if the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with

any other provisions of the contract, the Owner may terminate this contract for default. Termination shall be effected by serving a Notice of Termination on the Contractor setting forth the manner in which the Contractor is in default. The Contractor will be paid only the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the Owner that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the Owner, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

Opportunity to Cure - The Owner, in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the Notice of Termination will state the time period in which cure is permitted and other appropriate conditions. If Contractor fails to remedy to Owner's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [10 days] after receipt by Contractor of written notice from Owner setting forth the nature of said breach or default, Owner shall have the right to terminate the contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude Owner from also pursuing all available remedies against Contractor and its sureties for said breach or default.

Waiver of Remedies for any Breach - In the event that Owner elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this contract, such waiver by Owner shall not limit Owner's remedies for any succeeding breach of that or of any other covenant, term, or condition of this contract.

Termination for Default (Construction) - If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will ensure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provision of this contract, the Owner may terminate this contract for default. The Owner shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the Owner may take over the work and complete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Owner resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the Owner in completing the work.

The Contractor's right to proceed shall not be terminated nor shall the Contractor be charged with damages under this clause if:

1. The delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of Owner, acts of another contractor in the performance of a contract with Owner, epidemics, quarantine restrictions, strikes, freight embargoes; and
2. The Contractor, within [10] days from the beginning of any delay, notifies Owner in writing of the causes of delay. If, in the judgment of Owner, the delay is excusable, the time for completing the work shall be extended. The judgment of Owner shall be final and conclusive for the parties, but subject to appeal under the Disputes clause(s) of this contract.

If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of the Owner.

18. **Violation and Breach of Contract, Rights and Remedies**

All contracts in excess of \$150,000 shall contain administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate as provided in 2 C.F.R. § 200.326 and 2 C.F.R. part 200, Appendix II (A). The Violations and Breach of Contracts clause flow down to all third party contractors and their contracts at every tier.

Rights and Remedies of the Owner - The Owner shall have the following rights in the event that the Owner deems the Contractor guilty of a breach of any term under the Contract.

1. The right to take over and complete the work or any part thereof as agency for and at the expense of the Contractor, either directly or through other contractors;
2. The right to cancel this Contract as to any or all of the work yet to be performed;
3. The right to specific performance, an injunction or any other appropriate equitable remedy; and
4. The right to money damages.

For purposes of this Contract, breach shall include the Contractor and any subsequent named subcontractor.

Rights and Remedies of the Contractor - Inasmuch as the Contractor can be adequately compensated by money damages for any breach of this Contract, which may be committed by the Owner, the Contractor expressly agrees that no default, act or omission of the Owner shall constitute a material breach of this Contract, entitling Contractor to cancel or rescind the Contract (unless the Owner directs Contractor to do so) or to suspend or abandon performance.

Remedies - Substantial failure of the Contractor to complete the Project in accordance with the terms of this Agreement will be a default of this Agreement. In the event of a default, the Owner will have all remedies in law and equity, including the right to specific performance, without further assistance, and the rights to termination or suspension as provided herein. The Contractor recognizes that in the event of a breach of this Agreement by the Contractor before the Owner takes action contemplated herein, the Owner will provide the Contractor with sixty (60) days written notice that the Owner considers that such a breach has occurred and will provide the Contractor a reasonable period of time to respond and to take necessary corrective action.

If there is credible evidence that a Third Party Participant (Contractor) has submitted a false claim under the False Claims Act, 31 U.S.C. § 3729 *et seq.*, or has committed a criminal or civil violation of law pertaining to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving Federal funding, notification of FTA is required.

If a legal matter as described above emerges, the Owner must promptly notify the NCDOT, which in turn will notify the U.S. DOT Inspector General, in addition to the FTA Chief Counsel or FTA Regional Counsel for the Region in which the Project is located. All contracts in excess of \$150,000 shall contain administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide

for such sanctions and penalties as appropriate as provided in 2 C.F.R. § 200.326 and 2 C.F.R. part 200, Appendix II (A). The Violations and Breach of Contracts clause flow down to all third party contractors and their contracts at every tier.

Rights and Remedies of the Owner - The Owner shall have the following rights in the event that the Owner deems the Contractor guilty of a breach of any term under the Contract.

1. The right to take over and complete the work or any part thereof as agency for and at the expense of the Contractor, either directly or through other contractors;
2. The right to cancel this Contract as to any or all of the work yet to be performed;
3. The right to specific performance, an injunction or any other appropriate equitable remedy; and
4. The right to money damages.

For purposes of this Contract, breach shall include the Contractor and any subsequent named subcontractor.

Rights and Remedies of the Contractor - Inasmuch as the Contractor can be adequately compensated by money damages for any breach of this Contract, which may be committed by the Owner, the Contractor expressly agrees that no default, act or omission of the Owner shall constitute a material breach of this Contract, entitling Contractor to cancel or rescind the Contract (unless the Owner directs Contractor to do so) or to suspend or abandon performance.

Remedies - Substantial failure of the Contractor to complete the Project in accordance with the terms of this Agreement will be a default of this Agreement. In the event of a default, the Owner will have all remedies in law and equity, including the right to specific performance, without further assistance, and the rights to termination or suspension as provided herein. The Contractor recognizes that in the event of a breach of this Agreement by the Contractor before the Owner takes action contemplated herein, the Owner will provide the Contractor with sixty (60) days written notice that the Owner considers that such a breach has occurred and will provide the Contractor a reasonable period of time to respond and to take necessary corrective action.

If there is credible evidence that a Third Party Participant (Contractor) has submitted a false claim under the False Claims Act, 31 U.S.C. § 3729 *et seq.*, or has committed a criminal or civil violation of law pertaining to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving Federal funding, notification of FTA is required.

If a legal matter as described above emerges, the Owner must promptly notify the NCDOT, which in turn will notify the U.S. DOT Inspector General, in addition to the FTA Chief Counsel or FTA Regional Counsel for the Region in which the Project is located.

19. Resolution of Disputes

All contracts in excess of \$150,000 shall contain contractual dispute and remedies as appropriate as provided in 2 C.F.R. § 200.326 and 2 C.F.R. part 200, Appendix II (A). The Violations and Breach of Contracts clause flow down to all third party contractors and their contracts at every tier.

Disputes - Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of the Owner. This decision shall be final and conclusive unless within ten (10) days from the

date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the authorized representative of the Owner. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the authorized representative of the Owner shall be binding upon the Contractor and the Contractor shall abide by the decision.

Alternative Dispute Resolution – The Owner and the Contractor intend to resolve all disputes under this Agreement to the best of their abilities in an informal manner. To accomplish this end, the parties will use an Alternative Dispute Resolution process to resolve disputes in a manner designed to avoid litigation. In general, the parties contemplate that the Alternative Dispute Resolution process will include, at a minimum, an attempt to resolve disputes through communications between their staffs, and, if resolution is not reached at that level, a procedure for review and action on such disputes by appropriate management level officials within the Owner and the Contractor's organization.

In the event that a resolution of the dispute is not mutually agreed upon, the parties can agree to mediate the dispute or proceed with litigation. Notwithstanding any provision of this section, or any other provision of this Contract, it is expressly agreed and understood that any court proceeding arising out of a dispute under the Contract shall be heard by a Court de novo and the court shall not be limited in such proceeding to the issue of whether the Authority acted in an arbitrary, capricious or grossly erroneous manner.

Pending final settlement of any dispute, the parties shall proceed diligently with the performance of the Contract, and in accordance with the Owner's direction or decisions made thereof.

Performance during Dispute - Unless otherwise directed by the Owner, the Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefor shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the Owner and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the Owner is located.

Rights and Remedies - The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the Owner, Architect or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

20. Protest Procedures

To ensure that protests are received and processed effectively the Owner shall provide written bid protest procedures upon request. In all instances information regarding the protest shall be disclosed to the N.C. Department of Transportation (NCDOT). All protest

requests and decisions must be in writing. A protester must exhaust all administrative remedies with the Owner before pursuing remedies through the NCDOT. Reviews of protests by the NCDOT will be limited to the Owner's failure to have or follow its protest procedures, or its failure to review a complaint or protest. An appeal to the NCDOT must be received by the Department within three (3) working days of the date the protester knew or should have known of the violation.

The protester must deliver its appeal to the FTA Regional Administrator for the region administering its project or the FTA Associate Administrator for the program office administering its project within five (5) working days of the date when the protester has received actual or constructive notice of NCDOT's final decision. Likewise, the protester must provide its appeal to the FTA Regional Administrator for the region administering its project or the FTA Associate Administrator for the program office administering its project within five (5) working days of the date when the protester has identified other grounds for appeal to FTA. For example, other grounds for appeal include the PROCURING AGENCY's failure to have or failure to comply with its protest procedures or failure to review the protest.

Violations of Federal law or regulation will be handled by the complaint process stated within that law or regulation. Violations of State or local law or regulations will be under the jurisdiction of State or local authorities.

21. No Federal Government Obligations to Third Parties

The No Obligation clause extends to all third party contractors and their contracts at every tier.

The Owner and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Owner, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

22. Contract Work Hours and Safety Standards

For all contracts in excess of \$100,000 the Contractor shall comply with all federal laws, regulations, and requirements providing wage and hour protections for non-construction employees, in accordance with 40 U.S.C. § 3702, Contract Work Hours and Safety Standards Act, and other relevant parts of that Act, 40 U.S.C. § 3701 *et seq.*, and U.S. DOL regulations, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction (also Labor Standards Provisions Applicable to Non-construction Contracts Subject to the Contract Work Hours and Safety Standards Act)," 29 C.F.R. part 5 and as referenced in 2 CFR part 200 Appendix II (E).

The Contractor shall maintain payrolls and basic payroll records during the course of the work and shall preserve them for a period of three (3) years from the completion of the contract for all laborers and mechanics, including guards and watchmen, working on the contract. Such records shall contain the name and address of each such employee, social security number, correct classifications, hourly rates of wages paid, daily and weekly number of hours worked, deductions made, and actual wages paid.

Such records maintained under this paragraph shall be made available by the Contractor for inspection, copying, or transcription by authorized representatives of the FTA and the Department of Labor, and the Contractor will permit such representatives to interview employees during working hours on the job.

The contractor shall require the inclusion of the language of this clause within subcontracts of all tiers.

23. Program Fraud and False or Fraudulent Statements or Claims and Related Acts

The Program Fraud clause requirements extend to all third party contractors and their sub-contracts at every tier.

(1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its activities in connection with this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may apply, the Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986, as amended, on the Contractor to the extent the Federal Government deems appropriate.

(2) The Contractor also acknowledges that if it makes a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. chapter 53, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5323(l) on the Contractor, to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

24. Access to Records and Reports and Record Retention

The record keeping and access requirements extend to all third party contractors and their contracts at every tier. Under 49 U.S.C. § 5325(g) and 2 C.F.R. § 200.336, FTA has the right to examine and inspect all records, documents, and papers, including contracts, related to any FTA project financed with Federal assistance authorized by 49 U.S.C. Chapter 53.

a. Record Retention. The Contractor will retain, and will require its subcontractors of all tiers to retain, complete and readily accessible records related in whole or in part to the contract, including, but not limited to, data, documents, reports, statistics, sub-agreements, leases, subcontracts, arrangements, other third party agreements of any type, and supporting materials related to those records.

b. Retention Period. The Contractor agrees to comply with the record retention requirements in accordance with 2 C.F.R. § 200.333. The Contractor shall maintain

all books, records, accounts and reports required under this Contract for a period of at not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case records shall be maintained until the disposition of all such litigation, appeals, claims or exceptions related thereto.

c. Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information related to performance of this contract as reasonably may be required.

d. Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors access to the sites of performance under this contract as reasonably may be required. .

The Contractor agrees to permit, and require its subcontractors to permit, the U.S. Secretary of Transportation, and the Comptroller General of the United States, and, to the extent appropriate, the State, or their authorized representatives, upon their request to inspect all Project work, materials, payrolls, invoices, and other data, and to audit the books, records, and accounts of the Contractor and its subcontractors pertaining to the Project, as required by 49 U.S.C. § 5325(g) and 2 C.F.R. § 200.336.

Contractor also agrees, pursuant to 49 C.F.R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S. D. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5303, 5307, 5309, 5339, 5310, 5311, 5316, or 5317.

The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The State of North Carolina, Office of the State Auditor, now requires that all records now be retained for a period of five (5) years after that date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto.

25. Privacy

To the extent that the Contractor, or its subcontractors, if any, or any to their respective employees administer any system of records on behalf of the Federal Government, Contractor agrees to comply with, and assure the compliance of its subcontractors, if any, with the information restrictions and other applicable requirements of the Privacy Act of 1974, as amended, 5 U.S.C. Sect. 552, (the Privacy Act).

The Contractor shall obtain the express consent of the Department and the Federal Government before the Contractor, and any subcontractors, or any of their respective employees operate a system of records on behalf of the Federal Government. Failure to do so may result in termination of the Contract and civil and criminal penalties for violation of the Privacy Act.

The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.

26. Public Transportation Employee Protective Arrangements

The Public Transportation Employee Protective Arrangements apply to each contract for transit operations performed by employees of a Contractor recognized by FTA to be a transit operator.

The employee protective arrangements clause flows down to all third party contractors and their contracts at every tier.

The Contractor agrees to comply with the following employee protective arrangements of 49 U.S.C. § 5333(b):

1. **U.S. DOL Certification.** Under this Contract or any Amendments thereto that involve public transportation operations that are supported with federal assistance, a certification issued by U.S. DOL is a condition of the Contract.
2. **Special Warranty.** When the Contract involves public transportation operations and is supported with federal assistance appropriated or made available for 49 U.S.C. § 5311, U.S. DOL will provide a Special Warranty for its Award, including its Award of federal assistance under the Tribal Transit Program. The U.S. DOL Special Warranty is a condition of the Contract.
3. **Special Arrangements.** The conditions of 49 U.S.C. § 5333(b) do not apply to Contractors providing public transportation operations pursuant to 49 U.S.C. § 5310. FTA reserves the right to make case-by-case determinations of the applicability of 49 U.S.C. § 5333(b) for all transfers of funding authorized under title 23, United States Code (flex funds), and make other exceptions as it deems appropriate, and, in those instances, any special arrangements required by FTA will be incorporated herein as required.

27. Project Labor Agreements (formerly Neutrality in Labor Relations)

As a condition of contract award, the Owner may require a third party contractor or subcontractor to have an affiliation with a labor organization such as a project labor agreement, consistent with Executive Order No. 13502, "Use of Project Labor Agreements [PLA] for Federal Construction Projects," February 6, 2009, 41 U.S.C. ch. 39, Refs & Annos., except as the Federal Government determines otherwise in writing.

28. Federal Motor Carrier Safety Administration

The Contractor and its subcontractors will comply with the applicable provisions of the following promulgated U.S. Federal Motor Carrier Safety Administration (FMCSA) regulations.

Financial Responsibility.

1. To extent that the Contractor or its subcontractor is engaged in interstate commerce and not within a defined commercial zone, the Contractor agrees to comply with U.S. FMCSA regulations, "Minimum Level of Financial Responsibility for Motor Carriers", 49 U.S.C. Part 387, Dealing with economic registration and insurance requirements.

- a) The provisions of 49 U.S. C. § 31138(e)(4), which supersede inconsistent provisions of 49 U.S.C. Part 387, and also reduce the amount of insurance the Procuring Agency must obtain to the highest amount required by any state in which the public transportation provider operates, if it operates within a public transportation service area located in more than one state, and receives federal assistance under 49 U.S.C. §§ 5307, 5310 and 5311.

2. To extent that the Contractor or its subcontractor is engaged in interstate commerce and not within a defined commercial zone, and the Procuring Agency is not a unit of government (defined as Federal Government, a state, any political subdivision of a state or any agency established under a compact between states), the Contractor agrees to comply with U.S. FMCSA regulations, Subpart B, "Federal Motor Carrier Safety Regulation", at 49 CFR Parts 390 through 397.

Driver Qualifications.

1. The Contractor or its subcontractor agree to comply with U.S. FMCSA's regulations, "Commercial Driver's License Standards, Requirements, and Penalties", 49 CFR Part 383.
2. The Contractor or its subcontractor agree to comply with U.S. FMCSA's regulations, "State Compliance with Commercial Driver's License", 49 CFR Part 384.

Substance Abuse Rules for Motor Carriers

1. The Contractor or its subcontractor agree to comply with U.S. FMCSA's regulations, "Drug and Alcohol Use and Testing Requirements" 49 CFR Part 382, which apply to transit providers that operate a commercial motor vehicle that has a gross vehicle weight rating over 26,001 pounds or is designed to transport sixteen (16) or more passengers, including the driver.

29. National Intelligent Transportation Systems Architecture and Standards (applicable to ITS projects)

To the extent applicable, the Contractor agrees to conform to the National Intelligent Transportation Systems (ITS) Architecture and Standards requirements of 23 U.S.C. § 517(d), unless it obtains an exemption from those requirements, and follow FTA Notice, "FTA National ITS Architecture Policy on Transit Projects," 66 Fed. Reg. 1455, January 8, 2001 and all other federal guidance.

30. Charter Service

The Charter Bus requirements apply to contracts for operating public transportation service. The Charter Bus requirements flow down from Procuring Agency to first tier service contractors.

The contractor agrees to comply with 49 U.S.C. 5323(d), 5323(r), and 49 C.F.R. part 604, which provides that recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except as permitted under:

1. Federal transit laws, specifically 49 U.S.C. § 5323(d);
2. FTA regulations, "Charter Service," 49 C.F.R. part 604;
3. Any other federal Charter Service regulations; or
4. Federal guidance, except as FTA determines otherwise in writing.

The contractor agrees that if it engages in a pattern of violations of FTA's Charter Service regulations, FTA may require corrective measures or impose remedies on it. These corrective measures and remedies may include:

1. Barring it or any subcontractor operating public transportation under its Award that has provided prohibited charter service from receiving federal assistance from FTA;

2. Withholding an amount of federal assistance as provided by Appendix D to part 604 of FTA's Charter Service regulations; or
3. Any other appropriate remedy that may apply.

The contractor should also include the substance of this clause in each subcontract that may involve operating public transit services.

31. School Bus Operations

The School Bus requirements apply to contracts for operating public transportation service. The School Bus requirements flow down from Procuring Agency to first tier service contractors.

The contractor agrees to comply with 49 U.S.C. 5323(f), and 49 C.F.R. part 604, and not engage in school bus operations using federally funded equipment or facilities in competition with private operators of school buses, except as permitted under:

1. Federal transit laws, specifically 49 U.S.C. § 5323(f);
2. FTA regulations, "School Bus Operations," 49 C.F.R. part 605;
3. Any other Federal School Bus regulations; or
4. Federal guidance, except as FTA determines otherwise in writing.

If Contractor violates this School Bus Agreement, FTA may:

1. Bar the Contractor from receiving Federal assistance for public transportation; or
2. Require the contractor to take such remedial measures as FTA considers appropriate.

When operating exclusive school bus service under an allowable exemption, the contractor may not use federally funded equipment, vehicles, or facilities.

The Contractor should include the substance of this clause in each subcontract or purchase under this contract that may operate public transportation services.

32. Substance Abuse Requirements

Contractors who perform *safety-sensitive functions* must comply with FTA's substance abuse management program under 49 C.F.R. Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations." Under 49 C.F.R. § 655.4, *Safety-sensitive function* means any of the following duties, when performed by employees of operators or contractors:

1. Operating a revenue service vehicle, including when not in revenue service;
2. Operating a nonrevenue service vehicle, when required to be operated by a holder of a Commercial Driver's License;
3. Controlling dispatch or movement of a revenue service vehicle;
4. Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service. This section does not apply to the following: an employer who receives funding under 49 U.S.C. § 5307 or § 5309, is in an area less than 200,000 in population, and contracts out such services; or an employer who receives funding under 49 U.S.C. § 5311 and contracts out such services;
5. Carrying a firearm for security purposes.

Additionally, Contractors providing testing services involving the performance of safety sensitive activities must also comply with 49 C.F.R. Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs."

The Substance Abuse requirements flow down to all contractors at every tier who perform a safety-sensitive function for the Procuring Agency.

FTA's drug and alcohol rules, 49 C.F.R. Part 655, are unique among the regulations issued by FTA. First, they require grant recipients to ensure that any entity performing a safety-sensitive function on the recipient's behalf (usually subrecipients and/or contractors) implement a complex drug and alcohol testing program that complies with part 655. Second, the rules condition the receipt of certain kinds of FTA funding on the recipient's compliance with the rules; thus, the recipient is not in compliance with the rules unless every entity that performs a safety-sensitive function on the recipient's behalf is in compliance with the rules. Third, the rules do not specify how a recipient ensures that its subrecipients and/or contractors comply with them.

How a recipient does so depends on several factors, including whether the contractor is covered independently by the drug and alcohol rules of another Department of Transportation operating administration, the nature of the relationship that the recipient has with the contractor, and the financial resources available to the recipient to oversee the contractor's drug and alcohol testing program. In short, there are a variety of ways a recipient can ensure that its subrecipients and contractors comply with the rules.

FTA has developed three model contract provisions for recipients to use "as is" or to modify to fit their particular situations.

DRUG & ALCOHOL COMPLIANCE

Option 1

The PROCURING AGENCY ensures the contractor's compliance with the rules by requiring the contractor to participate in a drug and alcohol program administered by the PROCURING AGENCY. The advantages of doing this are obvious: the PROCURING AGENCY maintains total control over its compliance with 49 C.F.R. Part 655. The disadvantage is that the PROCURING AGENCY, which may not directly employ any safety-sensitive employees, has to implement a complex testing program. Therefore, this may be a practical option for only those PROCURING AGENCYS that have a testing program for their employees, and can add the contractor's safety-sensitive employees to that program.

Option 2

The PROCURING AGENCY relies on the contractor to implement a drug and alcohol testing program that complies with 49 C.F.R. Part 655, but retains the ability to monitor the contractor's testing program; thus, the PROCURING AGENCY has less control over its compliance with the drug and alcohol testing rules than it does under Option 1. The advantage of this approach is that it places the responsibility for complying with the rules on the entity that is actually performing the safety-sensitive function. Moreover, it reserves to the PROCURING AGENCY the power to ensure that the contractor complies with the program. The disadvantage of Option 2 is that, without adequate monitoring of the contractor's program, the PROCURING AGENCY may find itself out of compliance with the rules.

Option 3

The PROCURING AGENCY specifies some or all of the specific features of a contractor's drug and alcohol compliance program. Thus, it requires the PROCURING AGENCY to decide what it wants to do and how it wants to do it. The

advantage of this option is that the PROCURING AGENCY has more control over the contractor's drug and alcohol testing program, yet it is not actually administering the testing program. The disadvantage is that the PROCURING AGENCY has to specify and understand clearly what it wants to do and why.

SUBSTANCE ABUSE TESTING

Option 1

The Contractor agrees to participate in AGENCY's drug and alcohol program established in compliance with 49 C.F.R. Part 655.

Option 2

The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 C.F.R. parts 655, produce any documentation necessary to establish its compliance with part 655, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of [name of State], or AGENCY, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. part 655 and review the testing process. The Contractor agrees further to certify annually its compliance with parts 655 before [insert date] and to submit the Management Information System (MIS) reports before [insert date before March 15] to [insert title and address of person responsible for receiving information]. To certify compliance, the Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the *Federal Register*.

Option 3

The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 C.F.R. part 655, produce any documentation necessary to establish its compliance with part 655, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of [name of State], or AGENCY, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. part 655 and review the testing process. The Contractor agrees further to certify annually its compliance with parts 655 before [insert date] and to submit the Management Information System (MIS) reports before [insert date before March 15] to [insert title and address of person responsible for receiving information]. To certify compliance the Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the *Federal Register*. The Contractor agrees further to [Select a, b, or c] (a) submit before [insert date or upon request] a copy of the Policy Statement developed to implement its drug and alcohol testing program; OR (b) adopt [insert title of the Policy Statement the PROCURING AGENCY wishes the contractor to use] as its policy statement as required under 49 C.F.R. part 655; OR (c) submit for review and approval before [insert date or upon request] a copy of its Policy Statement developed to implement its drug and alcohol testing program. In addition, the Contractor agrees to: [to be determined by the PROCURING AGENCY, but may address areas such as: the selection of the certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium].

33. State and Local Disclaimer

The Owner does not warrant or make any representation as to the accuracy or completeness of the information, text, graphics, links and other items contained in this document or on this server or any other server. Such materials have been compiled from a variety of sources and are subject to change without notice from the State and FTA.

34. Geographic Preference

Procurements shall be conducted in a manner that prohibits the use of statutorily or administratively imposed in-State or local geographical preferences in evaluation or award of bids or proposals, except where applicable Federal statutes expressly mandate or encourage geographic preference. This does not preempt State licensing laws.

35. Incorporation of Federal Transit Administration (FTA) Terms

The preceding provisions include, in part, certain Standard Terms and Conditions required by USDOT, whether or not expressly set forth in the preceding contract provisions. In order to comply with the requirements of 49 U.S.C. chapter 53 and other applicable federal laws, regulations, and requirements in effect now or later that affect its third party procurements, all contractual provisions required by USDOT, as set forth in FTA Circular 4220.1F, dated November 1, 2008, the current Master Agreement, and 2 C.F.R 200 are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement.

The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any requests which would cause the Procuring Agency to be in violation of the FTA terms and conditions.

36. Hold Harmless

Except as prohibited or otherwise limited by State law, the Contractor agrees to indemnify, save, and hold harmless the Owner of this Contract and its officers, agents, and employees acting within the scope of their official duties against any liability, including all claims, losses, costs and expenses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this contract, and from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the contractor or subcontractor in the performance of this contract and that are attributable to the negligence or intentionally tortuous acts of the contractor.

The Contractor represents and warrants that it shall make no claim of any kind or nature against the Owner or its agents who are involved in the delivery or processing of contractor goods to the Owner. The representation and warranty in the preceding sentence shall survive the termination or expiration of this contract.

37. Safe Operation of Motor Vehicles

The Safe Operation of Motor Vehicles requirements flow down to all third party contractors at every tier. In compliance with Federal Executive Order No. 13043, April 16, 1997, 23 U. S. C. § 402 (Increasing Seat Belt Use) and Executive Order No. 13513 Reducing Text Messaging While Driving," October 1, 2009, 23 U.S.C. Section 402 note, and DOT Order 3902.10, "Text Messaging While Driving," December 30, 2009,

Seat Belt Use - The Contractor is encouraged to adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned, rented, or personally-operated vehicles. The terms “company-owned” and “company-leased” refer to vehicles owned or leased either by the Contractor or Owner.

Distracted Driving -The Contractor agrees to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contractor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this agreement.

38. **Exclusionary or Discriminatory Specifications or Requirements**

The Contractor agrees that it will comply with the requirements of 49 U.S.C. Sect. 5325(h) by refraining from using any funds derived from FTA in performance of this Contract to support any sub-contracts that use exclusionary or discriminatory specifications or requirements.

39. **North Carolina State Ethic’s Requirement**

Pursuant to Executive Order # 24, this section should be included in the terms and conditions of all contracts let by the Governor’s Cabinet Agencies and the Office of the Governor:

- 1) “By Executive Order 24 and N.C. G.S.§ 133-32, it is unlawful for any vendor or contractor (i.e. architect, bidder, contractor, construction manager, design professional, engineer, landlord, offeror, seller, subcontractor, supplier, or vendor), to make gifts or to give favors to any State employee of the Governor’s Cabinet Agencies (i.e., Administration, Commerce, Correction, Crime Control and Public Safety, Cultural Resources, Environment and Natural Resources, Health and Human Services, Juvenile Justice and Delinquency Prevention, Revenue, Transportation, and the Office of the Governor). This prohibition covers those vendors and contractors who:
 - (1) have a contract with a governmental agency; or
 - (2) have performed under such a contract within the past year; or
 - (3) anticipate bidding on such a contract in the future.

For additional information regarding the specific requirements and exemptions, vendors and contractors are encouraged to review Executive Order 24 and G.S. Sec. 133-32.

Executive Order 24 also encouraged and invited other State Agencies to implement the requirements and prohibitions of the Executive Order to their agencies. Vendors and contractors should contact other State Agencies to determine if those agencies have adopted Executive Order 24.”

To be added near the signature portion of all contracts let by the Governor’s Cabinet Agencies and the Office of the Governor:

“N.C.G.S. § 133-32 and Executive Order 24 prohibit the offer to, or acceptance by, any State Employee of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of any response in this procurement, you attest, for your entire organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization.”

40. Sensitive Security Information

Each third party contractor must protect, and take measures to ensure that its subcontractors at each tier protect, "sensitive security information" made available during the administration of a third party contract or subcontract to ensure compliance with "The Homeland Security Act", as amended, specifically 49 U.S.C. Section 40119(b), The Aviation and Transportation Security Act, as amended, 49 U.S.C. § 114(r), U.S. DOT regulations, "Protection of Sensitive Security Information," 49 C.F.R. part 15, and U.S. Department of Homeland Security, Transportation Security Administration regulations, "Protection of Sensitive Security Information," 49 C.F.R. part 1520.

41. NC E-Verify Requirements

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any construction, material, equipment, supplies and/or services or installation, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements by executing and submitting the E-verify Affidavit included in this Invitation for Bids as **Attachment E. (Must be completed for all bids/quotes requiring service.)**

ATTACHMENT 1

CERTIFICATION REGARDING LOBBYING

(To be submitted with all bids or offers exceeding \$100,000; must be executed prior to Award)

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

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any persons for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding to any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*.)]
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transactions imposed by 31, U.S.C. 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 for each such expenditure or failure.]

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Section A 3801 *et seq.*, apply to this certification and disclosure, if any.

Date

Signature of Contractor's Authorized Official

Name and Title of Contractors Authorized Official

Subscribed and sworn to before me this ___ day of _____, 20___, in the State of _____;
and the County of _____.

Notary Public _____
My Appointment Expires _____

ATTACHMENT 2

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY and VOLUNTARY EXCLUSION
LOWER TIER COVERED TRANSACTION**

(To be submitted with all bids or offers exceeding \$25,000.)

- (1) The prospective lower tier participant (Bidder/Contractor) certifies, by submission of this bid or proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) The prospective Bidder/Contractor also certifies by submission of this bid or proposal that all subcontractors and suppliers (this requirement flows down to all subcontracts at all levels) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (3) Where the prospective lower tier participant (Bidder/Contractor) is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this bid or proposal.

The lower tier participant (Bidder/Contractor), _____, certifies or affirms the truthfulness and accuracy of this statement of its certification and disclosure, if any.

SIGNATURE _____

TITLE _____

COMPANY _____

DATE _____

State of _____

County of _____

Subscribed and sworn to before me this ____ day of _____, 20____.

Notary Public _____

My Appointment Expires _____

ATTACHMENT 3

**CERTIFICATE OF COMPLIANCE
WITH BUY AMERICA ROLLING STOCK REQUIREMENTS**

(To be submitted with all bids/proposals of \$150,000 or more. A bid, which does not include this certification or the certification under Attachment D, will not be eligible for award.)

The bidder hereby certifies that it will comply with the requirements of 49 U.S.C. Section 5323(j), and the regulations in 49 CFR Part 661.11.

DATE _____

SIGNATURE _____

TITLE _____

COMPANY _____

State of _____

County of _____

Subscribed and sworn to before me this ____ day of _____, 20__.

Notary Public _____

My Appointment Expires _____

ATTACHMENT 4

**CERTIFICATE OF NON-COMPLIANCE
WITH BUY AMERICA ROLLING STOCK REQUIREMENTS**

(To be submitted with all bids/proposals of \$150,000 or more. A bid, which does not include this certification or the certification under Attachment C, will not be eligible for award.)

The bidder hereby certifies that it cannot comply with the requirements of 49 U.S.C. Section 5323(j), but may qualify for an exception to the requirement consistent with 49 U.S.C. Section 5323(j)(2)(C), and regulations in 49 CFR 661.7.

DATE _____

SIGNATURE _____

TITLE _____

COMPANY _____

State of _____

County of _____

Subscribed and sworn to before me this ____ day of _____, 20__.

Notary Public _____

My Appointment Expires _____

ATTACHMENT 5

STATE OF NORTH CAROLINA
COUNTY OF _____

AFFIDAVIT OF COMPLIANCE WITH N.C. E-VERIFY STATUTES
(Must be completed and submitted for all bids/quotes requiring service)

I, _____ (hereinafter the "Affiant"), duly authorized by and on behalf of _____ (hereinafter the "Employer") after being first duly sworn deposes and says as follows:

1. I am the _____ (President, Manager, CEO, etc.) of the Employer and possess the full authority to speak for and on behalf of the Employer identified above.
2. Employer understands that "E-Verify" means the federal E-Verify program operated by the United States Dept. of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law.
3. Employer employs 25 or more employees, and is in compliance with the provisions of N.C. General Statute §64-26. Employer has verified the work authorization of its employees through E-Verify and shall retain the records of verification for a period of at least one year.
- Employer employs fewer than 25 Employees and is therefore not subject to the provisions of N.C. General Statute §64-26.
4. All subcontractors engaged by or to be engaged by Employer have or will have likewise complied with the provisions of N.C. General Statute §64-26.
5. Employer shall keep the State of North Carolina informed of any change in its status pursuant to Article 2 of Chapter 64 of the North Carolina Statutes.

This ____ day of _____, 20____.

Signature of Affiant

Printed Name and Title

State of _____

County of _____

Subscribed and sworn to before me this ____ day of _____, 20____.

Notary Public _____

(SEAL)

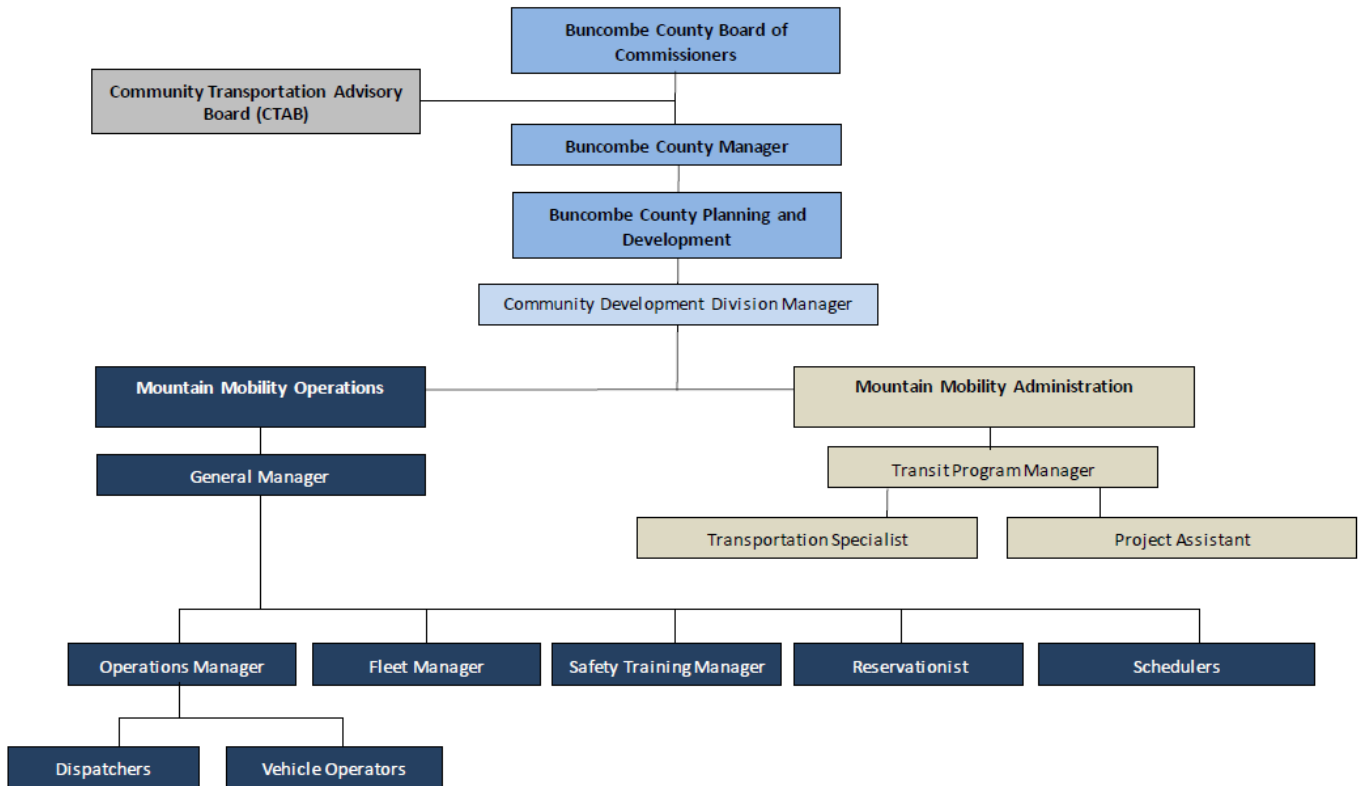
My Appointment Expires _____

ATTACHMENT I: BUDGET NARRATIVE & COST PROPOSAL BUDGET

Vendors should be prepared to fully explain and justify cost proposals, including the assumptions or models used to develop costs. Vendor should provide descriptions, information, and explanations for the following the vendor is offering for consideration:

- Employee benefits included in the budget/cost proposal
- Employee incentive programs included in the budget/cost proposal (e.g., safety incentives, etc.)
- Alternatives included in the budget/cost proposal (e.g., facility, etc.)
- "Other" expenses or positions provided in the budget/cost proposal

ATTACHMENT J: MOUNTAIN MOBILITY ORGANIZATIONAL CHART



Proposal Number: 032720

Vendor: _____

ATTACHMENT K: VEHICLE, TECHNOLOGY AND EQUIPMENT INVENTORIES

No.	Fleet Number	Body Style			Year	Age in Months at End of Current FY	Make	Body	Series Model	VIN	Passenger Capacity			Fuel Type			Odometer	Projected Replacement Year	Physical Condition	Grant Number	Source	Purchase Price		
		Lift	Non-Lift	LTV							Max	Min	WC	Gas	CNG	Gas/CN G	Gas/LP						Gas/LP Prep	1/31/2020
1	13101	1			2013	84	Ford	Van	S3EN	1FTDS3EL4DBB29101	9	5	2			1	147,032	FY 2020	F	13-CT-002	5311	\$ 46,693		
2	16058	1			2016	48	Ford	Van	W3X	1FTBW3XM5GKB07058	9	5	2			1	136,075	FY 2021	G	Insur Replmt w/Local	Local	\$ 54,536		
3	16059		1		2016	48	Ford	Van	W3X	1FTBW3XM7GKB07059	12	12	0			1	75,404	FY 2023	G	Insur Replmt w/Fed/State	5311	\$ 46,593		
4	16420	1			2016	48	Ford	Van	W3X	1FTBW3XM4GKB57420	9	5	2			1	76,916	FY 2023	G	16-CT-002	5311	\$ 54,611		
5	16421	1			2016	48	Ford	Van	W3X	1FTBW3XM6GKB57421	9	5	2			1	127,316	FY 2021	G	16-CT-002	5311	\$ 54,836		
6	16422	1			2016	48	Ford	Van	W3X	1FTBW3XM8GKB57422	9	5	2			1	120,933	FY 2021	G	16-CT-002	5311	\$ 54,536		
7	16423	1			2016	48	Ford	Van	W3X	1FTBW3MXGKB57423	9	5	2			1	129,774	FY 2021	G	16-CT-002	5311	\$ 54,611		
8	16424		1		2016	48	Ford	Van	W3X	1FTBW3XM1GKB57424	12	12	0			1	90,570	FY 2022	G	16-CT-002	5311	\$ 46,593		
9	16595			1	2016	48	Champion	Bus	CH25ORL	1FDFE4FS4FDA34595	17	15	2		1		123,991	FY2021	G	15-CT-002	5311	\$ 91,467		
10	16596			1	2016	48	Champion	Bus	CH25ORL	1FDFE4FS6FDA34596	17	15	2		1		85,280	FY 2023	G	15-CT-002	5311	\$ 91,467		
11	16597			1	2016	48	Champion	Bus	CH25ORL	1FDFE4FS8FDA34597	17	15	2		1		121,434	FY2021	G	15-CT-002	5311	\$ 91,467		
12	16974			1	2016	48	Champion	Bus	CH25ORL	1FDFE4FS9GDC31974	17	15	2		1		93,896	FY 2022	G	16-CT-002	5311	\$ 92,102		
13	16975			1	2016	48	Champion	Bus	CH25ORL	1FDFE4FS0GDC31975	17	15	2		1		136,708	FY 2021	G	16-CT-002	5311	\$ 92,102		
14	17117		1		2017	0	Ford	Van	Transit W3XC	1FTBW3XM4HKA37117	12	12	0			1	80,401	FY 2023	G	17-CT-002	5311	\$ 51,213		
15	17120			1	2017	36	Glaval	Bus	Primetime	1FDEE3FS1HDC38120	8	6	2			1	103,421	FY 2022	G	17-CT-002	5311	\$ 53,891		
16	17247	1			2017	36	Ford	Transit	W3XC	1FTBW3XM5HKA50247	9	3	3			1	111,082	FY 2022	G	17-CT-002	5311	\$ 60,090		
17	17248	1			2017	36	Ford	Transit	W3XC	1FTBW3XM7HKA50248	9	3	3			1	95,179	FY 2022	G	17-CT-002	5311	\$ 60,090		
18	17249	1			2017	36	Ford	Transit	W3XC	1FTBW3XM9HKA50249	9	3	3			1	110,793	FY 2022	G	17-CT-002	5311	\$ 60,090		
19	17250	1			2017	36	Ford	Transit	W3XC	1FTBW3XM5HKA50250	9	3	3			1	99,500	FY 2022	G	17-CT-002	5311	\$ 60,090		
20	17834			1	2017	36	Glaval	Bus	Primetime	1FDEE3FS2HDC37834	8	6	2	1			95,153	FY 2022	G	17-CT-002	5311	\$ 53,891		
21	17835			1	2017	36	Glaval	Bus	Primetime	1FDEE3FS4HDC37835	8	6	2	1			99,931	FY 2022	G	17-CT-002	5311	\$ 53,891		
22	17838			1	2017	36	Glaval	Bus	Universal	1FDEE3FSXHDC37838	14	8	2	1			97,379	FY 2022	G	17-CT-002	5311	\$ 57,578		
23	18076			1	2018	24	Startrans	Bus	Senator II	1FDFE4FS7JDC28076	15	14	2	1			46,449	FY 2024	G	18-CT-002S	5311	\$ 57,578		
24	18077			1	2018	24	Startrans	Bus	Senator II	1FDFE4FS9JDC28077	15	14	2	1			51,789	FY 2024	G	18-CT-002S	5311	\$ 57,578		
25	18705	1			2018	24	Ford	Van	W3XC	1FTBW3XM7JKB08705	9	6	3	1			49,985	FY 2024	G	18-39-002S	5339	\$ 61,359		
26	18789	1			2018	24	Ford	Van	W3X	1FTBW3XM1JKA37789	9	6	3	1			45,043	FY 2024	G	18-39-002S	5339	\$ 61,359		
27	18790		1		2018	24	Ford	Van	W3X	1FTBW3XM8JKA37790	12	12	0	1			56,193	FY 2024	G	18-39-002S	5339	\$ 52,482		
28	18933			1	2018	24	Startrans	Bus	Candidate II	1FDEE3FS1JDC27933	9	8	2	1			39,285	FY 2024	G	18-39-002S	5339	\$ 53,891		
29	18937			1	2018	24	Startrans	Bus	Candidate II	1FDEE3FS9JDC27937	9	8	2	1			56,902	FY 2024	G	18-CT-002S	5311	\$ 53,891		
30	18941			1	2018	24	Startrans	Bus	Candidate II	1FDEE3FS0JDC27941	9	8	2	1			57,871	FY 2024	G	18-CT-002S	5311	\$ 53,891		
31	18983			1	2018	24	Startrans	Bus	Candidate II	1FDEE3FS5JDC27983	9	8	2	1			47,631	FY 2024	G	18-CT-002S	5311	\$ 53,891		
32	19770	1			2019	12	Ford	Van	U4XE	1FDVU4XM6KKA79770	9	6	3			1	20,661	FY 2025	N	19-CT-002	5311	\$ 64,504		
33	19771	1			2019	12	Ford	Van	U4XE	1FDVU4XM8KKA79771	9	6	3			1	23,282	FY 2025	N	19-CT-002	5311	\$ 64,504		
34	19772	1			2019	12	Ford	Van	U4XE	1FDVU4XMKKKA79772	9	6	3			1	15,160	FY 2025	N	19-CT-002	5311	\$ 64,504		
35	19773	1			2019	12	Ford	Van	U4XE	1FDVU4XM1KKA79773	9	6	3			1	17,011	FY 2025	N	19-CT-002	5311	\$ 64,504		
36	19774	1			2019	12	Ford	Van	U4XE	1FDVU4XM3KKA79774	9	6	3			1	20,958	FY 2025	N	19-CT-002	5311	\$ 64,504		
37	19775	1			2019	12	Ford	Van	U4XE	1FDVU4XM5KKA79775	9	6	3			1	22,003	FY 2025	N	19-CT-002	5311	\$ 64,504		
38	19776	1			2019	12	Ford	Van	U4XE	1FDVU4XM7KKA79776	9	6	3			1	21,622	FY 2025	N	19-CT-002	5311	\$ 64,504		
39	19777	1			2019	12	Ford	Van	U4XE	1FDVU4XM9KKA79777	9	6	3			1	20,850	FY 2025	N	19-CT-002	5311	\$ 64,504		
40	19778	1			2019	12	Ford	Van	U4XE	1FDVU4XM0KKA79778	9	6	3			1	18,205	FY 2025	N	19-CT-002	5311	\$ 64,504		
41	19779		1		2019	12	Ford	Van	U4XE	1FDVU4XM2KKA79779	9	6	3			1	17,550	FY 2025	N	19-CT-002	5311	\$ 55,405		
42	19780		1		2019	12	Ford	Van	U4XE	1FDVU4XM9KKA79780	9	6	3			1	16,051	FY 2025	N	19-CT-002	5311	\$ 55,405		
43	20408		1		2011	108	Dodge	Mainstreet	Journey AWD	3D4PH1FG8BT520408	7	7	0	1			78,475	FY 2023	G	11-SC-002	5311	\$ 25,423		
43	Pass. Fleet:	21	7	15							451	336	93	13	5	0	11	14						
1	33296		Service		2005		Ford	Truck	Ranger	1FTZR15E45PA33296	2	2	0	1			174,995		F	Local	Other/Local			
2	94339		Admin		2001		Dodge	Minivan	Grand Caravan	2B4GP44381R394339	7	7	0	1			208,548		P	Retained	Other/Local			
45	Total													15	5	0	11	14						

MOBILE RADIO EQUIPMENT

2/17/2020

Vehicle	Serial Number	Manufacturer/Model	Purchase FY	Replacement FY
13101	B4400688	Kenwood 8360H	2014	2021
13102	B4400689	Kenwood 8360H	2014	2021
13840	4C7M130248	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
13841	4C7M130219	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
13842	B4500647	Kenwood 8360H	2014	2021
13844	B4500645	Kenwood 8360H	2014	2021
13845	4C7M130218	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
13847	4C7M130215	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
13884	B4500646	Kenwood 8360H	2014	2021
14641	4C7M130217	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
14643	4C7M130211	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
14645	B3300440	Kenwood 8360H	2013	2020
16058	B6210090	Kenwood 8360H	2016	2023
16059	B6110371	Kenwood 8360H	2016 - Local	2023
16420	4C7M130214	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
16421	4C7M130212	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
16422	4C7M130213	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
16423	B3300490	Kenwood 8360H	2013	2020
16424	4C7M130196	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
16595	B6210132	Kenwood 8360H	2016	2023
16596	B6210133	Kenwood 8360H	2016	2023
16597	B6210131	Kenwood 8360H	2016	2023
16974	B6210135	Kenwood 8360H	2016	2023
16975	B6210134	Kenwood 8360H	2016	2023
17117	4C7M130191	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
17120	4C7M130193	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
17247	B4500644	Kenwood 8360H	2014	2021
17248	4C7M130194	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
17249	B6110352	Kenwood 8360H	2016	2023
17250	4C7M130199	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
17834	4C7M130198	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
17835	4C7M130195	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
17838	4C7M130200	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18076	4C7M130245	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18077	4C7M130220	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18705	B4400690	Kenwood 8360H	2014	2021
18789	B6110357	Kenwood 8360H	2016 - Local	2023
18790	4C7M130192	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18933	4C7M130250	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18937	4C7M130249	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18941	4C7M130247	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
18983	4C7M130244	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
20408	4C7M130197	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
33296-Truck	91100293	Kenwood 8160H	2008	Retained
94344-Admin	80800218	Kenwood 8160H	2007	Retained
Dispatch Office	4C7M130243	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
Mobile Radio Spare	4C7M130192	Motorola/VX-2200-G7-45 450-520 UHF 45W	2018	2025
Mobile Radio Spares*	91100363, 91100382, 80700845	Kenwood 8160H	2008 (3)	Retained (3)
Office Use (Accident Investigations etc.)	B5200674	Kenwood Handheld TK3312	2015	2022
Office Use (Fleet Manager)	B5200676	Kenwood Handheld TK3312	2015	2022
Operations Manager (Replaced/Retained)	80304983	Kenwood Handheld TK3160	2007	Retained

CAMERA EQUIPMENT

2/17/2020

User's Position Title	Description of Equipment	Make/Model	Serial No.	Serial No.	Serial No.	Serial No.	Cond.	Date Received	Funding Source	LOCATION	# Cameras	# Antenna	Replacement FY
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-7329	BO44-6215	BO44-7773	BO44-6205	N	Aug-12	NCDOT ARRA	13102	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5865	BO44-6173	BO44-7768	BO44-7599	N	Aug-12	NCDOT ARRA	13840	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5888	BO44-4224	BO44-7767	BO44-6092	N	Aug-12	NCDOT ARRA	13841	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5853	BO44-6196	BO44-7734	BO44-6197	N	Aug-12	NCDOT ARRA	13842	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5854	BO44-6188	BO44-7764	BO44-6119	N	Aug-12	NCDOT ARRA	13844	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA05	BO46-2479	BOA4-59941	BO45-9879	BO45-5467	N	Dec-13	13-ED-002	13845	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5895	BO44-5982	BO44-6317	BO44-5984	N	Aug-12	NCDOT ARRA	13847	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-7320	BO44-6125	BO44-7772	BO44-6122	N	Aug-12	NCDOT ARRA	13884	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5849	BO44-6187	BO44-7775	BO44-6029	N	Aug-12	NCDOT ARRA	14641	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5880	BO44-5993	BO44-6298	BO44-6085	N	Aug-12	NCDOT ARRA	14645	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5877	BO44-6177	BO44-4431	BO44-6082	N	Aug-12	NCDOT ARRA	16058	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5852	BO44-4179	BO44-4177	BO44-4187	N	Aug-12	NCDOT ARRA	16059	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-7327	BO44-6185	BO44-6279	BO44-6184	N	Aug-12	NCDOT ARRA	16420	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5879	BO44-6180	BO44-6300	BO44-6068	N	Aug-12	NCDOT ARRA	16421	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5860	BO44-4168	BO44-7766	BO44-6182	N	Aug-12	NCDOT ARRA	16422	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5889	BO44-7601	BO44-7765	BO44-7602	N	Aug-12	NCDOT ARRA	16423	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5874	BO44-4201	BO44-6253	BO44-6073	N	Aug-12	NCDOT ARRA	16424	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5850	BO44-6214	BO44-6282	BO44-6204	N	Aug-12	NCDOT ARRA	16595	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5863	BO44-5973	BO44-6358	BO44-5994	N	Aug-12	NCDOT ARRA	16596	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5851	BO44-6028	BO44-7769	BO44-4205	N	Aug-12	NCDOT ARRA	16597	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BACQ-903A	BACQ-903A	BACQ-903A	BACI-904A	N	Feb-16	LOCAL	16974	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BACQ-903A	BACQ-903A	BACQ-903A	BACI-904A	N	Feb-16	LOCAL	16975	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5886	BO44-6202	BO44-7770	BO44-6210	N	Aug-12	NCDOT ARRA	17117	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5891	BO44-6084	BO44-6343	BO44-6176	N	Aug-12	NCDOT ARRA	17120	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-7330	BO44-6208	BO44-6320	BO44-6116	N	Aug-12	NCDOT ARRA	17247	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5855	BO44-6207	BO44-7735	BO44-6206	N	Aug-12	NCDOT ARRA	17248	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5882	BO44-6094	BO44-6352	BO44-6098	N	Aug-12	NCDOT ARRA	17249	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-7286	BO44-6201	BO44-7750	BO44-6209	N	Aug-12	NCDOT ARRA	17250	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5862	BO44-6067	BO44-6301	BO44-6181	N	Aug-12	NCDOT ARRA	17834	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5881	BO44-5997	BO44-6342	BO44-5976	N	Aug-12	NCDOT ARRA	17835	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5876	BO44-4227	BO44-6349	BO44-6093	N	Aug-12	NCDOT ARRA	17838	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5883	BO44-6069	BO44-5288	BO44-6075	N	Aug-12	NCDOT ARRA	18076	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5864	BO44-6102	BO44-6359	BO44-6018	N	Aug-12	NCDOT ARRA	18077	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5896	BO44-7597	BO44-7771	BO44-7598	N	Aug-12	NCDOT ARRA	18705	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5878	BO44-6077	BO44-6290	BO44-6076	N	Aug-12	NCDOT ARRA	18789	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5950	BO44-5986	BO44-6223	BO44-5894	N	Aug-12	NCDOT ARRA	18790	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5861	BO44-6070	BO44-7737	BO44-4259	N	Aug-12	NCDOT ARRA	18937	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5981	BO44-4394	BO44-6095	BO44-5890	N	Aug-12	NCDOT ARRA	18941	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5884	BO44-6071	BO44-6285	BO44-6072	N	Aug-12	NCDOT ARRA	18933	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-5858	BO44-6066	BO44-5346	BO44-6015	N	Aug-12	NCDOT ARRA	18983	4	0	2021
Transit Driver	4-Camera System	Seon SQ03, SA04	BO44-7285	BO44-6200	N/A	N/A	N	Aug-12	NCDOT ARRA	20408	2	0	2021

Note: Service Truck 29741 and Admin Minivan 94339 do not have camera equipment installed. Vehicle 13101 does not currently have camera equipment installed. New equipment will arrive in FY 2021.

TABLETS
2/17/2020

Make	Model	Serial Number	Buncombe County Barcode Number
Samsung	SM-T337V	9900 0494 1227 583	20701
Samsung	SM-T337V	9900 0494 1216 396	20703
Samsung	SM-T337V	9900 0494 1223 319	20705
Samsung	SM-T337V	9900 0494 1227 336	20706
Samsung	SM-T337V	9900 0494 1221 206	20707
Samsung	SM-T337V	9900 0494 1224 978	20710
Samsung	SM-T337V	9900 0494 1221 263	20711
Samsung	SM-T337V	9900 0494 1226 684	20713
Samsung	SM-T337V	9900 0494 1223 087	20714
Samsung	SM-T337V	9900 0494 1222 048	20720
Samsung	SM-T337V	9900 0494 1216 347	20723
Samsung	SM-T337V	9900 0494 1214 508	20724
Samsung	SM-T337V	9900 0494 1215 950	20728
Samsung	SM-T337V	9900 0494 1240 784	20730
Samsung	SM-T337V	9900 0494 1228 896	20733
Samsung	SM-T337V	9900 0494 1214 417	20734
Samsung	SM-T337V	9900 0494 1223 707	20737
Samsung	SM-T337V	9900 0494 1221 297	20738
Samsung	SM-T337V	3547 3607 0471 355	21591
Samsung	SM-T337V	3547 3607 0613 436	21592
Samsung	SM-T337V	3547 3607 0810 685	21593
Samsung	SM-T337V	3547 3607 0820 353	21594
Samsung	SM-T337V		21595
Samsung	SM-T337V	3547 3607 0421 251	21596
Samsung	SM-T378V	3586 1609 0166 977	TBD
Samsung	SM-T378V	3586 1609 0163 800	TBD
Samsung	SM-T378V	3586 1609 0519 464	TBD
Samsung	SM-T378V	3586 1609 0498 826	TBD
Samsung	SM-T378V	3586 1609 0168 890	26127
Samsung	SM-T378V	3586 1609 0166 308	TBD
Samsung	SM-T378V	3586 1609 0169 963	26125
Samsung	SM-T378V	3586 1609 0168 767	26124
Samsung	SM-T378V	3586 1609 0168 759	26133
Samsung	SM-T378V	3586 1609 0170 748	26132
Samsung	SM-T387V	3554 2010 6738 926	28611
Samsung	SM-T387V	3554 2010 6717 268	28619
Samsung	SM-T387V	3554 2010 6672 653	28618
Samsung	SM-T387V	3554 2010 6637 961	28617
Samsung	SM-T387V	3554 2010 6632 053	28616
Samsung	SM-T387V	3554 2010 6695 217	28620
Samsung	SM-T387V	3554 2010 6649 172	28613
Samsung	SM-T387V	3554 2010 6717 326	28615
Samsung	SM-T387V	3554 2010 6626 279	28614
Samsung	SM-T387V	3554 2010 6703 011	28612
Samsung	SM-T387V	3554 2010 6744 403	28610

TECHNOLOGY INVENTORY
2/17/2020

Current User	RM Seat #	Description of Equipment
SCHEDULER 1	1	LAPTOP COMPUTER
RESERVATIONS/ADMIN 1	2	LAPTOP COMPUTER
SCHEDULER 2	3	LAPTOP COMPUTER
RESERVATIONS 2	4	LAPTOP COMPUTER
DISPATCH OFFICE	5	LAPTOP COMPUTER
DISPATCH OFFICE		LCD MONITOR (ADD'L)
OPERATIONS MANAGER	6	LAPTOP COMPUTER
OPERATIONS MANAGER		LCD MONITOR (ADD'L)
ADMIN	10	LAPTOP COMPUTER
GENERAL MANAGER	7	LAPTOP COMPUTER
FLEET MANAGER		DESKTOP COMPUTER/MONITOR
SAFETY/TRAINING MANAGER		DESKTOP COMPUTER/MONITOR
DRIVER'S ROOM		DESKTOP COMPUTER/MONITOR
FILE SERVER		FILE SERVER* (ROUTEMATCH)
SHARED		NETWORK DOMAIN 1
N/A		BATTERY BACK-UP SYSTEM FOR COMPUTERS AND FILE SERVER
PRINTERS		
SHARED		PRINTER, NETWORK
TELEPHONES		
N/A		Telephones - 15
N/A		Telephone Cxi Controller

OTHER EQUIPMENT/FURNISHINGS
2/17/2020

Description	Manufacturer	Serial Number	Year	Location	Condition	Funding Source	Project Number
MULTIMEDIA PROJECTOR	HATACHI	CP-5318WT	2002	2000 RIVERSIDE DRIVE, SUITE 17	G	STATE	02-CT-008
OVERHEAD PROJECTOR	APOLLO CONCEPT	517027A011206565	2002	2000 RIVERSIDE DRIVE, SUITE 17	G	STATE	02-CT-008
TV	INSIGNIA	48G153249H00093	2015	2000 RIVERSIDE DRIVE, SUITE 17	P	LOCAL	N/A
WALL SCREEN	APOLLO	N/A	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
AV CARTS (1)	DURO	N/A	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
AV CARTS (2)	APOLLO	N/A	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
P92, CARRYING CASE, EXTRA	SONY	1389430	2004	2001 RIVERSIDE DRIVE, SUITE 17	F	LOCAL	N/A
CHAIRS, GUEST (12)	HON	2007	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
CHAIRS, MGR. (24-4 disposed)	GLOBAL	2005	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
CHAIRS, STACK (17)	GLOBAL DESIGNER	67200	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
COPIER	RICOH MP5000B	M279600097	2010	2000 RIVERSIDE DRIVE, SUITE 17	G	STATE/FEDERAL	10-CT-002
EASEL, MULTIPURPOSE	STUDIO	N/A	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
TABLES, FOLDING (21)	HON	FTD6030	2002	2000 RIVERSIDE DRIVE, SUITE 17	F	STATE	02-CT-008
DVD PLAYER	PHILLIPS	KX2B0806274007	2008	2000 RIVERSIDE DRIVE, SUITE 17	F	LOCAL	N/A
CAFÉ TABLE (2)	K-LOG	N/A	2009	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
MAIL SORTER/RISERS (2)	K-LOG	N/A	2009	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
ROLLING GUEST CHAIRS (6)	K-LOG	N/A	2009	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
STORAGE CABINET	N/A	N/A	1998	2000 RIVERSIDE DRIVE, SUITE 17	F	FEDERAL	99-18-008
FAX MACHINE	BROTHER INTELLIFAX	U63274D6J254635	2016	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
DESKS (3)	PBI (VENDOR)	N/A	2010	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
DESKS (4)	PBI (VENDOR)	N/A	2010	2000 RIVERSIDE DRIVE, SUITE 17	G	STATE/FEDERAL	10-CT-002
TASK CHAIRS (7)	PBI (VENDOR)	N/A	2010	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
DESK (1)	PBI (VENDOR)	N/A	2012	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
TASK CHAIRS (1)	PBI (VENDOR)	N/A	2012	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A
DVD/VCR	TOSHIBA	F30V9996KU5110	2015	2000 RIVERSIDE DRIVE, SUITE 17	F	LOCAL	N/A
CABINET, HAZ MAT STORAGE	CONDOR/GRAINGER	N/A	2017	2000 RIVERSIDE DRIVE, SUITE 17	G	LOCAL	N/A

Note: Other furnishings supplied through County Surplus are included with this lease but have not grant or local value. Such furnishings include, but are not limited to, desks,

ATTACHMENT L: OPERATING STATISTICS

Operating Statistics include the following:

- a) FY 2019 NTD S-10 Forms
- b) FY 2019 NCDOT Operating Statistics Report
- c) FY 2020 NCDOT Operating Statistics Report (Mid-Year)

NTD ID	40224
Reporter Name	Buncombe County
Report	2019 (Original Submission)

Service Non-Rail (S-10) - DR PT

Maximum Service Vehicles

Vehicles Operated in Annual Maximum Service (VOMS)	31
Vehicles Available for Annual Maximum Service	38
Total Monthly Ridership VOMS	31

Periods Of Service

Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Weekday AM Peak	Weekday Midday	Weekday PM Peak
Time Service Begins	5:15 AM	5:30 AM	7:30 AM			
Time Service Ends	7:30 PM	7:30 PM	6:15 PM			

Services Supplied

Total Monthly Ridership VRH	50,700
Total Monthly Ridership VRM	921,185

Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Annual Total
Vehicles in Operation	31	10	2	N/A
Total Actual Vehicle Miles	4,166	1,131	190	1,139,301
Total Actual Vehicle Revenue Miles (VRM)	3,391	836	121	921,185
Deadhead Miles	775	295	69	218,116
Total Actual Vehicle Hours	238	74	14	65,812
Total Actual Vehicle Revenue Hours (VRH)	186	49	7	50,700
Deadhead Hours	52	25	7	15,112
Charter Service Hours	N/A	N/A	N/A	0
School Bus Hours	N/A	N/A	N/A	0

Services Consumed

Total Monthly Ridership Unlinked Passenger Trips (UPT)	115,662
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Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Annual Total
Unlinked Passenger Trips	424	112	16	115,662
ADA Unlinked Passenger Trips (UPT)	N/A	N/A	N/A	39,910
Sponsored Service (UPT)	N/A	N/A	N/A	69,800
Passenger Miles Traveled (PMT)	3,620	819	107	978,525

Service Operated (Days)

Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Annual Total
Days Operated	257	52	52	361
Days Not Operated (Strikes)	0	0	0	0
Days Not Operated (Officially Declared Emergencies)	0	0	0	0

NTD ID	40224
Reporter Name	Buncombe County
Report	2019 (Original Submission)

Service Non-Rail (S-10) - MB PT

Maximum Service Vehicles

Vehicles Operated in Annual Maximum Service (VOMS)	3
Vehicles Available for Annual Maximum Service	5
Total Monthly Ridership VOMS	3

Periods Of Service

Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Weekday AM Peak	Weekday Midday	Weekday PM Peak
Time Service Begins	5:15 AM	5:30 AM		6:00 AM	10:30 AM	2:00 PM
Time Service Ends	7:45 PM	7:45 PM		10:30 AM	2:00 PM	7:45 PM

Services Supplied

Total Monthly Ridership VRH	7,593
Total Monthly Ridership VRM	137,342

Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Annual Total	Weekday AM Peak	Weekday Midday Peak	Weekday PM Peak	Weekday Other
Vehicles in Operation	3	1	0	N/A				
Total Actual Vehicle Miles	608	243	0	168,984	N/A	N/A	N/A	N/A
Total Actual Vehicle Revenue Miles (VRM)	499	175	0	137,342	N/A	N/A	N/A	N/A
Deadhead Miles	109	68	0	31,642	N/A	N/A	N/A	N/A
Total Scheduled Vehicle Revenue Miles	517	185	0	139,477	N/A	N/A	N/A	N/A
Total Actual Vehicle Hours	31	12	0	8,636	N/A	N/A	N/A	N/A
Total Actual Vehicle Revenue Hours (VRH)	27	10	0	7,593	N/A	N/A	N/A	N/A
Deadhead Hours	4	2	0	1,043	N/A	N/A	N/A	N/A
Charter Service Hours	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A
School Bus Hours	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A

Services Consumed

Total Monthly Ridership Unlinked Passenger Trips (UPT)					29,724
Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Annual Total	
Unlinked Passenger Trips	109	31	0	29,724	
Passenger Miles Traveled (PMT)	1,435	409	0	390,153	

Service Operated (Days)

Field	Average Weekday Schedule	Average Saturday Schedule	Average Sunday Schedule	Annual Total	
Days Operated	257	52	0	309	
Days Not Operated (Strikes)	0	0	0	0	
Days Not Operated (Officially Declared Emergencies)	0	0	0	0	

Directional Route Miles

Transit Exclusive Right-of-Way (ROW)	0.00
Mixed Traffic Right-of-Way (ROW)	74.0
Shared Use - HOV/T Right-of-Way (ROW)	0.00
Total Directional Route Miles	74.00

WEEKLY TOTALS: Buncombe County (21)

NO DATA ENTRY ON THIS FORM

FY2019	July	August	September	October	November	December	January	February	March	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Totals
Operating Days	31	31	30	31	29	28	31	28	31	30	31	30	92	88	90	91	361
Demand Response Directly Operated (DR DO)																	
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Miles	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Passenger Trips: Non-Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Passenger Trips for This Mode	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Demand Response Purchased (DR PT)																	
Hours	4964	5466	4961	5821	5157	4667	5685	5415	5786	5801	6338	5751	15391	15645	16886	17890	65812
Miles	90445	98775	87058	102157	89427	76514	98092	92738	100007	100093	107067	96928	276278	268098	290837	304088	1139301
Passenger Trips: Non-Contract	3858	3884	3420	4060	3368	2805	3933	3774	4041	4037	4426	4256	11162	10233	11748	12719	45862
Medicaid Contract	1068	1383	834	1026	523	456	505	466	486	541	632	525	3285	2005	1457	1698	8445
Non-Medicaid Contract	4948	5579	4972	5648	4882	4020	5123	5127	5453	5224	5448	4931	15499	14550	15703	15603	61355
Total Passenger Trips for This Mode	9874	10846	9226	10734	8773	7281	9561	9367	9980	9802	10506	9712	29946	26788	28908	30020	115662
Fixed Route Directly Operated (MB DO)																	
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Miles	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Passenger Trips: Non-Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Passenger Trips for This Mode	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fixed Route Purchased (MB PT)																	
Hours	634	690	588	690	624	570	633	606	645	634	663	616	1912	1884	1884	1913	7593
Miles	11468	12477	10711	12507	11371	10293	11441	10911	11610	11367	12005	11181	34656	34171	33962	34553	137342
Passenger Trips: Non-Contract	2256	2417	2038	2626	2350	2068	2456	2505	2644	2771	2928	2665	6711	7044	7605	8364	29724
Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Passenger Trips for This Mode	2256	2417	2038	2626	2350	2068	2456	2505	2644	2771	2928	2665	6711	7044	7605	8364	29724
Transit Totals																	
Hours	5598	6156	5549	6511	5781	5237	6318	6021	6431	6435	7001	6367	17303	17529	18770	19803	73405
Miles	101913	111252	97769	114664	100798	86807	109533	103649	111617	111460	119072	108109	310934	302269	324799	338641	1276643
Passenger Trips: Non-Contract	6114	6301	5458	6686	5718	4873	6389	6279	6685	6808	7354	6921	17873	17277	19353	21083	75586
Medicaid Contract	1068	1383	834	1026	523	456	505	466	486	541	632	525	3285	2005	1457	1698	8445
Non-Medicaid Contract	4948	5579	4972	5648	4882	4020	5123	5127	5453	5224	5448	4931	15499	14550	15703	15603	61355
Total Passenger Trips for All Modes	12130	13263	11264	13360	11123	9349	12017	11872	12624	12573	13434	12377	36657	33832	36513	38384	145386

WEEKLY TOTALS: Buncombe County (21)

NO DATA ENTRY ON THIS FORM

FY2020	July	August	September	October	November	December	January	February	March	April	May	June	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Totals
Operating Days	31	31	30	31	29	30	0	0	0	0	0	0	92	90	0	0	182
Demand Response Directly Operated (DR DO)																	
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Miles	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Passenger Trips: Non-Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Passenger Trips for This Mode	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Demand Response Purchased (DR PT)																	
Hours	6536	6567	5914	6608	5589	5564	0	0	0	0	0	0	19017	17762	0	0	36779
Miles	109250	112518	102507	115960	94794	94430	0	0	0	0	0	0	324275	305184	0	0	629459
Passenger Trips: Non-Contract	4612	4516	4336	4759	3897	4090	0	0	0	0	0	0	13464	12746	0	0	26210
Medicaid Contract	445	850	564	1008	780	579	0	0	0	0	0	0	1859	2367	0	0	4226
Non-Medicaid Contract	5474	5632	5372	5948	4744	4961	0	0	0	0	0	0	16478	15653.206	0	0	32131.206
Total Passenger Trips for This Mode	10531	10998	10272	11715	9421	9630.206	0	0	0	0	0	0	31801	30766.206	0	0	62567.206
Fixed Route Directly Operated (MB DO)																	
Hours	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Miles	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Passenger Trips: Non-Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Passenger Trips for This Mode	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fixed Route Purchased (MB PT)																	
Hours	663	673	606	690	614	632	0	0	0	0	0	0	1942	1936	0	0	3878
Miles	11906	12257	11080	12638	11211	11468	0	0	0	0	0	0	35243	35317	0	0	70560
Passenger Trips: Non-Contract	3190	3304	2828	3216	2853	2540	0	0	0	0	0	0	9322	8609	0	0	17931
Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Non-Medicaid Contract	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Passenger Trips for This Mode	3190	3304	2828	3216	2853	2540	0	0	0	0	0	0	9322	8609	0	0	17931
Transit Totals																	
Hours	7199	7240	6520	7298	6203	6196	0	0	0	0	0	0	20959	19698	0	0	40657
Miles	121156	124775	113587	128598	106005	105898	0	0	0	0	0	0	359518	340501	0	0	700019
Passenger Trips: Non-Contract	7802	7820	7164	7975	6750	6630	0	0	0	0	0	0	22786	21355	0	0	44141
Medicaid Contract	445	850	564	1008	780	579	0	0	0	0	0	0	1859	2367	0	0	4226
Non-Medicaid Contract	5474	5632	5372	5948	4744	4961	0	0	0	0	0	0	16478	15653	0	0	32131
Total Passenger Trips for All Modes	13721	14302	13100	14931	12274	12170	0	0	0	0	0	0	41123	39375	0	0	80498

Proposal Number: 032720

Vendor: _____

ATTACHMENT M: MOUNTAIN MOBILITY SYSTEM SAFETY PLAN (PORTIONS REDACTED)

MOUNTAIN MOBILITY SYSTEM SAFETY PLAN

ADOPTED: MARCH 4, 2014
ANNUAL REVIEW AND UPDATE #1: APRIL, 2015
ANNUAL REVIEW AND UPDATE #2: APRIL, 2016
UPDATE #3: JANUARY, 2018
ANNUAL REVIEW AND UPDATE #4: MAY, 2018
ANNUAL REVIEW AND UPDATE #5: AUGUST, 2019

SYSTEM SAFETY PROGRAM PLAN

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Portion Redacted to prevent public awareness of policies and procedures executed during an emergency. This serves to preserve the ability of the County and Vendor in executing confidential emergency the plans.

APPENDICES

Appendix A - General Information

- Buncombe County Resolution #13-11-07
- SSP Policy and Procedures Revision Index
- Buncombe County/Mountain Mobility Organizational Chart
- List of Key Personnel – Mountain Mobility

Appendix B - Vehicle Operator/Employee Selection

- Job Descriptions for Safety Sensitive Personnel
- Employment Application (Contractor)
- Interview/Consent Forms
- Pre-Employment Testing Verification Form
- Certification of No Drug and Alcohol Testing by Previous DOT-Regulated Employer
- Request/Consent Form for Release of Information from Previous DOT-Regulated Employers for Drug and Alcohol Testing Information

Appendix C - Vehicle Operator/Employee Training

- Minimum Training Lesson Plans
- Employee Training Record
- Monthly Employee Training Report
- Road Observation Report

Appendix D - Safety Data Acquisition/Analysis

- Mountain Mobility Quarterly Safety Meeting Report
- Mountain Mobility Quarterly Employee Safety Committee Meeting – Facility Inspection Report
- Accident Review Committee Peer Hearing Form
- Potential Work Site Hazard Assessment and Certification Form
- OSHA Monthly Building Emergency Inspection Form
- Employee PPE Training and Certification Form-Personal Protective Equipment
- Bloodborne Pathogen Exposure Control Plan

Appendix E - Drug and Alcohol Abuse Program

- Substance Abuse Policy for Mountain Mobility

Appendix F - Vehicle Maintenance

- Vehicle Inspection Form (Annual PTMS Inspection)
- Daily Vehicle Inspection Form
- AssetWorks PM Schedules
- Paratransit Van PM Schedule
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- Vehicle Marking Policy

~~Appendix G – Security~~

- ~~• Procedures for Facility and Vehicle Security~~

- ~~Workplace Security Assessment Form~~
- ~~Emergency Evacuation and Fire Prevention Plan Training~~
- ~~Operating Hours/Holiday Closing Announcement for Law Enforcement and EMS~~
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Appendix H – Contract Monitoring and Oversight Reviews

- Description of Management Review Process and Excerpt from Contract/RFP
- Compliance Checklist
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Appendix I – Training

- Defensive Driving
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- ~~Emergency Procedures~~
- Exposure Control/Bloodborne Pathogens
- Radio Procedures
- Service Training
- Inclement Weather Procedures
- ~~System Safety And Security~~
- Customer Service

INTRODUCTION:

GENERAL INFORMATION

GENERAL SYSTEM SAFETY PLAN (SSP) MANAGEMENT

DESCRIPTIONS OF ELEMENTS

1. Policy Statement and Authority for the SSP

- A. North Carolina Board of Transportation Resolution (2003) established the requirement for each public transportation system to develop and implement a SSP.
- B. Moving Ahead for Progress in the 21st Century (MAP-21), effective October 2012, mandated all public transportation systems develop and implement a safety plan. MAP-21 defines public transportation as regular, continuing shared-ride surface transportation services open to the general public or a segment of the general public defined by age, disability, or low income.
- C. The SSP is an operating document prepared for and approved by the public transportation system's top management, chief executive officer or governing board.
- D. The SSP authority statement should clearly define the following:
 - 1. The authority for establishment and implementation of the SSP; and
 - 2. The delegation of that authority through the organization.
- E. The SSP must adequately address six (6) core elements.
 - 1. Vehicle Operator/Employee Selection
 - 2. Vehicle Operator/Employee Training
 - 3. Safety Data Acquisition Analysis
 - 4. Drug, Alcohol and Abuse Program
 - 5. Vehicle Maintenance
 - 6. Security

2. Description of Purpose for the SSP

- A. The SSP must:
 - 1. Address its intent and define why it is written;
 - 2. Establish the safety philosophy of the organization; and
 - 3. Provide a means of implementation.
- B. The SSP can be implemented to:
 - 1. Establish a safety program on a system wide basis;
 - 2. Provide a means through which a system can display its commitment to safety;
 - 3. Provide a framework for the implementation of safety policies and the achievement of related goals and objectives;
 - 4. Satisfy federal and state requirements;
 - 5. Meet accepted industry standards and audit provisions; and/or
 - 6. Satisfy self-insurance or insurance carrier provisions.
- C. The SSP should:
 - 1. Define the relationship of system safety to system operations; and
 - 2. Contain system safety definitions applicable to the operating systems.
- D. All involved departments must have a clearly defined responsibilities relative to the SSP scope.

3. Clearly Stated Goals for Vehicle Safety Management Program

- A. The SSP overall goal is to identify, eliminate, minimize and control safety hazards and attendant risks by establishing requirements, lines of authority, levels of

- responsibility/accountability, and methods of documentation for the organization.
- B. Goals should be system-specific, tailored to the individual system needs, and must be:
 1. Long-term, with broad and continuing relevance;
 2. Meaningful, with desired results identified and not be so broad as to be meaningless; and
 3. Realizable.

4. Identifiable and Attainable Objectives

- A. Objectives are the working elements of the SSP, the means by which the identified goals are achieved.

Objectives must be:

 1. Quantifiable;
 2. Meaningful;
 3. Met through policy implementation.
- B. Policies: are central to the SSP, set the framework for guiding the safety program on a relatively long- term basis, and serve as a method for reaching specified objectives. Policies must be:
 1. Established by top management;
 2. Measurable;
 3. Dependent on goals and objectives defined by the public transportation system and its safety plan.

5. System Description/Organizational Structure

- A. System Description
 1. Describe the system's characteristics sufficiently to allow non-technical persons and those not employed in public transportation to understand the system and its basic operation.
 2. Components that should be included in the system description include: history, scope of service, physical features, operations, maintenance, and system modifications.
- B. Organizational Structure
 1. Diagram(s) of the organization showing the title of each position.
 2. Diagram(s) showing the structure of the system safety unit identifying the key positions.
 3. Diagram(s) showing the relationships and lines of communication between the system safety unit and other departments in the organization.
 4. Describe the relationship of the public transportation system to local political jurisdictions.

SYSTEM SAFETY PLAN (SSP)

Program Description:

The SSP was developed utilizing established guidance listed in the procedural manuals of the North Carolina

Department of Transportation Standard Operating Procedure SSP-001 and the State

Management Plan. The SSP consists of, and addresses, the required six (6) core elements:

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

Mountain Mobility's first priority is adherence to policies and procedures of the core elements. Meeting the associated policies and procedures of the core elements will ensure Mountain Mobility meets all Federal Transportation Administration (FTA) and North Carolina Department of Transportation Public Transportation Division (NCDOT PTD) policies and regulations.

Vehicle Operator/Employee Selection Element:

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

Vehicle Operator/Employee Training Element:

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

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

**In accordance with NCDOT PTD Memorandum dated March 8, 2016, systems must use training programs cataloged in, and approved as a part of, the NCDOT's Training Toolkit beginning July 1, 2016. Mountain Mobility vehicle operator training programs, videos, etc., were evaluated and submitted to the NCDOT PTD to be assessed and approved prior to the effective date. A copy of the NCDOT Memorandum is included in Section 2.*

Safety Data Acquisition Analysis Element:

The goal of the Safety Program is the reduction of accidents and injuries to Mountain Mobility customers, employees and the general public. Safety is a shared responsibility between system management and employees. It is the policy of Mountain Mobility to provide a place of employment that is free from recognized hazards that could result in death or serious injury to employees, customers or the general public. It is the responsibility of each employee to report all incidents or

unsafe conditions to their supervisor. Supervisors must immediately take necessary corrective action to prevent unsafe conditions.

Prohibited behaviors are behaviors that are in violation of the SSP. Behaviors include those that threaten the safety of customers, employees, and the general public. Other unacceptable behaviors include those that result in damage to system, employee and public and/or private property. An employee who intentionally violates the safety policy and procedures will be subject to appropriate disciplinary action, as determined by the findings of an investigation. Such discipline may include a warning, suspension, or immediate dismissal. In addition, such actions may cause the employee to be held legally liable under state or federal law.

Drug Alcohol and Abuse Program Element:

The goal is to provide a safe, healthy and productive drug-free work environment for all employees. A person being under the influence of a drug or alcohol while on the job poses serious safety and health risk to the drug or alcohol user, other employees, customers, and the general public. Mountain Mobility has established a policy of a drug-free work environment. A standard of zero tolerance for use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when consumed. Random drug and breath alcohol tests will be administered.

Vehicle Maintenance Element:

The goal is to ensure vehicles, wheelchair lifts and equipment are properly maintained to maximize the service life, maintain reliability, mitigate high maintenance costs, and sustain proper safety and mechanical condition. To accomplish this goal Mountain Mobility will, at minimum, adhere to the manufacturer's maintenance/service requirements for vehicles, wheelchair lifts and equipment.

Security Element:

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

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

The SSP will be updated as changes occur. An annual review is required to ensure all information is current.

The annual review and updates will be reviewed by the Community Transportation Advisory Board, adopted by the Buncombe County Board of Commissioners, and certified by NCDOT PTD.

ADOPTION OF POLICY

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

Day: 4th Day

Month: March

Year: 2014

System Manager (Signature)



Jon E. Creighton, Assistant County Manager

Governing Board Chairman
(Signature)

Buncombe County Board of Commissioners

Appendix A includes the Resolution by the Buncombe County Board of Commissioners adopting this System Safety Program Plan (SSPP) for Mountain Mobility.

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

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

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

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

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

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

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

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

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

THEREFORE BE IT RESOLVED AS FOLLOWS:

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

The above resolution requiring System Safety Plans was adopted by the North Carolina Board of Transportation.

ANNUAL MANAGEMENT REVIEW

The SSP should reflect the changing needs of our system programs. As a public transportation system evolves and operates, it must consistently monitor the programs and update the SSP accordingly.

To ensure that this occurs, the management operations staff will be responsible for preparing an annual report that assesses the adequacy and effectiveness of all phases of the SSP. Members of a SSP Review Committee, as well as system managers, are jointly responsible for maintaining and updating the SSP. The annual report will be submitted to Buncombe County for review and revisions, if needed, and the final annual report will be submitted to the Community Transportation Advisory Board for review and the Buncombe County Board of Commissioners for approval. A copy of the approved annual report will be submitted to NCDOT PTD Safety & Training Unit.

Report topics will include:

1. Results of incident investigations and analysis
2. Identification of possible hazardous conditions
3. Results of inspections
4. Established plans for handling future incidents
5. Recommendations for SSP revisions
6. Analysis of departmental involvement in the administration of the SSP

MOUNTAIN MOBILITY

BUNCOMBE COUNTY’S COMMUNITY TRANSPORTATION SYSTEM

Mission Statement

To provide transportation services responsive to the needs of Buncombe County residents.

Vision Statement

To be a leading regional partner in an accessible, multi-modal, and efficient transportation network.

Values

We have a responsibility to provide safe and effective transportation services that our citizens can trust. Our values reflect this commitment to S E R V E:

- S = Show pride in our work.**
- E = Exhibit caring in all we do.**
- R = Respect others.**
- V = Value and practice honesty.**
- E = Exercise responsibility.**

System Goals

The operational goals of Mountain Mobility include efforts to:

1. Increase transportation resources and mobility options for various types of transportation services;
2. Increase coordination and partnering opportunities between providers, agencies, organizations, and local governments;
3. Reduce costs; and
4. Enhance the overall quality of transportation services provided to our citizens

System Description

Mountain Mobility was established by Buncombe County in 1989 to provide transportation services for residents of Buncombe County. Mountain Mobility serves over 30 human service agencies and organizations including the Non-Emergency Medical Transportation (NEMT) Program (i.e., Medicaid Transportation); City of Asheville’s ART System (ADA Comparable Paratransit Program); City of Asheville Parks, Recreation, and Cultural Arts Department; Asheville-Buncombe Technical Community College; CarePartners Adult Day Center; Council on Aging; Goodwill Industries; Irene Wortham Center; and N.C. Division of Services for the Blind; as well as other organizations. Mountain Mobility also provides general public transportation outside of the City of Asheville’s ART transit system service area. Approximately 600 customer trips are provided throughout Buncombe County on a typical weekday.

Transportation modes include demand-response service, subscription service, and deviated fixed-route service. Demand response and subscription services are shared rides, which allow the system to operate more efficiently and provide more transportation service at a lower cost. Mountain Mobility operates three (3) deviated fixed routes (Trailblazer routes) that serve the Black Mountain/Swannanoa community to the east; northern Buncombe County, and the Enka-Candler area in west Buncombe County. These routes provide transportation around local communities, as well as connections where customers can transfer to Asheville Redefines Transit (ART) buses and travel into the City of Asheville. The Enka-Candler Trailblazer makes connections to Haywood Public Transit.

Mountain Mobility operates 27 vans, and 15 small buses. Buncombe County’s Strategic Plan and

energy conservation goals include improving air quality and protecting the region’s natural beauty and resources in order to enhance and improve the quality of life in the county. Mountain Mobility has contributed to achieving this goal by converting 51% of its transit fleet to vehicles with bi-fuel systems (LP/Gas or CNG/Gas), which has reduced the system’s annual vehicle emissions.

Mountain Mobility is currently operated through a third-party contract with RATP Dev (Formerly McDonald Transit Associates, Inc.), d/b/a Buncombe County Transit Management, Inc. Mountain Mobility administrative services are provided through a technical support agreement with the Region B Council of Government, Land-of-Sky Regional Council. The Buncombe County Community Transportation Advisory Board (CTAB) serves as an advisory board to Buncombe County staff and the Board of Commissioners and is actively involved in the planning and operation of the system.

Buncombe County Planning and Development oversees public transportation planning and contract administration; assists County Commissioners in formulating and implementing administrative policy, and procedural mechanisms that enhance transportation services at all levels; oversees the implementation of Buncombe County’s Community Transportation Services Plan; and monitors and assesses contractor performance to assure compliance with federal, state, and/or local regulations and requirements.

Service Area

Mountain Mobility serves all of Buncombe County including the municipalities within its borders. Buncombe County is located in Western North Carolina and rests between the Blue Ridge Mountains on the east and the Great Smoky Mountains on the west. Interstate 40 (I-40) runs east to west, and Interstate 26 (I-26) corridor runs south to north, intersecting I-40 in Asheville. Interstate 240 (I-240) serves as a loop connection running east to west through the City of Asheville between I-40 and I-26. The region is home to a portion of the Blue Ridge Parkway. The land area of Buncombe County encompasses 657 square miles and includes six municipalities: Asheville, Biltmore Forest, Black Mountain, Montreat, Weaverville, and Woodfin.

Days and Hours of Service

Mountain Mobility services are available Monday-Saturday, 5:30 a.m. to 7:30 p.m. Additional hours of service are provided under the City of Asheville’s ADA Complementary Paratransit Program as required by the City of Asheville and its ART system.

Mountain Mobility only offers ADA Complementary Paratransit Service on the following holidays:

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

Organizational Structure

Appendix A includes an organizational chart showing the structure of Mountain Mobility, Buncombe County's Community Transportation System.

List of Key Personnel

Appendix A includes a list of key personnel involved in the administration, operations, and oversight of Mountain Mobility.

SECTION 1

VEHICLE OPERATOR/EMPLOYEE SELECTION

INITIAL HIRE PROCEDURES AND MINIMUM QUALIFICATIONS FOR VEHICLE OPERATORS

Background

In an effort to ensure competent and safe vehicle operators are employed at Mountain Mobility, the following eligibility requirements must be met by each prospective/current employee seeking/holding a position as a public transportation vehicle operator.

Application

Each potential employee shall complete a written application.

Interviews

The General Manager and/or appointed official and supervisor shall interview each potential employee.

Physical Requirements

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

1. Eyesight – Vehicle operators must: (1) have vision in both eyes, normal depth perception, normal peripheral vision and be free of any disease or condition that could impair vision; (2) have 20/40 vision in each eye with or without corrections, and 140 degrees or better horizontal vision; and (3) be able to distinguish between green, red and yellow.
2. Hearing – Vehicle operators shall have adequate hearing to assure safe response to vehicle horns, emergency vehicle sirens, and train signals.
3. Physical Ability – Vehicle operators must have the physical strength to assist wheelchair passengers and other ADA passengers when loading and unloading the vehicle.

Age

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

Knowledge of English

Vehicle operators shall be able to read, write and speak the English language.

Skills

Vehicle operators shall have the ability to perform simple math, the ability to read basic maps, and reasonable knowledge of the service area.

Vehicle Operator Licensure and Driving Record Requirements

Vehicle operators transporting people shall hold a valid NC Driver's License or Commercial Driver's License as appropriate. In no case will an individual be given a road test, placed in training or allowed to operate an agency vehicle without a DMV check that is in compliance with this policy and which has been approved by the General Manager. All DMV/MVR Checks will be reviewed by the General Manager or Operations Manager and initialed and dated by the General Manager or Operations Manager to confirm the date the review was completed.

To be in compliance, the individual's DMV MVR must show:

- A good driving record.

- No Driving While Intoxicated (DWI), Driving Under the Influence (DUI), or similar charges.
- No reckless driving, railroad crossing violations or leaving the scene of an accident offenses.
- No more than a total of two (2) moving violations or accidents within the last three (3) years.
- No suspended or revoked licenses within the past five (5) years for moving violations or violations of criminal laws.
- No combination of violations, unfavorable road observations or accidents that indicate a pattern of unsafe vehicle operation behavior, whether on or off the job.
- No positive drug or alcohol test results.
- A minimum of two (2) years driving experience.

A written driving skills test is also required.

Criminal Record Checks

An original criminal record check, issued within the past 10 days, shall be obtained as part of the application process. A pattern of unlawful behavior shall disqualify an applicant. A conviction, guilty plea or plea of no contest to any of the following shall be grounds for disqualification:

- Murder
- Rape or aggravated sexual abuse
- Kidnapping or hostage taking
- Assault inflicting serious bodily injury
- A federal crime of terrorism
- Unlawful possession, use, sale distribution, or manufacture of an explosive device
- Unlawful possession, use, sale, distribution, or manufacture of a weapon
- Elder abuse/exploitation
- Child abuse/neglect
- Illegal sale of possession of a Schedule I or II controlled substance
- Conspiracy to commit any of the above

All Criminal Record Checks will be reviewed by the General Manager or Operations Manager and initialed and dated by the General Manager or Operations Manager to confirm the date the review was completed.

Appendix B includes Mountain Mobility Job Descriptions for Safety-Sensitive Personnel, a copy of the current Application for Employment, as well as a copy of all other consent forms and information required during the application or interview process (Pre-Employment Testing Verification Form; Certification of No Drug and Alcohol Testing by Previous DOT-Regulated Employers; and Request/Consent Form for Release of Information from Previous DOT-Regulated Employers for Drug and Alcohol Testing Information).

PROCEDURES FOR SELECTING A SAFE VEHICLE OPERATOR

Vehicle operators will undergo the following:

Prior to Employment:

In addition to the Initial Hire Procedures and Minimum Qualifications described in the previous section, results of the following will be considered prior to an offer of employment:

- A background investigation
- Submission of driving record
- Pre-employment drug testing
- FTA regulated drug and alcohol test results from previous employer(s) (previous two (2) years)
- Pre-employment DOT physical examination or submission of a current DOT Medical Card (required by current contractor)

•

New Hire Training:

Vehicle operator candidates selected for employment will successfully complete the full training program for vehicle operators and other safety sensitive employees prior to beginning service. This training includes, but is not limited to:

- Basic driver skills
- Orientation based on individual skills
- Defensive driving skills
- Refresher driver skills (if applicable)
- Customer Sensitivity
- ADA Requirements (Wheelchair Lift and Securement)
- Emergency Procedures (Evacuating)
- Title VI
- Reasonable Modification

Training requirements for vehicle operators are fully described in Section 2, Driver/Employee Training, "Training Program for Vehicle Operators and Other Safety-Sensitive Employees."

MANAGEMENT REVIEWS

CONTRACT MONITORING AND OVERSIGHT REVIEW VEHICLE OPERATOR/EMPLOYEE SELECTION

Buncombe County is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective transportation services for citizens through Mountain Mobility. In keeping with this obligation, and as a recipient of federal and state funds, it is the policy of Buncombe County to assure safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner. Performance of the contractor and compliance with the terms and conditions of resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB.

To verify the contractor's compliance with FTA and NCDOT regulations and policies, contract monitoring and oversight review will include periodic reports submitted by the contractor to Buncombe County, supplemented by periodic oversight inspections. A checklist of reports and inspections applicable to compliance with this section are identified in Appendix H, as well as the basis for submitting each report (e.g., monthly, quarterly).

Appendix H also includes Buncombe County's Certification of Review form outlining all reports reviewed during the period, inspections conducted, and related documentation. The certification includes results of the review and outlines any corrective actions required. Electronic copies of all reports, inspections, and documentation are maintained on Buncombe County's secured network system.

SECTION 2

VEHICLE OPERATOR/EMPLOYEE TRAINING



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

PAT MCCRORY
GOVERNOR

ANTHONY J. TATA
SECRETARY

May 23, 2014

MEMORANDUM

TO: Community Transportation Systems

FROM: Debbie Collins, Director
Public Transportation Division *dgc*

SUBJECT: Policy Guidance for Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

The mission of the North Carolina Department of Transportation is "*Connecting people and places in North Carolina - safely and efficiently, with accountability and environmental sensitivity.*" Community Transportation systems must meet all federal and state guidelines, regulations and laws regarding the safe transportation of their passengers. The Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators are to be implemented by local systems as part of the effort toward meeting those requirements. This memorandum supersedes the memorandum dated October 1, 2011, same subject.

Please contact your regional safety and security specialist if you have any questions concerning this policy.

SOURCE DOCUMENTS

1. Federal Transit Administration (FTA) Circular 9040.1F "Non-Urbanized Area Formula Program Guidance and Grant Application Instructions" effective April 1, 2007, Section X (see 49 U.S.C. Chapter 53 - Section 5329: Investigation of Safety Hazards)
2. 29 CFR 1910.1030(g)(2)-Bloodborne pathogens-Information and Training
3. 49 CFR 655.14-Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations-Education and Training Programs
4. 49 CFR 37.173-Americans with Disabilities Act-Training requirements
5. NCGS Statute 95 and Department of Labor Guidance

Attachment: Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION
1550 MAIL SERVICE CENTER
RALEIGH, NC 27699-1550

TELEPHONE: 919-707-4670
FAX: 919-733-1391
WWW.NCDOT.GOV/NCTRANSIT

LOCATION:
TRANSPORTATION BUILDING
1 SOUTH WILMINGTON STREET
RALEIGH, NC

Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

- **Defensive Driving**
 - Shall include all vehicle operators, including any employees that operate the vehicles in revenue service or carry passengers for any other trip purpose;
 - Initial training must be a certified program, or curriculum must be equal to an existing certified program.
 - *Training must be completed upon hire and annually.*

- **Americans with Disabilities Act (ADA)**
 - Shall include at a minimum the following training (for further guidance refer to 49 CFR Part 37—Transportation Services for Individuals with Disabilities (ADA))
 - Sensitivity training
 - Passenger assistance
 - Wheelchair handling
 - Wheelchair securement (passenger and mobility)
 - Wheelchair lift inspection
 - Wheelchair lift operation (normal and emergency)
 - ADA requires training all personnel to “**proficiency**”, which is defined as **expert performance**.
 - *Training must be completed upon hire and annually.*

- **Bloodborne Pathogens**
 - Shall follow the Occupational Safety and Health Administration guidelines for the training as listed in Standard 29 CFR 1910.1030(g)(2)
 - The OSHA Standard spells out the content of the training.
 - *Training must be completed upon hire and annually.*

- **Emergency Procedures**
 - Shall include all procedures required to report or react to an emergency by transit system staff:
 - Communication and notification procedures
 - Accident/Incident reporting procedures
 - Passenger handling procedures
 - Vehicle and facility evacuation procedures
 - Driver and passenger security training
 - Emergency evacuation procedures and training
 - Emergency equipment usage
 - First aid (drivers must be trained in first aid to include use of kit)
 - Bloodborne Pathogens (drivers must be trained in bloodborne pathogens to include use of kit and transit system specific engineering controls to minimize driver exposure, cleanup procedures and waste disposal)
 - Emergency triangles (drivers must be trained to properly setup equipment)
 - Fire extinguishers (drivers must be trained to properly inspect and use equipment)
 - Web cutter (drivers must be trained to properly use equipment)
 - Participation in local or regional Emergency Management drills is strongly encouraged.
 - *Training must be completed upon hire and annually.*

- **Ride Check – Driver Evaluations**
 - Newly hired drivers must have a Ride Check – Driver Evaluation before being allowed to operate a transit vehicle unsupervised in revenue service.
 - All drivers must have an annual evaluation to assess the driver’s performance of techniques, skills and knowledge gained through training of each of the above categories.
 - Remedial training will be provided as needed in addition to the required annual training.
 - *Training must be completed upon hire and annually.*

- **Illegal Drug Use**
 - Shall include all 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.
 - *This shall be done upon hire. (Required under 49 CFR 655.14)*

- **General**
 - **All new hires must complete all of the minimum training requirements before operating a transit vehicle unsupervised in revenue service.**
 - *Reflective vest will be worn by drivers when performing job functions.*
 - *Drivers that are not meeting proficiency, expert performance level, must be given remedial training until they are proficient.*
 - *Refresher (annual) training must be completed annually (within 1-year of last training date).*
 - All of the training materials and documentation must be on file for review by the NCDOT/PTD. 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 Power Point slides if used in lieu of instructor’s manual.
 - Records of qualifications and 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, and type of instruction delivery (instructor led, self-instruction, etc.), name and certification (if applicable) of instructor.

- **Minimum Training Standards Reporting Procedures**
 - Grantees must submit the following information to the Safety and Security Unit.
 - Number of employees who received training by category/type
 - A spreadsheet will be provided by the Safety and Security Unit for the purposes of reporting training.
 - The report must be submitted no later than the fifteenth (15) day of the month following the end of the quarter (Dates due: January 15, April 15, July 15, and, October 15).
 - Submit reports by e-mail to the Safety and Security Specialist assigned to your area and courtesy copy to safetypd@ncdot.gov.

March 8, 2016

TO: Transit Agency Training Managers

FROM: Debbie Collins, Director
Public Transportation Division *dgc*

SUBJECT: **Training Toolkit**

On April 24, 2015 North Carolina Department of Transportation-Public Transportation Division (NCDOT-PTD) introduced the **Training Toolkit** by holding two webinars hosted by RLS & Associates on understanding and using the “**Training Toolkit**” for your systems.

The **Training Toolkit** was developed to assist transit systems in setting and meeting standard training requirements approved by NCDOT-PTD. The Training Toolkit allows the user to easily search a training catalog knowing the courses have been vetted to assure their quality, compliance, and adherence to Federal and State standards.

The **Training Toolkit** was developed by a training committee made up of transit system volunteers across the state. It was developed in accordance with standard training requirements defined by NCDOT-PTD, Federal Transit Administration, and US Department of Transportation.

The **Training Toolkit** provides descriptions for over 50 core and refresher training courses offered by National and local transit and non-transit training professionals. The training course list feature self-study options via CD, webinars, and/or classroom instruction by certified trainer, in the following areas:

- **DD:** Defensive Driving
- **ADA:** Americans with Disabilities Act requirements and Wheelchair Securement
- **BBP:** Bloodborne Pathogens
- **EP:** Emergency Procedures
- **DA:** Illegal Drug Use and Alcohol Misuse
- **CS:** Customer Service
- **EVAL:** Ridecheck and Operator Evaluations
- **OTHR:** Other

Use of the **Training Toolkit** will be effective starting with the State Fiscal Year 2017, July 1, 2016. If you have a training program that you plan to use instead of the **Training Toolkit**, it must be assessed and approved by NCDOT-PTD or its representative prior to July 1, 2016 in order to be in compliant with the System Safety Program Plan Review requirements.

If you do not have access to the **Training Toolkit**, you will need to apply for an **NCID** at <https://ncid.nc.gov/>. Please read the attached instructions for assistance.



PERFORMANCE EVALUATION POLICY

This administrative policy has been established for Mountain Mobility.

Description:

This section on performance evaluation concerns only non-probationary or part-time employees; temporary employees shall be evaluated in a similar manner, in-so-far as possible.

- *Frequency:* Each Mountain Mobility vehicle operator will have a ride check evaluation not less than annually (12 months from the date of the previous evaluation). New employees require two (2) evaluations the first year of employment. The first evaluation is due within three (3) months and the second should be accomplished on or near their hiring date which will serve as their annual evaluation. Periodic or special performance evaluations are subject to determination by competent authority, such as the system manager and the immediate supervisor.
- *Responsibility:* Each Mountain Mobility employee will be evaluated by his or her immediate supervisor or designated appointee.
- *Documentation Required:* Each Mountain Mobility vehicle operator's completed evaluation sheet will be personally reviewed with him/her by the immediate supervisor or higher authority. Both the supervisor and the employee will sign and date the evaluation sheet in the appropriate places. The employee may attach comments to explain or clarify any points made in the evaluation. It will then be filed in the subject employee's training file in a confidential manner.

Evaluation results will be used in determining promotions, salary actions, demotions, suspensions, dismissals, and other such actions.

All performance appraisals are maintained in a secure manner.

EMPLOYEE CONDUCT POLICY

This administrative policy has been established for Mountain Mobility.

Responsibility of Employees:

Mountain Mobility employees are expected to:

- A. Keep a neat, well-groomed appearance while on duty.
- B. Be at work on time. In emergency cases you must notify your Supervisor immediately if you shall arrive late.
- C. Conduct themselves in a business-like manner, avoiding loud behavior or discussing personal problems within hearing range of visitors.
- D. Be responsible for their personal obligations and handle them privately. Do not permit personal obligations to extend into business premises.
- E. Utilize materials and equipment with care, caution, and economy. Follow the procedures which have been learned step-by-step.
- F. Strive to perform job duties more effectively each day and learn more about the work and how to improve it by asking questions and by reading related materials. Ideas for suggested improvements are encouraged to be brought to your immediate supervisor.
- G. Be representatives as part of the public relations image for Buncombe County. Be pleasant and helpful to visitors and be servants of the people, projecting a professional, courteous, and helpful attitude to all

- visitors and callers.
- H. Perform ethically.
 - I. Resolve any problems and conflicts by going to the person to whom he/she is responsible. Personnel difficulties should remain private to work and not become general gossip.

Gifts and Favors:

No employee of Mountain Mobility shall:

- A. Accept any gift, whether in the form of a service, a loan, a thing of value, or a promise from any person, firm, or corporation that, in the employee's knowledge, is interested directly or indirectly in any manner whatsoever in business dealings with the County or the contractor.
- B. Accept any gift, favor, or thing of value that may tend to influence that employee in the discharge of duties.
- C. Grant any improper favor, service, or thing of value in the discharge of duties.

Conflict of Interest:

No manager, supervisor or any employee may use their position, or the knowledge gained therein, in such a manner that a conflict between Buncombe County's interests and their personal interests should arise. Both the fact and the appearance of the conflicting interests are to be avoided.

Harassment Policy:

Mountain Mobility expressly forbids harassment of employees because of age, race, sex, color, religion, handicap, national origin or political affiliation. Even in mild form, such harassment constitutes unacceptable personal conduct, and is subject to disciplinary action. More serious instances of harassment shall carry more serious penalties, up to and including dismissal. Sexual harassment of employees by supervisors or co-workers is forbidden in any form.

Harassment is behavior based on age, race, sex, color, religion, handicap, national origin, or political affiliation that offends another employee. Sexual harassment is defined by federal guidelines as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when one or more of the following occur:

- A. Submission to such conduct is made, either explicitly or implicitly, a term or a condition of an individual's employment,
- B. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
- B. Such conduct has the purpose or the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

An employee who believes he or she may have a complaint of harassment may pursue four (4) alternative complaint procedures. If the complaint concerns allegations of sexual harassment, in order to be pursued, it is required by federal law to be filed within 180 days of the time of the alleged incident.

The following alternatives shall apply:

Alternative 1. The employee should tell the person who is offending him/her that the behavior is offensive and should stop. (Because offensive behavior often is not intended as harassment, letting the individual know that the behavior is offensive and instructing him/her to stop shall often resolve the problem.)

Alternative 2. The employee should notify his or her immediate supervisor of the situation. The immediate supervisor is responsible for investigating the situation and taking corrective action.

Alternative 3. If the complaint of harassment is against the immediate supervisor, the employee should report the situation to the General Manager. The General Manager is responsible for investigating the situation and taking corrective action. If the allegation is against the General Manager, the complaint should be reported to the Managing Director, who shall then assume responsibility for investigating the situation and recommending appropriate corrective action.

Alternative 4. If at any point in the process the employee prefers to do so, he/she may report the situation to the Managing Director, who shall then assume immediate responsibility for investigating the situation and recommending appropriate corrective action.

Dress Standards:

Mountain Mobility has established a singularly restrictive dress standard for operations personnel. All operations personnel are required to wear slacks or nice jeans, and a shirt bearing the Mountain Mobility identification/logo. Operations personnel shall be furnished a minimum of two (2) shirts when hired. Socks or stockings must be worn. Shoes should not have open toes or heels more than two (2) inches high. Sandals are not allowed. All employees shall appear neat and professional at all times.

All vehicle operators shall wear name tags when performing transportation services. All staff shall wear name tags when attending public meetings. Name tags are available through management.

All safety-sensitive employees shall be issued a safety vest when hired. All safety-sensitive employees shall wear the safety vest at all times during their shift.

Employee Meetings and Training:

All employees are subject to mandatory and optional meetings and training programs. Management will notify all employees of dates and attendance requirements.

TRAINING PROGRAM FOR VEHICLE OPERATORS AND OTHER SAFETY-SENSITIVE EMPLOYEES

Initial Training

- 1) Payroll, Personnel, & Attendance
- 2) Introduction & Orientation to Employee Manual
- 3) Passenger Sensitivity
- 4) Service Description & Passenger Guidelines
- 5) Harassment Policy
- 6) Workplace Violence Prevention
- 7) Hazard Communication and Hazardous Material Training
- 8) Aging Population
- 9) Special Needs Population
- 10) Coach Operations
- 11) Wheelchair Securement
 - a. Posey Belt Training
 - b. Elevated Training Pad
- 12) Lift Operations
 - a. Loading, Securement, and Unloading
 - b. Manual Lift Deployment
- 13) Transportation of Children
 - a. Infant and Child Restraints
- 14) Daily Vehicle Inspection
- 15) Radio Procedures and Vehicle Fuel Policy
- 16) Accident Response & Reporting
- 17) On-Board Technology Training (Tablets, GPS, Cameras, etc.)
- 18) Behind-the-Wheel Training
- 19) Vehicle Obstacle Course
- 20) Field Orientation
- 21) Cadet Training
- 22) Forms: Workman Compensation, Personnel History, Ready for Service

Annual Training

- 23) **Bloodborne Pathogens**
- 24) **Illegal Drug Use**
 - a. Substance Abuse Policy
- 25) **Passenger Relations Policy**
- 26) **Americans with Disabilities Act**
- 27) **Defensive Driving- Smith System Seminar**
- 28) **Safe Driving Programs**
 - a. Time & Distance
 - b. Railroad Crossings
 - c. Winter Snow & Inclement Weather
 - d. Distracted Driving
 - e. Vehicle Recovery Driving
- 29) **Emergency Procedures**
- 30) **First Aid**
- 31) **CPR - Bi-Annually**
- 32) **Transit System Safety and Security**

Bold font above denotes NCDOT minimum training requirements.

All annual training will occur within 12 months of the date of previous training on that topic. Lesson Plans are included in Appendix C and will be updated on a regular annual basis to remain consistent with the NCDOT PTD Training Toolkit.

EN-ROUTE PROCEDURES

The guidelines below outline en-route procedures:

- Depart on time and stay on schedule, but never at the expense of customer safety.
- Drive safely and smoothly. Operate at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which the vehicle is being operated.
- Avoid lengthy conversations with customers, since conversations can distract a vehicle operator from safely operating the vehicle.
- A vehicle with passenger doors in the open position should not be operated with customers aboard. The doors should not be opened until the vehicle is stopped or at a railroad crossing. A vehicle with inoperable doors should not be operated with customers aboard.
- During darkness, interior lighting and lighting of step-wells on vehicles should be sufficient for customers to enter and exit safely.
- Customers should not be permitted in the step-wells of the vehicle nor occupy an area forward of the standee line when the vehicle is in motion.
- Standing customers should not be permitted on vehicles that are not designed to accommodate standing customers.
- Fueling the vehicle when customers are being transported should be avoided unless it is necessary.
- The public transportation system requires the vehicle operator to be secured to the driver's seat with a restraining belt at all times while the vehicle is in motion.
- Vehicles should not be left unattended at any time when customers are aboard.
- When transporting customers, vehicle operators should stop at all railroad crossings in compliance with North Carolina Statutes.

BACKING PROCEDURES

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

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

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

NIGHT-TIME DRIVING PROCEDURES

Several hazards associated with night driving are listed below:

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

Procedures for driving at night:

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

CROSSING RAILROAD TRACKS

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

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

DEALING WITH BRAKE FAILURE PROCEDURES

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

- Do not force the brake to the floor; you will destroy any chance of rebuilding pressure.
- Gently pump the brake pedal to see if you can restore pressure.
- Sound your horn and flash your lights to alert other vehicle operators.
- Shift to the lowest gear possible.
- Remain calm and guide your vehicle into an environment where you can slow the vehicle and bring it to a natural stop.
- Look for an outlet. Can you use a natural upgrade to slow the vehicle? Is there a large open parking lot that you can coast across?
- Do not pull the parking brake – you could put the vehicle in a tailspin. As an exception in vans or small buses, it may be necessary to use the emergency brake but you should control the release with your hand to prevent the brake from locking.
- Do not permit the wheels to lock until the vehicle has stopped.

PROCEDURES FOR TRANSPORTING OLDER ADULT CUSTOMERS

Use special care in serving older adult customers by:

- Being especially patient when giving information regarding vehicle routes and schedules.
- Allowing more time to get on or off the vehicle.
- Asking if the customer would like assistance before assisting.
- Staying close, even if the customer refuses assistance, to prevent them from tripping or falling.
- Not putting too much pressure on the customer's arm when providing assistance.
- Pull the vehicle close to the curb so the customer will not have to step very far when getting on or off the vehicle.
- Insuring the customer does not sit too close to heaters or other such hazards.
- Providing reminders of where to get off of the vehicle.
- Keeping temperature controls warm in the winter and cool in summer.
- Alerting dispatchers, in cases of emergencies, about possible health problems of customers who are older adults.

HELPING CUSTOMERS NEEDING PERSONAL ASSISTANCE

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

Assisting Customers with Canes or Other Hand-Held Mobility Devices:

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

Assisting Customers with Developmental Disabilities:

- Treat the customers with respect.
- Be patient and repeat instructions when necessary.

- Be firm if they insist on doing something that will endanger you, them or the other customers.

Assisting Customers with Hearing-Impairments:

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

Assisting Customers with Speech-Impairments:

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

Assisting Customers with Visual Impairments:

- Do not touch the customer until you tell them who you are and what you intend to do.
- Do not touch the customer without receiving permission to do so.
- Do not shout at the customer.
- Before boarding the customer, take their hand and show them the door openings as well as the seat and mention any hazards.
- When escorting the customer, remain on the opposite side of their cane and have them hold your arm.
- Advise the customer of any changes in ground texture or elevation level.
- When walking with a customer, call out turns and maneuvers at least five (5) steps in advance.
- If the customer uses a service animal, avoid interacting with the animal when it is working to best allow the handler to interact with the animal. Avoid any abrupt movements toward the animal or the customers.
- Seat customers with visual impairments against vehicle walls when possible or seat the customers in seats with arm rests in order to assist them in keeping their balance.
- Continually apprise customers of what you are doing and why.

WHEELCHAIR/MOBILITY DEVICE BOARDING PROCEDURES

Customer safety depends on more than just safely transporting customers to their destination. Customer safety will also depend on how well the vehicle operator boards and secures the wheelchair. Several wheelchair/mobility device boarding guidelines are indicated below:

- Park the vehicle in the most level spot available.
- Roll the wheelchair onto the lift, making sure the front wheels are inside the platform roll stop while the roll stop is in the upright position.
- Lock the brakes of the wheelchair
- If the customer has the ability to do so, ask the customer to hold on to the hand rails provided on the lift. If the customer does not have the capability to hold onto the handrails, ask the customer to hold his/her hands in his/her lap.
- Before operating the lift for boarding the vehicle operator should: ask the customer if he/she is ready; keep one hand on the lift controls; and ask the customer if it is okay to rest his/her other hand lightly on the armrest of the wheelchair as the lift goes up and while the vehicle operator stands on the ground. These procedures keep the vehicle operator alert to the stability of the

- wheelchair/mobility device while also providing the customer with psychological comfort.
- Make sure 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/mobility device handle as you unlock the brakes. (Turn the power back on or engage the clutches of a motorized wheelchair/mobility device if needed.)
- Make sure the customer's head does not hit the ceiling upon entering the doorway.
- The ADA states wheelchairs/mobility devices should always be secured facing the front of the vehicle, with the exception given to some older vehicles that are not yet appropriately equipped.
- The vehicle operator should never ride on the lift with a wheelchair/mobility device.

WHEELCHAIR LIFT AND WHEELCHAIR/MOBILITY DEVICE SECUREMENT PROCEDURES

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

- Always inspect a lift prior to each use (look for loose nuts, bolts,)
- Before deploying a lift for use, safely park the vehicle on level ground, turn the engine off (unless otherwise specified by the manufacturer) and check for obstacles to avoid in areas where the lift is to be deployed. Make sure hands, feet and clothing are away from folding parts of the lift.
- Only customers and their wheelchair/mobility device should ride the lift.
- When operating a lift with a customer on it, allow the lift to go all the way up to floor level or down to the ground without stopping.
- Have the customer use the handrails and never leave a customer unattended on a lift until such time as the lift is at floor level. When at floor level the vehicle operator may quickly board the vehicle to assist with entry into the vehicle (during customer boarding) or quickly exit the vehicle to lower the customer to the ground level (during customer exiting).

Assisting Wheelchair/Mobility Device Users on the Lift:

- Wheelchair/mobility device users can choose to ride a lift either facing away from the vehicle or facing the vehicle. The preferred method is to have the customer face away from the vehicle because it positions the bulk of the weight where there is more structural support and allows the vehicle operator 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 customer's feet or toes getting caught between the lift platform and the vehicle when the customer is riding upward.

SECURING AN OCCUPIED WHEELCHAIR/MOBILITY DEVICE

To insure the safety of customers, consistently use good practices in handling wheelchairs/mobility devices:

- Always use a four point tie-down to the floor of vehicle.
- Tie-downs should be attached to the strongest part of the wheelchair/mobility device which is the frame.
- Lap boards or metal and plastic trays attached to the wheelchair/mobility device should be removed and secured with the consent of the passenger.
- Liquid oxygen being transported should be securely mounted/fastened to prevent damage
- Respirators, ventilators/other equipment must be securely mounted to the wheelchair/mobility device or vehicle.
- Never restrain a child's head separately such as with a headband attached to the back of the seat.

Restraining a child's head separately can cause excessive strain on the child's neck. Many children now have special neck braces to support their head during transport.

EMPLOYEE DEVELOPMENT/VEHICLE OPERATOR TRAINING REPORTING

Documentation of training completed is maintained in each vehicle operator's training file and is recorded on the Employee Training Record included in Appendix C.

For contract monitoring and oversight purposes, a Training Report is submitted to Buncombe County on a monthly basis. An example of the blank Training Report form is included in Appendix C.

Training Data is reported to NCDOT PTD on a quarterly basis in a format supplied by NCDOT PTD.

RIDE CHECK

VEHICLE OPERATOR PERFORMANCE EVALUATION EXPLANATION

A blank Road Observation Report is included in Appendix C.

CUSTOMER RECEPTION

The Vehicle Operator...

1. Asks the name of the customer and the destination before boarding, unless the customer is a subscription rider.
2. Is available at the door to assist the customer on or off the vehicle (if needed).
3. Acts courteously, offers help by asking, "May I help?" or "How may I help you?"
4. Follows guidance from the customer, if help is needed.
5. Uses the customer's instructions to assist in boarding and exiting the vehicle, if needed.
6. Stops the vehicle six (6) inches or four (4) feet from curb to keep customers from falling off the vehicle as they load and unload. (This depends on the stopping or parking situation.)
7. Uses AM or FM radio only when customers are not aboard, then only for the news and weather forecast.
8. Uses correct language under ADA guidelines.

VEHICLE CONDITION

The Vehicle Operator...

1. Performs a pre-trip inspection and completely fills out the pre-trip inspection form before starting the first run of the day.
2. Ensures registration and insurance cards are current and available.
3. Has driver license in possession and current route logs on person at all times.
4. Vehicle is clean on exterior.
5. Vehicle is kept clean inside at all times.
6. Nothing is on the dashboard, rear view mirror, or sun visors that could create a hazardous situation.
7. Safely attaches tie down straps into floor tracks, and use the four-point tie down on wheelchairs.
8. Removes tie downs from floor after each use. Stores tie down straps in their proper place.
9. Seat belts/tie down straps are not tangled, missing or broken.
10. Checks fire extinguisher for serviceability and expiration date.
11. Checks the first aid and Bloodborne Pathogen Kits regularly (PPE) and re-supplies when needed.
12. Ensures web cutter and emergency triangles are available.
13. Checks batteries daily to make sure flashlight is usable. (If applicable)
14. Tests the two-way radio and/or other communication device for operability.
15. Child seats are placed in vehicle properly and stowed when not in use.
16. Fills out daily defect report correctly.
17. Keeps logs up to date as trip is completed for each customer.

PERFORMANCE ENROUTE

The Vehicle Operator...

1. Does not slouch in the seat while driving. Arms are not on or out of the window frame.
2. Both hands are on the steering wheel at the 9 and 3 or the 10 and 2 position. Gets the big picture.
3. Clothing should be appropriate for job.
4. Uses seat belt correctly and requires correct use of seat belt for all customers.
5. Gets out and looks behind vehicle, for obstacles, before backing.
6. Adjusts mirrors before leaving base (for safety and visibility).
7. Keeps eyes moving to continually scan and evaluate the road conditions and right of way.
8. Uses signals for all maneuvers in traffic.
9. Leaves an out when stopped in traffic.
10. Does not jerk the vehicle when stopping and starting. Uses the brakes without stomping or slamming (stops vehicle smoothly).
11. Presses the brakes slightly to warn tailgaters to slow down or uses flashers when coming to a quick stop.
12. Does not whip around corners. Slows down to 2 to 5 miles per hour when turning corners. Positions vehicle for

- proper safe turns. (Squares the corner.)
13. Does not travel too slow or too fast for conditions on the road or for the posted speed limit.
 14. Does not enter intersection without proper caution, uses the four second rule.
 15. Keeps safety cushion under control.
 16. Slows down when green light has been green for some time at a distance.
 17. Slows down when approaching an intersection with a light that has been green for several seconds with the anticipation of the light changing.
 18. Signals at proper distance for an intended turn.
 19. Cancels signal when maneuver is completed.
 20. Seats customers according to ADA requirements.
 21. Does not allow profanity or misbehavior in the vehicle.
 22. Signals and moves vehicle into the right lane, turns on emergency flashers and slows down, comes to a complete stop prior to white line, turns off heater air conditioner, opens doors, looks both ways, listens for trains if clear close the door, turn heater or air conditioner and proceeded, once you have cleared the tracks turn off flashers and proceeded.
 23. Comes to a complete stop prior to leaving private property.
 24. Checks mirrors, looks over shoulder, signals, moves into passing lane, signals, and returns to proper lane.
 25. Keeps on schedule safely but does not jeopardize safety for schedule.
 26. Only transports customer on route schedule. No unauthorized customers or stops.
 27. Checks mirrors, looks over shoulders, signals, moves into passing lane, signals and returns to proper lane.
 28. Maintains a safe distance when following someone in all weather conditions.

CUSTOMER DISCHARGE:

The Vehicle Operator...

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

MANAGEMENT REVIEWS

CONTRACT MONITORING AND OVERSIGHT REVIEW VEHICLE OPERATOR/EMPLOYEE TRAINING

Buncombe County is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective transportation services for citizens through Mountain Mobility. In keeping with this obligation and as a recipient of federal and state funds, it is the policy of the County of Buncombe to assure that safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner. Performance of the contractor and compliance with the terms and conditions of resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB.

To verify the contractor's compliance with FTA and NCDOT regulations and policies, contract monitoring and oversight review will include periodic reports submitted by the contractor to Buncombe County, supplemented by periodic oversight inspections. A checklist of Reports and inspections applicable to compliance with this section are identified in Appendix H, as well as the basis for submitting each report (e.g., monthly, quarterly).

Appendix H also includes Buncombe County's Certification of Review form outlining all reports reviewed during the period, inspections conducted, and related documentation. The certification includes results of the review and outlines any corrective actions required. Electronic copies of all reports, inspections, and documentation are maintained on Buncombe County's secured network system.

SECTION 3

SAFETY DATA ACQUISITION/ANALYSIS

SAFETY DATA ACQUISITION/ANALYSIS DESCRIPTION OF ELEMENT

Understanding safety data is an important step toward allocating resources to implement Safety Program elements. The collection, maintenance, and distribution of safety data relative to system operation is a key function of the public transportation system. Safety data relative to public transportation operations can be used to determine safety trends in system operation. The data include information gathered from within the system on safety-related events (passenger injuries/claims, employee injuries, accidents, incidents, and preventability). Vehicle operator reports/logs can be an important source for identifying safety problems (dangerous stop locations, vehicle equipment problems, route safety problems, and other issues). Used as part of the Hazard Resolution Process, safety data collection and analysis can be used to identify hazards before they cause accidents. The data may help improve system performance, not only in respect to safety, but also in overall delivery of service to the customers. Trend analyses of data can help determine the effectiveness of implemented safety initiatives.

The responsibilities for providing, receiving, processing and analyzing data should be listed here and can be general or specific, based on the needs of the public transportation system.

Safety Management Systems

The Federal Transit Administration (FTA) is committed to building a 21st-century safety regulatory program with Safety Management Systems (SMS) as its foundation. An SMS is composed of four (4) functional components: Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. The SSP achieves most goals of an SMS and will be modified, as federal guidance is provided, to incorporate all elements necessary to serve in this capacity.

Safety Policy is the foundation of the organization's safety management system. It clearly states the organization's safety objectives and sets forth the policies, procedures, and organizational structures necessary to accomplish the safety objectives. The safety policy clearly defines management and employee responsibilities for safety throughout the organization. It also ensures management is actively engaged in the oversight of the system's safety performance by requiring regular review of the safety policy, budget and program by a designated accountable executive. The SSP serves as the Safety Policy for Mountain Mobility.

Safety Risk Management requires development of processes and procedures to provide an understanding of the public transportation system's operations and maintenance to allow individuals to identify hazards associated with those systems. Once hazards are identified, other procedures must be developed under safety risk management to analyze and assess the risk resulting from these hazards, as well as to institute controls to reduce or eliminate the risks from these hazards. The SSP, in combination with Mountain Mobility Policies and Procedures Manuals relating to operations and maintenance, address Safety Risk Management.

Safety Assurance ensures the performance and effectiveness of safety risk controls established under safety risk management. Safety assurance is designed to ensure the organization meets or exceeds its safety objectives through the collection, analysis, and assessment of data regarding the organization's performance. Safety assurance also includes inspection activities to support oversight and performance monitoring. The SSP establishes collection, analysis, and assessment procedures to provide oversight and monitor performance to achieve Safety Assurance.

Safety Promotion requires a combination of training and communication of safety information to employees to enhance the organization's safety performance. This includes formal safety training for employees, a formal means of communicating safety information, and a means for employees to raise safety concerns without fear of

retribution. The SSP spells out practices and of training and, in combination with Mountain Mobility Policies and Procedures Manuals, provides guidance on communicating information between employees and managers in order to address Safety Promotion.

The Table below, outlines the statutory provisions and the associated SSP requirements and SMS pillars.

TABLE 2—CROSSWALK BETWEEN THE STATUTORY REQUIREMENTS FOR SAFETY PLANS AND THE PILLARS OF SMS

Statutory provision	Safety plan must include:	SMS Pillar
49 U.S.C. 5329(d)(1)(A)	“a requirement that the board of directors (or equivalent entity) of the recipient approve the agency safety plan and any updates to the agency safety plan”.	Safety Management Policy.
49 U.S.C. 5329(d)(1)(B)	“methods for identifying and evaluating safety risks throughout all elements of the public transportation system of the recipient”.	Safety Risk Management.
49 U.S.C. 5329(d)(1)(C)	“strategies to minimize exposure of the public, personnel, and property to hazards and unsafe conditions”.	Safety Risk Management.
49 U.S.C. 5329(d)(1)(D)	“a process and timeline for conducting an annual review and update of the safety plan of the recipient”.	Safety Assurance.
49 U.S.C. 5329(d)(1)(E)	“performance targets based on the safety performance criteria and state of good repair standards”.	Safety Management Policy.
49 U.S.C. 5329(d)(1)(F)	“assignment of an adequately trained safety officer who reports directly to the general manager, president, or equivalent officer of the recipient”.	Safety Management Policy.
49 U.S.C. 5329(d)(1)(G)	“a comprehensive staff training program for the operations personnel directly responsible for safety of the recipient”.	Safety Promotion.

SAFETY PLAN PURPOSE

The SSP has many beneficial purposes for employees and customers. The SSP provides:

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

SAFETY OBJECTIVES

In the public transportation environment, when properly applied, the SSP:

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

TRANSIT SYSTEM SAFETY PHILOSOPHY NCDOT SAFETY PHILOSOPHY STATEMENTS

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

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

- Preventing personal injuries and accidents is good business.

SAFETY GOALS

As a public transportation provider in North Carolina, public transportation systems should utilize and uphold statewide safety goals. These goals include:

- Instilling a safety attitude and a safe workplace/customer service environment
- Establishing a commitment to safety
- Developing and maintaining a comprehensive, structured safety program
- Developing and maintaining safety standards and procedures
- Providing formalized safety training
- Reducing accident and injury rates
- Selecting equipment that promotes and enhances safety
- Safeguarding hazards
- Making necessary changes in the system to uphold safety
- Establishing an incentive/reward program that rewards safe employee practices
- Increasing employee safety awareness
- Applying new research and development in safety efforts
- Meet NCDOT PTD minimum training standards

These goals help create a proactive safety culture supporting employee safety and safe system operation through motivated compliance with rules and procedures and the appropriate use and operation of equipment.

SAFETY FUNCTIONS ACTION PLAN

This plan lists the actions a system can use in developing and carrying out a safety and emergency response program. When all aspects are implemented, the action plan can help a system to address emergency and fire prevention requirements that will protect people, property and the environment.

Safety Functions of Facilities Manager (Safety/Training Manager)

- Provide training to all employees regarding their roles in all safety and emergency plans;
- Provide training to all employees on re-fueling and emergency response plans for the LP station;
- Conduct quarterly drills to exercise the emergency response plans;
- Annually (within 12 months from the prior drill) conduct emergency rescue from confined space drill;
- Ensure personnel are properly trained and equipped to carry out safety and emergency plans;
- Monthly testing of each fire alarm (with notification to supervisors before the test(s));
- Fire alarm systems maintenance; and
- Conduct all other actions required in the SSP to implement, develop and maintain an effective Emergency Response Plan.

Safety Functions of the Maintenance Manager (Fleet Manager)

- Ensure appropriate personnel are trained in the proper procedures for chemical handling and storage procedures, potential ignition sources (such as boilers, gas fired equipment, welding, etc.) and their control procedures, and the type of fire protection equipment or systems installed to prevent or control ignitions or fires;
- Express responsibility for the maintenance of equipment and systems installed to prevent or control ignitions or fires;
- Control of fuel source hazards; and

- Having written maintenance procedures available in the Maintenance Office.

Overall System Fire Prevention Functions (Facility)

- The entire facility should be protected by an automatic water sprinkler system;
- Inspection and maintenance procedures are maintained by the maintenance manager; and
- Smoking is not permitted in the facility.

See also Section 6, Security, and Appendix G, Emergency Evacuation and Fire Prevention Plan Training.

SAFETY RESPONSIBILITIES OF SPECIFIC POSITIONS

Management

Management will demonstrate support for the safety program through every visible means, including:

- Providing a safe and healthful work place.
- Providing personal protective equipment as well as machine guards and safety devices commensurate with the state of the art.
- Reviewing accident records and accomplishments of the safety program with the Safety Committee.
- Evaluating effectiveness of the safety program.
- Participating directly and/or indirectly in safety activities as may be required to maintain the enthusiasm and interest off all concerned.
- Abiding by safety rules and regulations when exposed to conditions governed by the rules.
- Directing that any flagrant disregard of safety rules and regulations by employees be grounds for dismissal as outlined in Personnel Policy.

General Manager

Under the direction of the General Manager there is:

- An active Safety Committee, consisting of supervisors, program managers and other designated persons, meeting on a scheduled basis.
- A thorough and effective Accident Investigation to include reporting and recording procedures, and a written report on actions taken to prevent recurrence of accidents, including action taken against individual violators of safety rules and practices.
- A training program for employees and supervisory personnel directly related to avoiding a possible injury or illness in the area of assigned operations.
- A periodic audit of all premises, equipment, and, materials so that recommendations can be developed to obtain compliance with established standards.
- A communications system established and maintained to ensure that all personnel responsible for safety matters are kept abreast of new standards or procedures published by the Department of Labor.
- Specific goals established for the safety program, with progress toward those goals measured on a monthly basis. Copies of monthly progress reports are forwarded to the General Manager.

The seven steps to achieving your safety policy are accomplished through:

- A SSP;
- A Safety Coordinator/Officer;
- A Safety Committee;
- Employee Training and Supervision;
- Employee Safety Meetings;

- Accident Investigation; and
- Departmental Self-Inspection.

The General Manager is directly responsible for all safety efforts in the organization. Enthusiasm and faith in the safety program must be such as to maintain the interest and support of all employees. This attitude is reflected down through the Supervisors and Program Managers to the individual workers. The specific accident prevention duties include the following:

- Active participation and direction in the planning of details for accident prevention which will bring the best results for all employees. Expansion and adaptation of program and procedures to all departments within the organization.
- Demonstrated support of the program through personal participation and through approval of necessary expenditures for such items as personal protective equipment, mechanical guards, good lighting, good ventilation, and other physical improvements to the working environment, as well as expenditures for safety training materials, awards and incentives, etc.
- Continuing review of the effectiveness of accident prevention efforts in various sections, with necessary follow-up and bolstering of efforts when required.

Safety Coordinator Responsibility (Safety/Training Manager)

Implement and administer the safety program.

- Serve as the Safety Officer;
- Maintain records as necessary to comply with laws and objectives of the safety program including:
- Reports of Injury, Illness or Accident;
- Supervisor's Accident Investigation Reports;
- Required OSHA forms;
- Safety Meeting Minutes;
- Safety Meeting Reports;
- Office Safety and Inspection Reports; and
- Safety Program Status Reports.
- Conduct quarterly safety meetings;
- Complete the Safety Meeting Report and submit to the General Manager after each Safety Meeting (see
- Appendix D, Mountain Mobility Quarterly Safety Meeting Report);
- Report any employees that miss a mandatory safety meeting to the Operations Manager;
- Chair/conduct quarterly Safety Committee Meeting and conduct/complete Office Safety and Inspection
- Report (see form in Appendix D);
- Submit status reports to the Safety Committee;
- Make periodic visits to all buildings/operations to assist and consult in developing safe work methods, accident investigations, training, and other technical assistance;
- Analyze accident reports and investigations;
- Promote "safety awareness" in all employees through stimulating educational training programs;
- Compliance with all OSHA, state and local laws, and established safety standards;
- Assist Supervisors in all matters pertaining to safety;
- Maintain contact with available sources of topical safety information such as American Society of
- Safety Engineers, National Safety Council, NCALGESCO, NC Department of Labor, and NC Industrial
- Commission;

- Provide training programs for Supervisors;
- Represent management in the implementation of the Safety Policy;
- Recommend immediate corrective action in cases of hazardous operations; and
- Submit Accident/Incident Reports to NCDOT PTD Safety & Training Unit.

Operations Manager

The Operation Manager has a direct supervisory relationship with the vehicle operators and dispatchers and intimate knowledge of operating procedures. The Operations Manager is charged with the responsibilities of quality and quantity of production within the department, and therefore are responsible for the work conduct of same. The Operations Manager should be afforded the necessary tools and knowledge to carry out their duties with efficiency and safety.

The Operations Manager shall:

- Assist in conducting quarterly safety meetings;
- Meet individually with any employee that missed a mandatory safety meeting to review the training materials;
- Prepare a memo (signed by the Operations Manager and employee) to the training file confirming the employee received all information provided at the safety meeting;
- Have a thorough knowledge of the SSP;
- Provide instruction and training to employees so that they conduct their work in a safe manner (see Section 2, Driver-Employee Training);
- Make daily inspections to ensure no unsafe conditions or unsafe practices exist;
- Initiate immediate corrective action where unsafe conditions or practices are found;
- When a capital expenditure is required to make necessary corrections, prepare and submit a written report to the General Manager and Safety Officer;
- Properly complete accident reports and investigate all accidents to determine what must be done to prevent recurrence of a similar accident;
- Be familiar with procedures that must be followed in case of an emergency;
- Enforce safety rules and regulations of the organization; and
- Set a good example for safety by working in a safe manner and encouraging others to do so.

Employees

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

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

RELATIONSHIP BETWEEN SYSTEM SAFETY AND SYSTEM OPERATIONS

Management of Unsafe Conditions

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

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

Designated Safety Officer (Safety/Training Manager)

The Safety Officer (Safety/Training Manager) is the individual directly responsible for implementing the SSP. Contact information for the Safety Officer is included in Appendix A, List of Key Personnel. It is the basic responsibility of the Safety Officer to plan and conduct safe operations. **It is the duty and responsibility of each supervisor to fully orient and instruct all employees in safe practices and procedures.** The Safety Officer is expected to be a member of the Accident Review Committee and be in charge of collecting and disseminating safety data. The Accident Review Committee Peer Hearing reporting form is included in Appendix D. The Safety Officer is specifically charged with the following responsibilities for the SSP:

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

Employees

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

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

All public transportation employees are required to attend safety meetings. Safety meetings involve employees in the Safety Program and are a training opportunity. Safety meetings and committees are used to present information, discuss problems and new ideas and discuss recent accidents and injuries. In order to maintain a safe work environment, each employee shall commit to the following safe behaviors including, but not limited to:

1. Wearing the prescribed uniform and safety shoes as required, including required safety vest;

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

COMPUTER DATA ENTRY SAFETY PROCEDURES

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

- Adjust seat height and backrest angle to fit the user in a seated position.
- Adjust footrest for proper height and angle.
- Screens should have adjustable height and tilt.
- Screens should be arranged so that they are never higher than eye level for users.
- Position documents roughly perpendicular to the line of sight using a document holder.
- Adjust keyboard (should be detached in order to allow for positioning) to fit the operator.
- Use anti-glare screens.
- Users should maintain correct hand and wrist posture when entering data.
- Users should learn work habits that reduce risks and be aware of early symptoms of repetitive motion illness as this develops over an extended period of time.
- A footstool may be used as a footrest for petite operators.
- Frequent work breaks should be taken after continuous work periods requiring more than five (5) hours of screen viewing time, constant rapid muscular action, fixed positions on jobs that are highly repetitive.

OFFICE SAFETY PROCEDURES

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

- Do not place computers, calculators, or adding machines too close to the edge of desk or other surfaces.
- Machines that tend to move during operation should be fastened down or secured with rubber feet/mats.
- Electric office machines should be equipped with three-prong electrical cords.
- Avoid stretching cords between desks or across aisles.
- Electrical cords and phone lines should be secured to prevent tripping hazards.
- Never store combustible office materials in HVAC closets or electrical rooms.
- Do not permit floor coverings to become tripping hazards.
- Keep floors clean, cleaning up all spills on floors immediately and picking up any tripping hazards.
- Place wastebaskets where they will not present a tripping hazard.
- Never stack anything so high as to obstruct vision and make sure stacks are not within 18 inches of ceiling sprinkler heads.
- Know where building emergency exits are located and do not use these areas for storage.
- File drawers should be closed immediately after use so no one can run into or trip over them.
- Only one file drawer should be opened at a time to prevent the cabinet from falling forward.

- Entryway steps should be marked with contrasting colors.
- Be sure electrical equipment is grounded and the cord is in good condition.
- If a machine is shocking or smoking, unplug it and immediately report the defect.
- The use of portable electric, gas or other heating devices is prohibited.
- Be cautious as you approach doors that open in your direction.
- Slow your pace when approaching a blind corner in a hallway.
- Do not run in corridors.
- Office tables, chairs, and desks must be maintained in good condition and remain free from sharp corners, projecting edges wobbly legs, etc.
- Never use chairs/desks/other furniture as a ladder; use a ladder but do not use the top two steps.
- Do not lean forward in a roller chair to pick up an object.
- Keep the blades of paper cutters closed when not in use.
- Never run power cords under carpet or chair pads.

See also Appendix G, Procedures for Facility and Vehicle Security and Workplace Security Assessment Form.

SAFE LIFTING PROCEDURES

Preserve your back health by using the following lifting strategies:

- Before lifting a load, think of other means of moving it using a device that can help you to pull, push or roll the load.
- Have firm footing and make sure the standing surface that you are on is not slippery.
- Determine the best way to hold the load using handles, gripping areas or special lifting tools.
- Get a firm grip on the load.
- Keep your back straight by tucking your chin in.
- Tighten your stomach muscles and lift with your legs.
- Lift the load slowly.
- Hold the load as close to the body as possible; be sure you position the load close to the body before lifting.
- Do not twist during your lift or when moving the load. Turn with your feet rather than your back.
- Set the load down gently, using your legs and keeping your back as straight as possible.
- Be sure your fingers are out of the way when putting the load down and when moving the load through tight spaces.
- Ask for help if you need it and use lifting tools and devices whenever they are available.

HAZARD IDENTIFICATION AND ANALYSIS METHODOLOGY

Hazard Assessment Matrix

The Hazard Identification/Resolution Process provides a mechanism by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to management.

After the magnitude and likelihood of a possible accident due to apparent hazards have been assessed, the list will be prioritized into risk categories. As illustrated in the Hazard Assessment Matrix, the Safety Officer along with the Operation Manager, Fleet Manager and General Manager will determine each hazard to be:

- Unacceptable or undesirable (management decision required);
- Acceptable with management review; or
- Acceptable without management review.

The investigators (Fleet Manager, Operations Manager and Safety Manager) will report back to the General

Manager with a description of the hazard and a recommendation on how the potential hazard should be categorized. This assessment is to be recorded and become part of the public transportation system's Accident/Incident activities. The investigators are to be prepared to discuss several alternative solutions to each safety problem and its associated costs. These procedures are established to expedite the process of implementing solutions.

The order of priority in finding solutions for potential hazards is: elimination of the hazard; control of the hazard; and acceptance of the hazard. Measures that may be recommended by management to counteract potential hazards may include:

- Design changes;
- Warning devices; and/or
- Safety procedures.

When attempting to mitigate a potentially hazardous situation, management staff must conduct trade-off analyses that take into account safety issues and costs, potential losses and service impacts. For this reason, resolution strategies must be flexible to match an appropriate solution.

The *Material Safety Data Sheets (MSDS) for Hazardous Materials* are located in the main lobby of the operations office in the 'Right to Know Center' along with the 'Right to Know' informational guides.

HAZARD ASSESSMENT MATRIX		
Frequency of Occurrence	Hazard Categories	
	Critical I	Marginal II
A Frequent	I A	II A
B Remote	I B	II B

Hazard Risk Index	
I A	Unacceptable or Undesirable (Management Decision Necessary)
II A, I B	Acceptable with Management Review
II B	Acceptable without Management Review

POTENTIAL WORK SITE HAZARDS IDENTIFICATION POLICY

Monthly or More Often: The Safety Officer will conduct an OSHA Monthly Building Emergency Inspections (see form in Appendix D) to identify any work site hazards and confirms emergency exit lights, fire extinguishers and other safety equipment are in working order.

Annually or More Often: The designated supervisor at each employee work site shall identify at least annually any potential Occupational Safety or Health Hazards at that work site.

Immediately: Any time a new substance, process, procedure, or piece of equipment is introduced that presents a potential hazard or a hazard is identified during a safety inspection, an updated identification must be completed immediately. A copy of the completed Hazards Identification shall be posted at the work site and must be reviewed with any new employee assigned to that work site before the new employee begins to work and will be recorded in the employee's training record. A copy of the completed Potential Work Site Hazards Identification and Certification Form (see Appendix D) must also be forwarded to the Safety Officer for review action and for file for follow-up inspections.

PERSONAL PROTECTIVE EQUIPMENT (PPE) HAZARD ASSESSMENT AND CERTIFICATION FORM

The Personal Protective Equipment (PPE) Hazard Assessment and Certification form will be used to determine if employees are potentially exposed to the list of items. The form guides the user through a thought process. First the user checks yes or no to whether the employee is exposed to the particular hazards during any part of the employees' job duties. If the employee is exposed to the hazard, then it must be determined if the hazard can be eliminated and still get the work done. If the hazard cannot be eliminated, then it must be determined if the method or equipment be changed to eliminate the hazard. If the method or equipment can be changed to eliminate the hazard, the method or equipment will be changed. If the hazard cannot be eliminated, then it must be determined if the conditions are such that adding a guard would protect the employee from the hazard, noting that many times machinery or equipment can be successfully guarded. If a guard would protect the employee from the hazard, indicate a guard is being installed to protect the employee from the hazard.

The last column refers to Personal Protective Equipment (PPE). The appropriate type of PPE the employee will be required to use to protect him/herself from the particular hazard must be specifically listed. Such PPE may include: hard hats to protect the head from falling objects; safety shoes to protect against having objects dropped on or rolled over toes; respirators; safety glasses or face shields (to protect the eyes and face); hearing protection; chaps and other PPE for protection when using chain saws; etc. These are examples of the specific types of PPE that would commonly be listed. After deciding on the appropriate PPE, the employee must be provided with the PPE and trained in its correct use and care. Records must be kept of all training including date, topic of training, instructor and participants.

The Hazard Assessment form must be signed by the person completing or certifying it is correct. The form should be reviewed when new equipment is considered, when changes are made in the processes or if the employee receives new job duties. If employees are affected by any of these changes, and additional PPE is required, then list it on the assessment form and train the employee in the newly required PPE.

The Safety Officer will review the form annually, at a minimum, to determine if it is still correct. The Safety Officer will date and sign the form certifying the form is correct.

Included in Appendix D are the Employee Personal Protective Equipment (PPE) Training and Certification Form and the Bloodborne Pathogens Exposure Control Plan (including method of implementation and housekeeping and disposal procedures).

SAFETY TERMS AND DEFINITIONS

ACCIDENT

- An unforeseen event or occurrence that results in death, injury, or property damage (System Safety Program Training Participant's Guide)
- An incident involving a moving vehicle. Includes collisions with another vehicle, object or person (except suicides) and derailment/left roadway. This also includes Personal Casualties incidents on the vehicle and entering/exiting the vehicle. (Federal Transit Administration (FTA) - Safety Management Information Statistics (1999 SAMIS Annual Report)(2000) <http://transit-safety.volpe.dot.gov/publications/default.asp>)
- Occurrence in a sequence of events that produces unintended injury, death or property damage. Accident refers to the event, not the result of the event. (National Safety Council (NSC), National Safety Council Statistics Glossary [online](Research & Statistics, 25 July 2000[15 March 2002]); <http://www.nsc.org/lrs/glossary.htm>)

HAZARD

- Any real or potential condition that can cause injury, death or damage to or loss of equipment or property - theoretical condition - identified before an incident actually occurs (FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>)

INCIDENT

- An unforeseen event or occurrence which does not necessarily result in death, injury, contact or property damage (FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>)
- Collisions, personal casualties, derailments/left roadway, fires, and property damage greater than \$1,000 associated with transit agency revenue vehicles and all transit facilities (FTA - Safety Management Information Statistics (1993 SAMIS Annual Report) (1995) <http://transit-safety.volpe.dot.gov/publications/default.asp>)

RISK

- Probability of an accident multiplied by the consequences of an accident (often in \$) (System Safety Program Training Participant's Guide)
- Exposure or probable likelihood of a hazard (accident, crisis, emergency or disaster) occurring at a system. Risk is measured in terms of impact and vulnerability (FTA - Critical Incident Management Guidelines (1998) <http://transit-safety.volpe.dot.gov/publications/default.asp>)

SAFETY

- Freedom from those conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment (Military Standard 882-D)
- Freedom from danger (FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>)

SECURITY

- Precautions taken to guard against crime, attack, sabotage, espionage, etc. (The Learning Network, Inc., A-Z Dictionary [online](2000-2002[15 March 2002]) <http://www.infoplease.com>)
- Freedom from intentional danger (FTA - Implementation Guidelines for State Safety Oversight of Rail Fixed Guideway Systems (1996) <http://transit-safety.volpe.dot.gov/publications/default.asp>)

SYSTEM SECURITY

- All activities associated with providing security to public transportation patrons and securing public transportation property including supervision and clerical support. Includes patrolling revenue vehicles and passenger facilities during revenue operations; patrolling and controlling access to yards,

buildings and structures; monitoring security devices; and, reporting security breaches (US Department of Transportation, Bureau of Transportation Statistics, Transportation Expressions [online](1996[15 March 2002]) <http://www.bts.gov/btsprod/expr/expsearch.html>)

MANAGEMENT REVIEWS

CONTRACT MONITORING AND OVERSIGHT REVIEW SAFETY DATA ACQUISITION/ANALYSIS

Buncombe County is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective public transportation services for citizens through Mountain Mobility. In keeping with this obligation and as a recipient of federal and state funds, it is the policy of the County of Buncombe to assure that safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner. Performance of the contractor and compliance with the terms and conditions of resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB.

To verify the contractor's compliance with FTA and NCDOT regulations and policies, contract monitoring and oversight review will include periodic reports submitted by the contractor to Buncombe County, supplemented by periodic oversight inspections. A checklist of reports and inspections applicable to compliance with this section are identified in Appendix H, as well as the basis for submitting each report (e.g., monthly, quarterly).

Appendix H also includes Buncombe County's Certification of Review form outlining all reports reviewed during the period, inspections conducted, and related documentation. The certification includes results of the review and outlines any corrective actions required. Electronic copies of all reports, inspections, and documentation are maintained on Buncombe County's secured network system.

SECTION 4

DRUG AND ALCOHOL ABUSE PROGRAMS

DRUG AND ALCOHOL PROGRAM OVERVIEW

Purpose

To provide an overview established guidelines that ensure a safe, healthy and productive drug-free work environment for the employees of Mountain Mobility.

Scope

The Drug and Alcohol Policy affects and applies to all employees.

Overview

Being under the influence of a drug or alcohol while on the job poses serious safety and health risks to the drug or alcohol user, employees, customers, and the general public; therefore, Mountain Mobility has established the following policy to ensure a drug-free work environment:

- Mountain Mobility has zero tolerance for the use of alcohol, illegal substances, or the misuse of prescription medications during work hours or the presence of these substances in the body during work hours regardless of when consumed.
- Drug and alcohol tests may be administered pre-employment (drug only), re-entry, post-accident, for cause, or at random.
- The Medical Review Officer will make the final decision as to a positive or negative test result. A positive test result will result in immediate termination.
- Failure to submit to a drug/alcohol test when requested or leaving the test site without completing the test is grounds for immediate termination. Other behaviors will be considered a refusal; tampering with the specimen or not reporting for a drug test without a valid reason immediately following an accident.
- An ongoing drug free awareness program to inform employees is established, begins with their initial agency orientation, and then continues on an annual basis.
- All employees receive 1 hour of substance abuse awareness education as presented by the
- Safety/Training Manager. All supervisory personnel receive 1 hour of substance abuse awareness education from the Safety/Training Manager and 1 hour of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse as presented by a Substance Abuse Professional.
- Each employee will sign a statement of understanding that, as a condition of employment under grants providing funding for his/her position, the employee will abide by the terms of the drug free workplace statement and notify Mountain Mobility in writing of his/her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such a conviction.
- An employee may voluntarily come forward and ask for rehabilitation counseling. The employee would be suspended without pay until a Substance Abuse Professional could certify that the employee is fit to return to duty. Any employee with a substance abuse problem is encouraged to seek help through the Employee Assistance Program.
- Whenever the Drug and Alcohol Policy is changed or revised all employees will be briefed on the policy. All training will be properly documented in the employee's training records.

Administration

The General Manager will administer this policy.

Drug and Alcohol Program

“*Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations*,” as implemented by 49 CFR Part 655 (August 2001), as amended, and to be read in conjunction with 49 CFR Part 40, requires all subrecipients receiving Federal Transit Administration funds under Capital Grant, Urbanized Area Formula Grant, or Non-Urbanized Area Formula Grant Programs to have a drug and alcohol testing program in place for all safety sensitive employees.

In addition, the U.S. Department of Transportation has issued 49 CFR Part 40, "*Procedures for Transportation Workplace Drug and Alcohol Testing Programs*," which prescribes testing methods to be followed.

Certification must be signed by the subrecipient's governing board or other authorized individual or body in compliance with the above. Failure to certify compliance with the drug and alcohol rules will result in jeopardizing federal funding from FTA. In addition, an FTA grant recipient is subject to criminal sanctions and fines for false statements or misrepresentation under Section 1001 of Title 18 of the U.S. Code.

Drug and Alcohol Regulations

NCDOT subrecipients of specific Federal Transit Administration (FTA) funding must establish and maintain a Drug and Alcohol Testing Program in accordance with 49 CFR Part 655, and in consonance with 49 CFR Part 40.

To ensure compliance with FTA Drug and Alcohol Testing Program requirements public transportation providers must:

- Establish an anti-drug use and alcohol misuse program as outlined in 49 CFR § 655.11-12;
- Establish an education and training program for all covered employees as outlined in 49 CFR § 655.14;
- Establish and provide written notice to every covered employee, of the employer's anti-drug and alcohol misuse program policy, in accordance with 49 CFR § 655.15 -17;
- Establish a program that provides testing for prohibited drugs as outlined in 49 CFR § 655.21;
- Establish a program that provides testing for alcohol as outlined in 49 CFR § 655.31-35, and in conjunction with 49 CFR Part 40;
- Comply with the testing requirements as detailed in 49 CFR § 655.41-62;
- Maintain in a secure location, with controlled access, all records of its anti-drug and alcohol misuse program as detailed in 49 CFR § 655.71, and in accordance with records disclosure instructions provided in 49 CFR § 655.73; and
- Annually prepare, maintain, and electronically complete and submit a Drug and Alcohol Management Information System (DAMIS) Report reflecting the results of its anti-drug and alcohol misuse testing programs performed for the previous calendar year. Public transportation agencies complete this report electronically. The NCDOT PTD will provide DAMIS Report preparation instructions, along with a public transportation agency user ID# and Password to all FTA Section 5311 subrecipients, upon receipt from FTA.

To ensure NCDOT subrecipient compliance with FTA mandated Drug and Alcohol Testing Program and the Drug-Free Workplace requirements, the NCDOT:

- Periodically reviews each public transportation agency's Drug and Alcohol Program Policy for compliance;
- Conducts on-site visits to review all aspects of each public transportation agency's Drug and Alcohol

Program that cannot be accomplished via desktop audit, such as compliance with program management requirements, records maintenance and storage review, ensuring that all applicable Drug and Alcohol Program regulations are readily available, reviewing documentation of employee training, collector compliance with regulations, and reviewing any other program compliance requirements;

- Provide technical assistance in all matters pertaining to public transportation agency Drug and Alcohol
- Program management as requested, or deemed to be appropriate;
- Provide employee/supervisor training, such as “Reasonable Suspicion Referral for Supervisors” and other program related training as available/required;
- Monitor public transportation agency Drug and Alcohol program management activities via accessing and reviewing the 3rd Party Administrator (TPA) Website;
- Monitor collection sites for compliance with FTA Drug and Alcohol Testing Program requirements; Coordinate efforts that would eventually allow individual public transportation agencies to review their
- Drug and Alcohol Testing Program activities via accessing the current TPA website;
- Collect, compile, and review all data necessary to validate each public transportation agency’s Drug and Alcohol Management Information System (DAMIS) Report. Each public transportation agency prepares this report electronically. The NCDOT reviews each report and then electronically forwards the data to FTA prior to March 15 of each year.

Drug-Free Workplace Act

The Drug-Free Workplace Act of 1988, as well as Section 44-107-30, S.C. Code of Laws (1976), as amended, requires all grantees receiving grants from any state agency to certify they will maintain a drug-free workplace.

See Appendix E for the Substance Abuse Policy for Mountain Mobility adopted by the Buncombe County Board of Commissioners.

MANAGEMENT REVIEWS

CONTRACT MONITORING AND OVERSIGHT REVIEW DRUG AND ALCOHOL ABUSE PROGRAMS

Buncombe County is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective transportation services for citizens through Mountain Mobility. In keeping with this obligation and as a recipient of federal and state funds, it is the policy of the County of Buncombe to assure that safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner. Performance of the contractor and compliance with the terms and conditions of resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB.

To verify the contractor's compliance with FTA and NCDOT regulations and policies, contract monitoring and oversight review will include periodic reports submitted by the contractor to Buncombe County, supplemented by periodic oversight inspections. A checklist of Reports and inspections applicable to compliance with this section are identified in Appendix H, as well as the basis for submitting each report (e.g., monthly, quarterly).

Appendix H also includes Buncombe County's Certification of Review form outlining all reports reviewed during the period, inspections conducted, and related documentation. The certification includes results of the review and outlines any corrective actions required. Electronic copies of all reports, inspections, and documentation are maintained on Buncombe County's secured network system.

SECTION 5

VEHICLE MAINTENANCE

NCDOT POLICY MEMORANDUM

TO: Community Transportation Systems

FROM: NCDOT/PTD SUBJECT: Maintenance Plan

Recipients must keep Federally-funded equipment and facilities in good operating order.

Recipients must have a written maintenance plan. The maintenance plan should identify the goals and objectives of a maintenance program, which may include vehicle life, frequency of road calls, maintenance costs compared to total operating costs, etc. The maintenance program should also establish the means by which such goals and objectives will be obtained.

At a minimum, the plan should designate the specific goals and objectives of the program for preventive maintenance inspections, servicing, washing, defect reporting, maintenance-related mechanical failures, warranty recovery, vehicle service life, and vehicle records. The program must address the particular maintenance cycles for each capital item.

Recipients must have records showing when periodic maintenance inspections have been conducted on vehicles and equipment. Include information showing that the periodic maintenance program meets at least minimum requirements of the manufacturer.

Maintenance of ADA elements may be incorporated in the regular maintenance plan or addressed separately. At a minimum, the grantee must demonstrate that such features as lifts, elevators, ramps, securement devices, signage, and communications equipment are maintained and operational. The recipient is required to develop a system of maintenance checks for lifts on non-rail vehicles to ensure proper operation. Additionally, a recipient is required to remove an accessible van with an inoperable lift from service before the next day, unless no spare vehicles are available to replace that vehicle. When a vehicle with an inoperable lift is operated, the vehicle must not be in service for more than five (5) days.

Recipients must keep written maintenance plans and checklist systems, as well as maintenance records for accessible equipment.

Recipients are required to maintain systems for recording warranty claims and enforcement of such claims. Recipients should have written warranty recovery procedures. The warranty recovery system should include warranty records and annual summaries of warranty claims submitted.

Federally funded equipment needs to be maintained whether operated directly by a recipient or by a third-party contractor. When a recipient has contracted out a portion of its operation, a maintenance plan for Federally-funded equipment should be in existence and be treated similarly to a recipient-operated service. In those cases, the third-party contractor must have in place a system to monitor the maintenance of federally funded equipment.

PREVENTIVE MAINTENANCE STANDARDS

All vehicles, wheelchair lifts and installed equipment, system owned or operating under contract with the system, is placed on a comprehensive preventive maintenance program for the purpose of increasing safety and reducing operational costs.

Preventive Maintenance Plan

The Preventative Maintenance Plan should consist of:

- Making preventive maintenance arrangements
- Conducting Pre/Post-Trip Inspections for vehicle operators
- Completing corresponding inspection checklists
- Utilizing AssetWorks Fleet Management to document, schedule and track equipment maintenance
- Maintaining maintenance records on file for each vehicle
- Completing statistical reporting
- Reporting common problems
- Utilizing manufacturers' Preventive Maintenance Guidelines Manual
- Keeping all maintenance records for the life of the vehicle to include three (3) years after disposition
-

*Note: The Preventive Maintenance Program has been developed for the purpose of safety, reliability and vehicle use longevity. The guidelines are not designed to interfere with or violate the Manufacturer's Warranty Maintenance Schedule.

AssetWorks Preventive Maintenance Schedules for all vehicle types in the Mountain Mobility fleet are provided in Appendix F.

MAINTENANCE RECORDS

Mountain Mobility will retain all records pertaining to maintenance, service, warranty and other documents as required for vehicles, wheelchair lifts and associated equipment. The records will be maintained for at least the life of the vehicle which includes three (3) years after the vehicle's disposal.

Maintenance Records Include:

- AssetWorks Fleet Management Program documentation
- Documents showing vehicle identity
- Documents showing vehicle, wheelchair lift and installed equipment completed maintenance and inspection dates
- Documents showing mileage
- Documents identifying the contractor that provides non-owned vehicles
- Documents showing maintenance contractors' names and addresses
- Vehicle Accident Reports
- Documents notifying NCDOT of a fatal accident by the close of business or end of working day
- Documents notifying NCDOT within 24 hours of a fatal death that occurs within 30 days as a result of an accident
- Documents that report to NCDOT within 48 hours all accidents/incidents
- Documents showing completion of the vehicle operator's daily Pre/Post-Trip Inspection Checklists*

* maintain the previous (5) years (Ref: 49 CFR 18.42)

VEHICLE INSPECTIONS (ANNUAL PTMS INSPECTION)

All vehicles in the Mountain Mobility fleet will be inspected on an annual basis. Vehicle inspections will be conducted by the Buncombe County General Services Department as a part of the County's contract monitoring and oversight process. Inspections will include a visual check of vehicles selected at random, wheelchair lifts and security device inspections, emergency and other on-board equipment or technology, signage, etc.

The Vehicle Inspection form is included in Appendix F. A copy of the form will be maintained on file by Buncombe County with a copy in the vehicle maintenance file.

ONBOARD SAFETY EQUIPMENT

The following items have been placed in all vehicles:

Seat Belts - An adjustable driver's restraining belt that complies with FMVSS 209 (Seat Belt Assemblies) and FMVSS 210 (Seat Belt Anchorages) regulations.

Fire Extinguisher - A fully-charged dry chemical or carbon dioxide fire extinguisher that has at least a 1ABC rating and bears the Underwriter's Laboratory, Inc. label. The extinguisher should be accessible and must be securely mounted in a visible place or a clearly marked compartment.

Red Reflector - Vehicles should be equipped with three (3) portable red reflector warning devices in compliance with North Carolina Statutes. The triangle case must be mounted to the vehicle.

Web Cutter – Must be visible and easily accessible by the vehicle operator.

Bloodborne Pathogen Kit – Kit includes disposable gloves for hands, disinfectant spray for decontamination of any spill, paper towels for cleanup, absorbent powder for cleanup, approved bags & containers for proper disposal, dust pan, brush and tongs for handling sharps items, mouth and nose mask and disinfectant towelettes for immediate hand cleaning.

First Aid Kit – Kit should consist of the following items:

Bandage Compress	Sting, Kill Swabs
Gauze Pads	Instant Cold Pack
Triangular Bandages Kit	Sterile Buffered Isotonic Eyewash Kit
Gauze Bandages	Adhesive Bandages
Triple Antibiotic Ointment	Adhesive Tape
CPR Micro-shield Rescue Breather & Gloves	Disposable Gloves
Rescue Blanket	Burn Spray
Alcohol Wipes	Scissors

Optional On-Board Safety Response Equipment

5 Emergency Notification Cards
1 pry bar

- 1 flashlight and a set of extra batteries
- 1 set of jumper cables
- 1 spare tire plus appropriate jack and lug wrench

VEHICLE MAINTENANCE AND DAILY VEHICLE INSPECTIONS

A transit system must always retain records indicating vehicles have been properly inspected and maintained. All vehicle records shall be maintained for the life of the vehicle and retained for an additional three (3) years. The County reserves the right to inspect vehicles, equipment, and records associated with vehicles and equipment at any time in order to ensure proper maintenance and safe operating conditions.

Vehicle Maintenance

Mountain Mobility shall maintain all vehicles at a minimum in accordance with standards and schedules established by the vehicle manufacturer, including both preventive maintenance and corrective maintenance programs, and/or in accordance with the state's preventive maintenance guidelines at a minimum (available upon request). Where duplicate standards exist, Mountain Mobility shall be required to maintain vehicles in accordance with the stricter standards. Mountain Mobility shall use its best efforts to schedule maintenance at times that do not interfere with normal passenger service.

Daily Vehicle Inspections

Daily inspections shall include, but not be limited to: (1) physical damage report; (2) exterior checks (wipers, mirrors, tires, lights, cleanliness, etc.); (3) interior checks (seat belts, accessibility and securement equipment, emergency and safety equipment (i.e. web cutters, blood borne pathogens kit, etc.), horn, lights, heating/air conditioning, brakes, cleanliness, vehicle registration and inspection, etc.); and (4) engine checks (oil, battery, radiator, wiper wash, belts, hoses, etc.).

For customer comfort, heating and air-conditioning units on all vehicles must be kept in proper working order. Vehicles failing the daily inspection will not be used in service until the reason for failure is corrected. All practices, materials supplies, and equipment shall comply with the Federal Occupational Safety and Health Act, as well as any applicable federal, state and/or local safety or environmental codes. The inspection categories detailed above are listed on all required daily vehicle inspection forms.

Every vehicle operator must complete a pre-trip vehicle inspection prior to operating any vehicle and a post-trip vehicle inspection prior to concluding their shift, or at any time they have finished driving the vehicle for the day. All safety defects and body damage must be noted. Failure to do so may hold that employee responsible for any accident related damage. A copy of the Daily Vehicle Inspection (DVI) form is included in Appendix F.

All DVI sheets (i.e. Post-trip Sheet, Pre-trip Sheet, etc.) conducted by vehicle operators must be completed fully, signed, and submitted to the Fleet Manager at the end of their assigned shift. The Fleet Manager will review the submitted DVI sheets the following day to guarantee that no detected vehicle problems go unnoticed and are repaired immediately. If a vehicle problem is documented within a DVI sheet the Fleet Manager will take that particular vehicle out of service until it can be repaired. Repairs will be scheduled within 48 hours of the problem being detected. If the repairs cannot occur within 48 hours of detection due to unforeseen delays the Fleet Manager will document on the DVI sheet the reasoning for postponement.

The Fleet Manager will document on the DVI sheet the date and time of when a problem is detected, reviewed by fleet Management, as well as when it was repaired. DVI sheets portraying vehicle problems and their repairs will

be filed along with the appropriate vehicle repair invoices within the individual vehicle maintenance records located in the Fleet Manager's Office. All other DVI sheets will be maintained in the individual vehicle maintenance records located in the Fleet Manager's Office, but will be stored in a file labeled "Regular DVI's". All DVI sheets will be maintained throughout the life of the vehicle. After vehicles have met their useful life and have been disposed, their DVI sheets will be stored for an additional three (3) years.

PREVENTIVE MAINTENANCE PLAN

Vehicle preventive maintenance is a term used to describe the performance of regularly scheduled maintenance procedures to a vehicle to reduce the possibility of malfunctions. Mountain Mobility will maintain all vehicles and wheelchair lifts in the best possible operational conditions. This will be accomplished by adhering to and/or exceeding the vehicle manufacturer's recommended minimum maintenance requirements which is reflected in the following section of this plan.

Buncombe County's contractor is required, by contract, to maintain all vehicles and wheelchair lifts in the best possible operational condition. Vehicles and other equipment are leased to Mountain Mobility's operations contractor in accordance with the terms and conditions of the contract and lease agreement entered into by the parties. The lease is further construed as a subcontract of the agreements between the NCDOT and Buncombe County. The lease agreement fully sets out all requirements for maintenance, cleaning, markings, inspections, safety, insurance, and other requirements of the contractor, and is available for inspection by the NCDOT or other interested parties upon request.

All Vehicle Preventive Maintenance records are maintained in each individual vehicle maintenance file located in the Fleet Manager's Office. This information includes, but is not limited to: Inspection Sheet-Preventive Maintenance Guide and Checklist; Preventive Maintenance and Inspection Sheet; Preventive Maintenance Inspection Report; Wheelchair Lift Preventive Maintenance Schedule; Emergency Equipment on Vehicles and Usage information; and Preventive Maintenance vehicle repair records.

The vehicle preventive maintenance schedules, located in Appendix F, detail the minimum maintenance standards set forth by the appropriate vehicle manufacturers for each model and year contained within the fleet. As fleet vehicles meet their useful life and are replaced the preventive maintenance schedule will be updated by removing outdated information and adding current vehicle manufacturer preventive maintenance recommendations.

AssetWorks Preventive Maintenance Schedules for all vehicle types in the Mountain Mobility fleet are provided in Appendix F.

VEHICLE MARKING POLICY

All vehicles shall have markings and decals as required in Mountain Mobility's Vehicle Marking Policy. Vehicles shall further comply with the NCDOT Policy Guidance for Vehicle Identification Markings dated October 20, 2011. Copies of both documents are included in Appendix F.

MANAGEMENT REVIEWS

CONTRACT MONITORING AND OVERSIGHT REVIEW VEHICLE MAINTENANCE

Buncombe County is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective transportation services for citizens through Mountain Mobility. In keeping with this obligation and as a recipient of federal and state funds, it is the policy of the County of Buncombe to assure that safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner. Performance of the contractor and compliance with the terms and conditions of resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB.

To verify the contractor's compliance with FTA and NCDOT regulations and policies, contract monitoring and oversight review will include periodic reports submitted by the contractor to Buncombe County, supplemented by periodic oversight inspections. A checklist of Reports and inspections applicable to compliance with this section are identified in Appendix H, as well as the basis for submitting each report (e.g., monthly, quarterly).

Appendix H also includes Buncombe County's Certification of Review form outlining all reports reviewed during the period, inspections conducted, and related documentation. The certification includes results of the review and outlines any corrective actions required. Electronic copies of all reports, inspections, and documentation are maintained on Buncombe County's secured network system.

APPENDICES

Appendix A

General Information

RESOLUTION NO. 18-05-10

**RESOLUTION APPROVING REVISIONS TO THE
SYSTEM SAFETY PLAN (SSP)
FOR MOUNTAIN MOBILITY, BUNCOMBE COUNTY'S COMMUNITY TRANSPORTATION SYSTEM**

WHEREAS, the strategic safety goals of the Federal Transit Administration and the North Carolina Department of Transportation (NCDOT) promote the public health and safety by working toward the elimination of transportation related deaths, injuries and property damage; and

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

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

WHEREAS, the development and implementation of System Safety Plans by Community Transportation systems is a fundamental step toward these goals and vision, and the North Carolina Board of Transportation requires Community Transportation Systems like Mountain Mobility that receive federal and/or state funds to have an approved System Safety Plan which includes provision for local system safety data collection and reporting; and

WHEREAS, the Buncombe County Board of Commissioners adopted the System Safety Program Plan for Mountain Mobility on July 20, 2004, and has approved subsequent revisions to the plan as needed; and

WHEREAS, the System Safety Plan outlines requirements necessary to ensure continuation of operations in six core areas, including driver/employee selection, training, safety data acquisition analysis, substance abuse program, vehicle maintenance, and security; and

WHEREAS, based on recommendations from the NCDOT, certain revisions are necessary to update Mountain Mobility's SSP to the current form and content required by the NCDOT; and

WHEREAS, the Board of Commissioners feels it is in the best interests of the citizens of Buncombe County to support and approve the policies and elements presented in the revised System Safety Plan for Mountain Mobility.

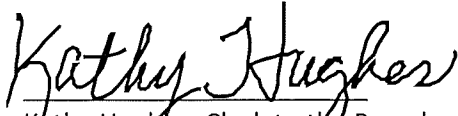
NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners for the County of Buncombe as follows:

1. That the Buncombe County Board of Commissioners hereby approves the attached revisions to the System Safety Plan (SSP) for Mountain Mobility, Buncombe County's Community Transportation System.

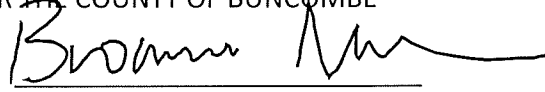
2. That this Resolution is effective upon its adoption.

Adopted this 15th day of May, 2018.

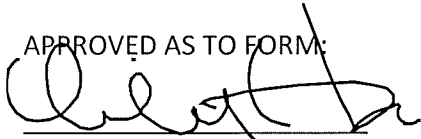
ATTEST:


Kathy Hughes, Clerk to the Board

BOARD OF COMMISSIONERS
FOR THE COUNTY OF BUNCOMBE

By: 
Brownie Newman, Chairman

APPROVED AS TO FORM:

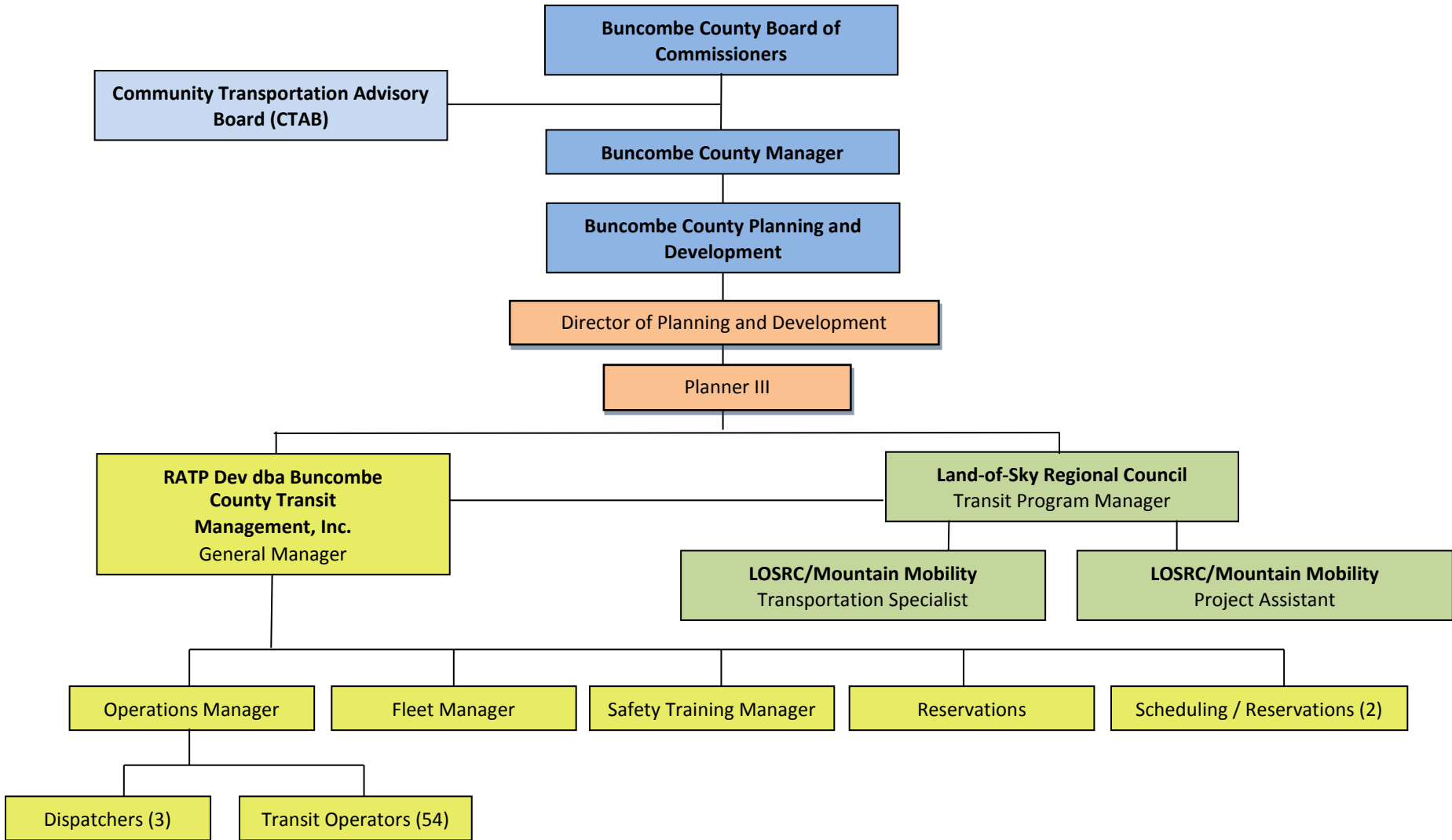

County Attorney

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

Policy/Procedure Name	SSP#	Revision #	Date	Description
Mountain Mobility SSPP Document		1	April 2015	See 2015 Annual Management Review Report for Detailed Summary
Other than general updates, the only policy-driven changes related to updates to the NCDOT Policy Guidance for Minimum Training Standards, the Title VI Policy and the new Reasonable Modification of Policies and Procedures required by 49 CFR Parts 27 and 37.	Section 2			NCDOT Policy Guidance for Minimum Training Standards dated May 23, 2014
	App. C			Lesson Plan 4 - Education on Title VI Policy and Employee Acknowledgement Forms
	App. C			Lesson Plan 10 – Training on Making Reasonable Accommodations
Policy/Procedure Name	SSP#	Revision #	Date	Description
Mountain Mobility SSPP Document		2	April 2016	See 2016 Annual Management Review Report for Detailed Summary
Other than general updates, the only policy-driven changes related to updates to incorporate NCDOT memo regarding compliance of training lesson plans with the NCDOT Training Toolkit, as well as an update to reference Safety Management System (SMS) requirements of the FAST Act regarding.	Section 1			Added reference to 3/8/2016 NCDOT Memo in description of SSPP.
	Section 2			Added copy of 3/8/2016 NCDOT Memo
	Section 3			Added description and outline of SMS requirements.
Policy/Procedure Name	SSP#	Revision #	Date	Description
Mountain Mobility SSPP Document		3	January 2018	See 2018 Annual Management Review Report for Detailed Summary
The only policy-driven changes related to updates to incorporate NCDOT directive regarding removal of the term “common wheelchair” and incorporation of the amended Substance Abuse Policy for Mountain Mobility.	App. C			Lesson Plan 15 & 16 - Replaced the term “common wheelchair” with “mobility device”
	App. E			Include Amended Substance Abuse Policy for Mountain Mobility, effective 1/9/2018
Policy/Procedure Name	SSP#	Revision #	Date	Description
Mountain Mobility SSP Document		4	May 2018	See 2018 Annual Management Review Report for Detailed Summary
Modifying the language to reflect the NCDOT PTD requirement that the Board of Commissioners adopt any annual reviews and updates of the SSP.	General Information			See System Safety Plan (SSP), Security Element & Annual Management and Review
Clarification of the wheelchair lift procedure to best explain when the vehicle operator will move between	Section 2			See Wheelchair Lift and Wheelchair Mobility Device Securement Procedures

vehicle interior/exterior during the operation of the lift.				
Clarification that alcohol testing is not included in pre-employment testing, consistent with federal regulation, local policy, and Mountain Mobility practice.	Section 4			See Drug and Alcohol Program Overview
Clarification of the NCDOT PTD requirement that Mountain Mobility vehicles purchased using state grant funds are to remain in control of vehicle operators who have the minimum required public transportation training (even in a disaster event during which Mountain Mobility serves under the EMS director). Mountain Mobility vehicle operators and EMS personnel who have the minimum required public transportation training may operate any vehicle for which NCDOT PTD holds the lien during a disaster event. EMS personnel may operate any vehicle for which the NCDOT PTD and FTA do not have any financial interest even when not having received the minimum required public transportation training.	Section 6			See Disaster Readiness.
Policy/Procedure Name	SSP#	Revision #	Date	Description

Mountain Mobility Organizational Structure



MOUNTAIN MOBILITY
LIST OF KEY PERSONNEL

Name	Position	Location	Direct Dial	Email
Buncombe County Transit Management, Inc. (Operations)				
Elaina Carter	General Manager	Mtn. Mobility/Riverside Dr.	250-6742	elaina.carter@ratpdev.com
Antonio Folston	Operations Manager	Mtn. Mobility/Riverside Dr.	250-6770	antonio.folston@ratpdev.com
Mickey Burnette	Fleet Manager	Mtn. Mobility/Riverside Dr.	250-6741	mickey.burnette@ratpdev.com
Jesse Padgett	Safety/Training Manager	Mtn. Mobility/Riverside Dr.	250-6753	jesse.padgett@ratpdev.com
Land-of-Sky Regional Council (Administration)				
Vicki Jennings	Transit Program Manager	Mtn. Mobility/Land-of-Sky	251-7437	vicki@landofsky.org
Buncombe County Planning Department (Contract Management/Oversight)				
Nate Pennington	Planning Director	Buncombe Co. Planning Dept.	250-4830	nathan.pennington@buncombecounty.org
Matthew Cable	Planner III	Buncombe Co. Planning Dept.	250-4829	matthew.cable@buncombecounty.org
William High	Planner II	Buncombe Co. Planning Dept.	250-4844	william.high@buncombecounty.org

Appendix B

Vehicle Operator/Employee Selection

**MOUNTAIN MOBILITY
JOB DESCRIPTIONS FOR SAFETY SENSITIVE PERSONNEL
AND REVIEW DATES**

- 1. Transit Vehicle Operator - Continuously Reviewed**
- 2. Transit Dispatcher- Continuously Reviewed**
- 3. Fleet Manager- Continuously Reviewed**
- 4. Safety/Training Manager - Continuously Reviewed**
- 5. Operations Manager- Continuously Reviewed**
- 6. General Manager- Continuously Reviewed**

1. TRANSIT VEHICLE OPERATOR JOB DESCRIPTION

The transit vehicle operator job involves the safe operation of a transit vehicle; assisting passengers from door to door; securing wheelchairs and other assistive devices properly and securely; and completing information on the schedule/manifest with required trip information. Employees will undergo an initial training period and receive annual refresher training. Training provided includes, but is not limited to: first aid; adult and infant CPR; emergency treatment plans; vehicle training including inspections, communications equipment, securement of child restraint devices; defensive driving; passenger relations; safety; anti-drug and alcohol misuse education programs; and sensitivity training. Drivers are assigned daily schedules to provide service in accordance with established procedures.

EXAMPLES OF WORK:

The transit vehicle operator operates a specialized vehicle to provide transportation to individuals to get to appointments and to access healthcare or other community services. Mobile communication equipment will be utilized to maintain correspondence between the Mountain Mobility base and the vehicle. If applicable, this job may include work associated with attending to children on vehicles.

KNOWLEDGE, SKILLS AND ABILITIES:

The ideal candidate should have a working knowledge of geographical layout of Buncombe County as to location of streets, important buildings, and other destinations. The ideal candidate should also have working knowledge of the operation of mobile radio equipment. Transit vehicle operators must have the ability to bend, stoop, pull and get in and out of vehicle frequently.

DESIRABLE EXPERIENCE AND TRAINING:

The ideal candidate must possess a valid license as required for the operation of vehicles used in service; must have at two (2) years' driving experience.

ADDITIONAL INFORMATION:

Prior to being hired, potential employees must adhere to pre-employment screening processes such as a drug screening and the authorization of a criminal background check. Must be at least twenty-one (21) years of age or older; must submit to a criminal background check. Once hired the employee must commit to following FTA mandated laws and regulations. Drug-Free Workplace. Federal drug and alcohol testing performed.

2. TRANSIT DISPATCHER JOB DESCRIPTION

Work involves receiving incoming calls related to the dispatch and control of vehicles and providing accurate and timely transmittal of information regarding schedules and services, including possible emergencies, accidents, and incidents. Work involves using a computerized routing and scheduling software program to monitor vehicles and trips. After an initial, supervised training period, employees are assigned a shift to receive calls and dispatch vehicles in accordance with established procedures. Employee must use considerable independent judgment and initiative, including responses in emergency situations, and must be properly acquainted with service requirements and responsibilities. Assists with overall office operations.

EXAMPLES OF WORK:

Operates a specialized communication system. Uses telephone and computer programs.

KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of geographical layout of Buncombe County as to location of streets, important buildings, and other destinations. Working knowledge of the operation of communication equipment. General knowledge of computer systems and ability to learn routing and scheduling software program. General knowledge of related communication commission regulations.

DESIRABLE EXPERIENCE AND TRAINING:

Some experience in clerical or communication work. Graduation from high school; or an equivalent combination of experience and training.

ADDITIONAL INFORMATION:

Prior to being hired, potential employees must adhere to pre-employment screening processes such as a drug screening and the authorization of a criminal background check. Must be at least twenty-one (21) years of age or older; must submit to a criminal background check. Once hired the employee must commit to following FTA mandated laws and regulations. Drug-Free Workplace. Federal drug and alcohol testing performed.

3. FLEET MANAGER JOB DESCRIPTION

Work involves the provision of, or arrangement for, transit fleet management in accordance with NCDOT and FTA requirements or regulations. Specific fleet management responsibilities include, but are not limited to, preventative maintenance, corrective maintenance, and warranty maintenance. Work involves using computerized programs to monitor vehicles, trips, maintenance, and other operational statistics, review of inspection reports, evaluation of vehicle fleet for performance, and scheduling vehicle maintenance, vehicle body repairs, repairs to communication equipment, etc., as well as follow-up evaluations and documentation. Employee must use considerable independent judgment and initiative, and must be properly acquainted with service requirements and responsibilities.

EXAMPLES OF WORK:

Provides or arranges coordination with vehicles manufacturers or 3rd party maintenance providers to ensure all Mountain Mobility vehicles meet or exceed recommended maintenance standards. Employee uses communication system, telephone, and computer programs to coordinate maintenance efforts.

KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of geographical layout of Buncombe County as to location of streets, important buildings, and other destinations. Experience in training in applicable subject areas. Knowledge of vehicle maintenance and repairs and ability to coordinate maintenance and repair with outside vendors. Working knowledge of the operation of communication equipment. General knowledge of computer systems and ability to learn routing and scheduling software program and spreadsheets. General knowledge of related communication commission regulations.

DESIRABLE EXPERIENCE AND TRAINING:

Must be licensed and hold all certificates necessary for training, or be able to obtain such within six (6) months of employment. Experience with vehicle maintenance and repair. Some experience in clerical work. Graduation from high school; or an equivalent combination of experience and training.

ADDITIONAL INFORMATION:

Prior to being hired, potential employees must adhere to pre-employment screening processes such as a drug screening and the authorization of a criminal background check. Must be at least twenty-one (21) years of age or older; must submit to a criminal background check. Once hired the employee must commit to following FTA mandated laws and regulations. Drug-Free Workplace. Federal drug and alcohol testing performed.

4. SAFETY MANAGER/TRANSIT TRAINER JOB DESCRIPTION

Work involves the provision of or arrangement for transit training in accordance with NCDOT and FTA requirements or regulations. Specific training responsibilities include, but are not limited to, the safe operation of a transit vehicle; securing wheelchairs and other assistive devices; completion of manifest and other required documentation; adult and infant CPR; emergency treatment plans; vehicle training including inspections, communications equipment, securement of child restraint devices; defensive driving; passenger relations; safety; anti-drug and alcohol misuse education programs; and sensitivity training. Work involves conducting on-road planned and random evaluation of vehicle operator performance and quality monitoring. Work involves follow-up evaluations and ongoing documentation related to training activities. Employee must use considerable independent judgment and initiative, and must be properly acquainted with service requirements and responsibilities.

EXAMPLES OF WORK:

Provides or arranges for training for new hires, retraining, and recertification as applicable. Uses communication system. Uses telephone and computer programs.

KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of geographical layout of Buncombe County as to location of streets, important buildings, and other destinations. Experience in training in applicable subject areas. Working knowledge of the operation of communication equipment. General knowledge of computer systems and ability to learn routing and scheduling software program and spreadsheets. General knowledge of related communication commission regulations.

DESIRABLE EXPERIENCE AND TRAINING:

Must be licensed and hold all certificates necessary for training, or be able to obtain such within six (6) months of employment. Some experience in clerical work. Graduation from high school; or an equivalent combination of experience and training.

ADDITIONAL INFORMATION:

Prior to being hired, potential employees must adhere to pre-employment screening processes such as a drug screening and the authorization of a criminal background check. Must be at least twenty-one (21) years of age or older; must submit to a criminal background check. Once hired the employee must commit to following FTA mandated laws and regulations. Drug-Free Workplace. Federal drug and alcohol testing performed.

5. OPERATIONS MANAGER JOB DESCRIPTION

- Performs technical, administrative, and professional work involving Mountain Mobility operations and services.
- Work involves initiating and executing programs and activities in assigned areas. Includes coordination of state and federal grant programs and activities.
- Direct supervision of all Mountain Mobility's operations employees including vehicle operators and dispatchers.
- Coordinate with Mountain Mobility's scheduling department to ensure logical and efficient routes are being built while maintaining quality customer service.
- Direct supervision of Mountain Mobility's FTA mandated substance abuse management and compliance program.
- Indirect supervision of remaining administrative staff while the General Manager is present. Direct supervision of remaining administrative staff while the General Manager is absent.
- Supervision may also be exercised over subordinate technical personnel on an assigned project.
- Assists in providing liaison communications with agencies, passengers, the community, and Buncombe County officials and staff.
- Responsible for preparing reports and other documents as needed.
- Assists with development and enforcement of applicable regulations, policies and procedures.
- Assists in coordinating the overall components of Mountain Mobility and promotes and publicizes the transportation system.
- Assists in the implementation of general planning projects.
- Maintains records and prepares periodic and special reports.
- Prepares charts, maps, graphs, and other illustrative material for meetings.
- Assists in documenting information related to state and federal grant programs and activities.
- Uses communication system, telephone and computer programs.
- Manages multiple tasks simultaneously.
- Assists and performs related work as required.

DESIRABLE EXPERIENCE AND TRAINING:

Considerable knowledge of governmental programs, laws, grants and services pertinent to rural transportation and urban transit. General knowledge of management techniques, research techniques, and reporting methods. Experienced in transit planning, management and operations. Ability to express ideas effectively orally and in writing. Ability to establish and maintain effective working relationships as necessitated by work assignment. General knowledge of geographical layout of Buncombe County as to location of streets, important buildings, and other destinations. Requires flexibility to work alternate schedules as needed.

Graduation from a four-year college or university with major course work in planning or a related field, or an equivalent combination of experience and training.

ADDITIONAL INFORMATION:

Prior to being hired, potential employees must adhere to pre-employment screening processes such as a drug screening and the authorization of a criminal background check. Must be at least twenty-one (21) years of age or older; must submit to a criminal background check. Once hired the employee must commit to following FTA mandated laws and regulations. Drug-Free Workplace. Federal drug and alcohol testing performed.

6. GENERAL MANAGER JOB DESCRIPTION

- Assists in the overall direction of the County's Community Transportation Program (CTP) in accordance with federal, state, and local policies and procedures.
- Provides daily, on-site direction for and supervision of the activities of employees engaged in the performance of duties at Mountain Mobility.
- Direct supervision of the Operations Manager, Fleet Manager, Safety/Training Manager, scheduling Department, and Operations Administrative Staff.
- Performs various personnel management duties which include: evaluating subordinate's performance and reviewing their performance appraisals; granting annual and other leave; and consulting with supervisors concerning disciplinary problems of subordinates
- Oversees program development for the CTP, including the restructure of existing programs and services and the development and implementation of new programs and services. Makes contacts with potential contracting agencies to develop new service contracts, etc.
- Works with Buncombe County staff and Mountain Mobility Operations staff to ensure good relationships and communication between staff members, agencies, and clients served.
- Monitors performance of operations, including contract assessments, daily observations, contractual compliance, drug and alcohol program requirements, etc.; participates in assessments of Mountain Mobility by contracting agencies and organizations.
- Provides staff support and services to the Buncombe County Transportation Advisory Board and Board of Commissioners.
- Assists in the coordination of planning and implementation requirements of Buncombe County's Community Transportation Services Plan.
- Assists in research, analysis, and preparation of policies, procedures, recommendations, reports, presentations, marketing, etc., regarding transportation programs and services.
- Prepares reports on vehicle operator training, employee development, accidents, incidents, and other statistical information related to the CTP as required by federal, state, and local agencies.
- Confers with County Administration and with appropriate department and unit heads concerning transportation-related issues.
- Assists in the preparation of annual budget and monitoring of operations expenditures.
- Attends meetings, training sessions, etc., to maintain current knowledge of the transportation industry; keeps Buncombe County informed of changes.
- Performs related work as required.

DESIRABLE EXPERIENCE AND TRAINING:

Considerable experience in transportation planning. Graduation from a four-year college or university with major course work in business administration, public administration, or a related field; or an equivalent combination of experience and training.

ADDITIONAL INFORMATION:

Prior to being hired, potential employees must adhere to pre-employment screening processes such as a drug screening and the authorization of a criminal background check. Must be at least twenty-one (21) years of age or older; must submit to a criminal background check. Once hired the employee must commit to following FTA mandated laws and regulations. Drug-Free Workplace. Federal drug and alcohol testing performed.



Application for Employment

Please note: Buncombe County Transit Management, Inc. is committed to maintaining a drug-free workplace. All offers of employment are contingent upon successful completion of a pre-employment drug screen. Buncombe County Transit Management, Inc. may conduct a full background, credit, and reference check on candidates for employment.

Thank you for applying for a position with Buncombe County Transit Management, Inc. It is important that you fully and accurately complete this form yourself. Our detailed screening process will disclose inaccurate, false, and/or incomplete or omitted information. This application will remain on file for 120 days. Please be certain to complete and sign the attached notification form.

PERSONAL INFORMATION:

Full Name: _____
Last First M.I.

Have you ever used another name? Yes No If yes, list all names by which you have been known by:

Position(s) for which you are applying: _____

Present Address: _____
No. Street City State Zip

Please list all previous addresses for the past three years:

Previous Address: _____
No. Street City State Zip Date(s)

Previous Address: _____
No. Street City State Zip Date(s)

Previous Address: _____
No. Street City State Zip Date(s)

Home Telephone: (_____) _____ - _____ Cell Phone: (_____) _____ - _____

Social Security #: _____ - _____ - _____ Have you ever used another Social Security Number? Yes No

Date of Birth: _____

Can you present evidence of U.S. citizenship or proof of your legal right to live and work in this country? Yes No

Drivers License #: _____ State: _____ Expiration Date: _____

Drivers license classification: C CDL-C CDL-B CDL-A Endorsements: _____

You have held a license for Less than 1 year 1-2 years 3 years or more



Application for Employment

Please detail your driving experience: _____

Have you ever been convicted for DUI? Yes No Have you ever had your license denied revoked suspended

Describe any moving violations or accidents in the past three years: _____

I am applying for: Full Time Part Time I prefer: Morning hours Afternoon hours Any

What days are you available for work? Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Are you available to work overtime, if necessary? Yes No If hired, on what date can you start work? _____

Have you ever applied to or worked for **Buncombe County Transit Management, Inc.** before? Yes No
When? _____

Do you have any friends/relatives working for **Buncombe County Transit Management, Inc.**? Yes No
Who? What relationship? _____

Do you have any commitment to another entity or person that might affect your employment with **Buncombe County Transit Management, Inc.**? Yes No

If yes, describe: _____

If hired, would you have a reliable means of transportation to and from work? Yes No

Have you ever been terminated or asked to resign from a job? Yes No If so, please explain: _____

EDUCATION, TRAINING AND EXPERIENCE:

School:	Name and Address	Years completed	Degree/Diploma	Did you graduate
High School:				<input type="checkbox"/> Yes <input type="checkbox"/> No
College:				<input type="checkbox"/> Yes <input type="checkbox"/> No
Vocational:				<input type="checkbox"/> Yes <input type="checkbox"/> No

Do you speak, write, or understand any foreign languages? Yes No If so, which? _____

Do you have any experience, training, qualifications or skills which you feel make you especially suited for work at **Buncombe County Transit Management, Inc.**? Yes No

Explain: _____

Please describe your skills: _____



Application for Employment

Employment History Section: List below ALL present and past employment for the last *ten years*, starting with your most recent employer. You *must* complete this section even if attaching a resume. Note: attach additional page(s) if necessary.

Are you employed now? Yes No If yes, may we inquire of our present employer? Yes No

Name of Employer: _____ **Type of Business:** _____

Address: _____

No Street City State Zip

Telephone number: (____) _____ - _____ Supervisor's Name: _____

Position and Duties: _____

Date of Employment: From ____/____/____ To ____/____/____ Ending wage _____/Hr

Did you operate a Commercial Mother Vehicle, or perform D.O.T. regulated safety-sensitive work? Yes No

Was termination voluntary or involuntary? Voluntary Involuntary

Exact reason for leaving: _____

Name of Employer: _____ **Type of Business:** _____

Address: _____

No Street City State Zip

Telephone number: (____) _____ - _____ Supervisor's Name: _____

Position and Duties: _____

Date of Employment: From ____/____/____ To ____/____/____ Ending wage _____/Hr

Did you operate a Commercial Mother Vehicle, or perform D.O.T. regulated safety-sensitive work? Yes No

Was termination voluntary or involuntary? Voluntary Involuntary

Exact reason for leaving: _____

Name of Employer: _____ **Type of Business:** _____

Address: _____

No Street City State Zip

Telephone number: (____) _____ - _____ Supervisor's Name: _____

Position and Duties: _____

Date of Employment: From ____/____/____ To ____/____/____ Ending wage _____/Hr

Did you operate a Commercial Mother Vehicle, or perform D.O.T. regulated safety-sensitive work? Yes No

Was termination voluntary or involuntary? Voluntary Involuntary

Exact reason for leaving: _____

Name of Employer: _____ **Type of Business:** _____

Address: _____

No Street City State Zip

Telephone number: (____) _____ - _____ Supervisor's Name: _____

Position and Duties: _____

Date of Employment: From ____/____/____ To ____/____/____ Ending wage _____/Hr

Did you operate a Commercial Mother Vehicle, or perform D.O.T. regulated safety-sensitive work? Yes No

Was termination voluntary or involuntary? Voluntary Involuntary

Exact reason for leaving: _____



Application for Employment

Have you ever, under your name or another name, been convicted of, or pleaded guilty or nolo contendere to, a felony offense? Yes No

If yes, please explain: _____

Have you ever, under your name or another name, been convicted of a crime, which resulted with your being in prison and released from prison or paroled? Yes No

If yes, explain each conviction fully, when, where and of what you were convicted and disposition of the case:

Are you currently awaiting or under indictment for a pending criminal offense? Yes No

If yes, state the nature of the crime charged, and when and where trial is pending: _____

(Note: No applicant will be denied employment solely on the grounds that they have been charged, committed, or been convicted [or pleaded guilty or nolo contendere] of a criminal offense; or, solely on an affirmative answer above.)

References: List below three persons, not related to you, who have knowledge of your work performance within the last three years. If this does not apply to you, then provide three school or personal references that are not related to you.

<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Years Known</u>
-------------	----------------	--------------	--------------------

1. _____

2. _____

3. _____

NOTICE: Thank you for completed this application form. If there is a current opening in the position(s) you are seeking and the information in your application suggests you meet minimum qualifications and are among the best qualified candidates for that position, you may be contacted for an interview. If you are interviewed, you will be informed of a final decision once the entire interview process is completed which include pre-employment drug test and will include a complete background check. If there is no opening in the position(s) you are seeking, your application will be kept active for 120 days. If you wish to be considered for employment after that time, you must reapply. Thank you for your interest in our company. Please read the following page carefully, print your name, initial, sign and date.

This certifies that this application was completed by me, at that all entries on it and information in it are true and complete to the best of my knowledge.

Signature: _____

Print Name: _____

Date: _____



Application for Employment

AUTHORIZATION FORM

Please read the following carefully, initial each paragraph, and then sign below. Please complete and sign any separate documents which may be attached.

PERSONALLY COMPLETED FORM HONESTLY AND ACCURATELY

BY MY SIGNATURE AND INITIALS PLACED BELOW, I PROMISE THAT I HAVE PERSONALLY COMPLETED THIS APPLICATION I DECLARE THAT THE INFORMATION PROVIDED IN THIS EMPLOYMENT APPLICATION (AND ACCOMPANYING RESUME, IF ANY) IS TRUE AND COMPLETE AND I UNDERSTAND THAT ANY FALSE INFORMATION OR SIGNIFICANT OMISSIONS MAY DISQUALIFY ME FROM FURTHER CONSIDERATION FOR EMPLOYMENT, AND MAY BE JUSTIFICATION FOR MY DISMISSAL FROM EMPLOYMENT IF DISCOVERED AT A LATER DATE. I UNDERSTAND THAT ANY JOB OFFER WILL BE CONDITIONAL BASED ON THE SATISFACTORY REVIEW OF MY QUALIFICATIONS INCLUDING ANY AND ALL BACKGROUD OR DRUG SCREENING WHICH MAY BE REQUIRED.

INITIALS

DRUG AND ALCOHOL SCREENING

IF THE COMPANY MAKES A CONDITIONAL JOB OFFER, I GIVE PERMISSION FOR A PHYSICAL EXAMINATION INCLUDING A PRE-EMPLOYMENT DRUG SCREEN. RESULTS WILL BE HELD IN CONFIDENCE BY BUNCOMBE COUNTY TRANSIT MANAGEMENT, INC EXCEPT WHERE RELEASE OF SUCH INFORMATION IS REQUIRED BY LAW.

INITIALS

AUTHORIZATION TO OBTAIN INFORMATION

I VOLUNTARILY AND KNOWINGLY AUTHORIZE ANY PAST EMPLOYER; EDUCATIONAL INSTITUTION; LAW ENFORCEMENT AGENCY; STATE, LOCAL, OR FEDERAL AGENCY; MILITARY BRANCH; THE NATIONAL PERSONNEL RECORDS CETER; PERSONAL REFERENCE; AND/OR OTHER PERSONS; TO GIVE RECORDS OR INFORMATION THEY MAY HAVE CONCERNING MY CRIMINAL HISTORY, MOTOR VEHICLE RECORD, EDUCATIONAL HISTORY, LICENSING, EMPLOYMENT (INCLUDING CHARACTER, EARNINGS HISTORY AND REASONS FOR TERMINATIONS) OR ANY OTHER INFORMATION REQUESTED BY BUNCOMBE COUNTRY TRANSIT MANAGEMENT, INC TO DETERMINE MY ELIGIBILITY FOR EMPLOYMENT.

INITIALS

NOTIFICATION AND COMPLIANCE WITH RULES

I AGREE TO IMMEDIATELY NOTIFY BUNCOMBE COUNTY TRANSIT MANAGEMENT, INC IF I SHOULD BE CONVICTED OF A CRIME WHILE MY JOB APPLICATON IS PENDING, OR DURING MY EMPLOYMENT IF HIRED. IF I BECOME EMPLOYED I AGREE TO COMPLY WITH THE RULES, REGULATIONS, POLICIES AND PROCEDURES OF BUNCOMBE COUNTY TRANSIT MANAGEMENT, INC.

INITIALS

AGREEMENT FOR AT-WILL EMPLOYMENT

I UNDERSTAND AND AGREE THAT NOTHING CONTAINED IN THIS APPLICATION, OR CONVEYED DURING ANY INTERVIEW WHICH MAY BE GRANTED, OR DURING MY EMPLOYMENT IF HIRED, IS INTENDED TO CREATE AN EMPLOYMENT CONTRACT BETWEEN ME AND MCDONALD TRANSIT ASSOCIATES, INC. IN ADDITION, I UNDERSTAND AND AGREE THAT IF YOU EMPLOY ME, MY EMPLOYMENT WILL BE AT-WILL, FOR NO DEFINITE OR DETERMINABLE PERIOD OF TIME, AND MAY, REGARDLESS OF THE DATE OF PAYMENT OF MY WAGES OR SALARY, BE TERMINATED AT ANY TIME, FOR ANY REASON OR FOR NO REASON AT ALL, WITH OR WITHOUT PRIOR NOTICE, AT THE WILL OF BUNCOMBE COUNTY TRANSIT MANAGEMENT, INC. OR ME. I UNDERSTAND AND AGREE THAT NO PROMISES OR REPRESENTATIONS CONTRARY TO THE FOREGOING ARE BINDING ON BUNCOMBE COUNTY TRANSIT MANAGEMENT, INC. UNLESS MADE IN WRITING AND SIGNED BY ME AND AN AUTHORISED OFFICER OF MCDONALD TRANSIT ASSOCIATES, INC. I PROMISE THAT I HAVE NOT RELIED, AND WILL NOT RELY, ON ANY ORAL OR WRITTEN STATEMENTS TO THE CONTRARY. I UNDERSTAND AND AGREE THAT THIS IS THE ENTIRE AGREEMENT BETWEEN ME AND BUNCOMBE COUNTY TRANSIT MANAGEMENT, INC. REGARDING THE TERM OF MY EMPLOYMENT AND REPLACES ANY OTHER ORAL OR WRITTEN AGREEMENT OR UNDERSTANDING.

INITIALS

Buncombe County Transit Management, Inc. is an equal opportunity employer. It is the policy of this company to consider all job applications on the basis of merit without regard to race, color, religion, sex, age, national origin, ancestry, marital status, disability or any other protected characteristic.



MOUNTAIN MOBILITY
Buncombe County Transit Management, Inc.

Pre-Employment Testing Verification Form

Mountain Mobility Policy:

A negative drug test result shall be required prior to employment.

All person's applying for employment positions requiring the performance of safety-sensitive functions must be asked if they have tested positive or refused to test on a pre-employment test for a DOT covered employer during any period during the two (2) years prior to the date of the employee's application or transfer.

Have you tested positive or refused to test on a pre-employment test for a DOT covered employer during any period during the two (2) years prior to this date?

Yes No

Interview Date: _____

Applicant Name: _____

Signature: _____

Interview Staff: _____



MOUNTAIN MOBILITY
Buncombe County Transit Management, Inc.

Certification of No Drug and Alcohol Testing
By Previous DOT-Regulated Employers

I understand that FTA regulations 49 CFR Part 40.25 require Buncombe County/Mountain Mobility to request information from DOT-regulated employers who have employed me during any period during the two years before the date of my application or transfer to Mountain Mobility.

I hereby certify that I have not been employed by any company or organization that was subject to DOT-regulated drug or alcohol testing requirements during any period during the past two years prior to my application date with Buncombe County/Mountain Mobility.

I further certify that I have not tested positive or refused to test on any pre-employment drug or alcohol test administered by an employer to which I applied, but did not obtain, safety-sensitive transportation work covered by DOT agency drug and alcohol testing rules during the past two years.

Signature: _____

Date: _____

Printed Name: _____



MOUNTAIN MOBILITY
Buncombe County Transit Management, Inc.

Request/Consent Form for the Release of Information from Previous DOT-Regulated Employers for Drug and Alcohol Testing Information—49 CFR Part 40 Drug and Alcohol Testing

Section I. To be completed by the new employer, signed by the employee, and transmitted to the previous employer:

Employee Printed or Typed Name: _____

Employee SS Number: _____

I hereby authorize release of information from my Department of Transportation regulated drug and alcohol testing records by my previous employer, listed in *Section I-B*, to the employer listed in *Section I-A*. This release is in accordance with DOT Regulation 49 CFR Part 40, Section 40.25. I understand that information to be released in *Section II-A* by my previous employer, is limited to the following DOT-regulated testing items:

1. Alcohol tests with a result of 0.04 or higher;
2. Verified positive drug tests;
3. Refusals to be tested;
4. Other violations of DOT agency drug and alcohol testing regulations;
5. Information obtained from previous employers of a drug and alcohol rule violation;
6. Documentation, if any, of completion of the return-to-duty process following a rule violation.

Employee Signature: _____ Date: _____

I-A.
 New Employer Name: _____

Address: _____

Phone #: _____ Fax #: _____

Designated Employer Representative: _____

I-B.
 Previous Employer Name: _____

Address: _____

Phone #: _____

Designated Employer Representative (if known): _____

Section II. To be completed by the previous employer and transmitted by mail or fax to the new employer:

II-A. In the two years prior to the date of the employee's signature (in Section I), for DOT-regulated testing ~

- | | |
|---|------------------------|
| 1. Did the employee have alcohol tests with a result of 0.04 or higher? | YES ___ NO ___ |
| 2. Did the employee have verified positive drug tests? | YES ___ NO ___ |
| 3. Did the employee refuse to be tested? | YES ___ NO ___ |
| 4. Did the employee have other violations of DOT agency drug and alcohol testing regulations? | YES ___ NO ___ |
| 5. Did a previous employer report a drug and alcohol rule violation to you? | YES ___ NO ___ |
| 6. If you answered "yes" to any of the above items, did the employee complete the return-to-duty process? | N/A ___ YES ___ NO ___ |

NOTE: If you answered "yes" to item 5, you must provide the previous employer's report. If you answered "yes" to item 6, you must also transmit the appropriate return-to-duty documentation (e.g., SAP report(s), follow-up testing record).

II-B.
 Name of person providing information in *Section II-A*: _____

Title: _____

Phone #: _____

Date: _____

Appendix C

Vehicle Operator/Employee Training

Lesson Plan #1
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Payroll, Personnel & Attendance (1.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard provides in written form the continuing instruction that a new temporary employee with Buncombe County will experience to begin employment.

INSTRUCTIONAL MATERIALS

1. McDONALD TRANSIT PERSONNEL AND FINANCE DOCUMENTS
2. MOUNTAIN MOBILITY PROCEDURES MANUAL
3. OFFICE SUPPLIES: CLIPBOARD, PEN, PENCIL, MARKER, PAD, TRAINING FILES AND MAILBOX
4. CLASSROOM: LECTURE STAND, CHAIRS, DESKTOP COMPUTER, TV, VCR, DVD PLAYER, PROJECTION SCREEN, DRY ERASE BOARD & MARKERS, CORKBOARD AND FILE CABINET

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN RELATE INFORMATION HOW TO BEGIN AS A NEW TRANSIT TEMPORARY EMPLOYEE

SPEAKER(S)

1. OPERATIONS MANAGER
2. SAFETY TRAINER
3. GENERAL MANAGER (CONTINGENT ON AVAILABILITY)

LESSON INTRODUCTION

1. THIS TRAINING IS A BRIEFING ON NEW EMPLOYEE WELCOME AND THEIR INITIAL QUESTIONS OR CONCERNS

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL/HANDOUTS
3. PLAY RELATED VIDEOS
4. ENTERTAIN CLASS QUESTIONS/COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #2
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Introduction & Orientation to Manual (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard provides in written manual form (divided into sections and attachments) procedures for use by employees. It opens with a Mission statement and closes with Definitions & Acronyms use.

INSTRUCTIONAL MATERIALS

1. TRAINER'S MASTER TRANSPORTATION MANUAL
2. STUDENT/CADET VEHICLE OPERATORS ISSUED COPY OF TRANSPORTATION MANUAL

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE INTRODUCTION AND ORIENTATION OF THEIR WRITTEN EMPLOYEE PERSONNEL MANUAL

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON THE ISSUED PERSONNEL MANUAL WILL ENABLE A STUDENT TO KEEP AND REFER TO IT AS A DEPENDABLE EMPLOYEE GUIDE

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. ISSUE STUDENT MANUALS FOR THEIR RETENTION
4. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #3
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Passenger Sensitivity (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard explains the fragile customer/client population transported daily and the need for vehicle operators to be sensitive in nature, both verbally and physically, with same.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. *PROJECT ACCESS* VIDEO
3. HANDOUTS

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE SENSITIVE NATURE OF WORKING WITH A DISABLED OR ELDERLY CLIENT/RIDER POPULATION

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON THE DESCRIPTIONS OF CLIENT/RIDER POPULATION INCLUDES THEIR PHYSICAL, MENTAL AND SOCIAL ABILITIES, AND ALSO THE TIERED CATEGORIES OF TRANSPORTATION CARE PROVIDED FOR EACH ONE

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #4
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Service Description & Passenger Guidelines (1.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard provides the service description, community service routes, and customer rights, behavior & responsibilities, as well as, complaints, comments & suggestion concerns.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. *STARTS* SERVICE VIDEO
3. HANDOUTS

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE LIMITATIONS AND ALLOWANCES OF SERVICE DESCRIPTION AND PASSENGER GUIDELINES
2. EMPLOYEE CAN DESCRIBE TITLE VI POLICY AND HAS SIGNED FORM CONFIRMING RECEIPT OF THE POLICY

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON PASSENGER SERVICE GUIDELINES OF BUNCOMBE COUNTY WILL REVEAL RESTRICTIONS TO CERTAIN AREAS, DESTINATIONS, AND TRIPS DEPENDING ON ELIGIBILITY AND AVAILABILITY
- 2. TRAINING ON COMPLAINT PROCEDURES FOR BOTH GENERAL COMPLAINTS AND COMPLAINTS FALLING UNDER THE TITLE VI POLICY**

CLASS PLANS

1. TRAINER LECTURE
2. MANAGER LECTURE
3. DISPLAY WRITTEN MANUAL
4. VIDEO PRESENTATION
5. DISPERSE HANDOUTS
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #5
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Harassment Policy (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard expressly forbids harassment because of age, race, sex, color, religion, handicap, national origin or political affiliation.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF HARASSMENT POLICY GOVERNING EMPLOYEES

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON THE HARASSMENT POLICY BEGINS BY DESCRIBING UNACCEPTABLE PERSONAL CONDUCT. SEXUAL HARASSMENT IS DEFINED BY FEDERAL GUIDELINES AS UNWELCOME SEXUAL ADVANCES

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #6
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Workplace Violence Prevention (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard describes the important adherence to the Employee Guideline Safety Policy concerning Workplace Violence: Prevention, Response and Recovery as required by FTA.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF HARASSMENT AND EMPLOYEE SAFETY POLICIES

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON HOW VEHICLE OPERATORS SHALL ADHERE TO WORKPLACE SAFETY POLICIES FOR VIOLENCE PREVENTION INCLUDE: SELF-CONTROL, COMMUNICATING, DIFFUSING, AND REPORTING.

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #7
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Hazard Communication and Hazardous Material Training
(.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard describes the hazardous material program and hazardous identification resolution process in the employee workspace.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. *MATERIAL SAFETY DATA SHEETS*
5. *EMERGENCY RESPONSE GUIDEBOOK*

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE BY WHICH HAZARDS ARE IDENTIFIED THAT COULD POTENTIALLY IMPACT THE OPERATING SYSTEM ALONG WITH THE LOCATION OF THE 'RIGHT TO KNOW CENTER' CONTAINING THE AFFECTED *MATERIAL SAFETY DATA SHEETS*
2. EMPLOYEE CAN DESCRIBE PPE AVAILABLE AND ITS APPROPRIATE USE FOR ALL HAZARDOUS MATERIALS IN THE FACILITY

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON VEHICLE OPERATOR'S COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF THE NATIONAL ENVIRONMENTAL ACT OF 1969 AND OTHER LAWS OR ORDERS PROTECT THEM

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. TOUR 'RIGHT TO KNOW STATION' SHOWING HUMAN AND ENVIRONMENTAL PROTECTIONS
6. REVIEW COPY OF *EMERGENCY RESPONSE GUIDEBOOK*
7. INTERACT WITH PPE IN DESIGNATED AREAS

LESSON PLAN 7 - CONTINUED

8. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #8
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Bloodborne Pathogens Exposure Control Plan (1.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard is committed to providing a safe and healthy work environment for all staff by eliminating or minimizing occupational exposure to bloodborne pathogens.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. BLOOD PATHOGEN EXPOSURE CLEAN-UP KIT/PPE

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE ELEMENTS OF THE COUNTY EXPOSURE CONTROL PLAN INCLUDING CLEANUP
2. EMPLOYEE CAN DESCRIBE PPE AVAILABLE AND ITS PROPER USE FOR A VARIETY OF OPIM SPILLS

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON THE BLOODBORNE PATHOGEN EXPOSURE CONTROL PLAN: CLEANUP, RISK, UNIVERSAL PRECAUTION, ENGINEERING/WORK PRACTICES, PERSONAL PROTECTIVE EQUIPMENT, HOUSEKEEPING, DISPOSAL

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL WITH EXPOSURE CONTROL PLAN FROM *OSHA* STANDARD
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. DESCRIBE UNIVERSAL PRECAUTIONS AND MATERIALS AND SHOW CLEAN-UP KIT CONTENTS AND DEMONSTRATE PERSONAL PROTECTIVE EQUIPMENT AND TOUR HOUSEKEEPING/DISPOSAL STATIONS
7. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #9
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Substance Abuse Policy (1.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard describes the purpose of the Substance Abuse Policy, Anti-Drug & Alcohol Misuse Education Programs *including effects and consequences of prohibited drug use as effort to prevent substance abuse by safety-sensitive employees.*

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *FTA REGULATIONS 49 CFR PART 655.14(B)*

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE SUBSTANCE ABUSE POLICY INCLUDING: TESTING REQUIREMENTS & PROCEDURES, AND EDUCATION & TRAINING PREVENTION

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON BUNCOMBE COUNTY'S SUBSTANCE ABUSE POLICY FOR SAFETY-SENSITIVE EMPLOYEES
2. SATISFY THE TRUST ITS CITIZENS HAVE IN ITS TRANSPORTATION SERVICES BY KEEPING ITS WORKPLACE FREE OF DRUG ABUSE AND ALCOHOL MISUSE

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL INCLUDING COUNTY POLICY BY RESOLUTION
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #10
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Passenger Relations Policy (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to provide door-to-door transportation service to all customers including limited package carry.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *EASTER SEALS /ACCESS/PASS/SNAAP*

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE WHICH EXPLAINS A CUSTOMER IS THE MOST IMPORTANT PERSON IN OUR BUSINESS, AND OUR JOB IS TO HANDLE THEIR REQUIREMENTS SO PLEASANTLY AND HELPFULLY THEY WILL RIDE AGAIN

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON THREE BASIC SKILLS THAT A TRANSIT VEHICLE OPERATOR MUST PRACTICE IN PROFESSIONAL CUSTOMER RELATIONS ARE: SAFE, RELIABLE AND EXPERT SERVICE, BEING COURTEOUS AND PATIENT, MAKING REASONABLE ACCOMMODATIONS, AND AVOIDING ARGUMENTS

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #11
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Aging Population (1.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to assist in rural transit systems working with seniors and recognize the normal versus abnormal aging process.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *NATIONAL ELDERCARE INSTITUTE 'GATE KEEPERS PROGRAM'*

INSTRUCTIONAL OBJECTIVES

EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE IMPORTANCE OF SPECIAL TRANSPORTATION FOR THE ELDERLY, AND HOW TO CONTEND WITH WHAT IS DESCRIBED AS NORMAL VERSUS ABNORMAL AGING, AND HOW TO HELP ALL RIDERS USE THE VAN COMMUNITY RESOURCE

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON THE FACT THAT PEOPLE ARE LIVING LONGER THAN EVER INDICATES NEW NEED FOR INCREASED TRANSPORTATION. PARTICIPATION IN THE NATIONAL '*GATE KEEPERS PROGRAM*' ALSO LETS OUR VEHICLE OPERATORS MONITOR REGULAR CUSTOMER HEALTH CONDITIONS

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #12
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Special Needs Population (1.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to assist in rural transit systems to accommodate customers using special personal assist devices, either privately owned, or provided by this transit service.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *EASTER SEALS/ACCESS/PASS/SNAAP*

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF HOW A TRANSIT VEHICLE OPERATOR CAN EFFECTIVELY ASSIST CUSTOMERS SUFFERING CHRONIC PAIN, USING PERSONNEL ASSISTANCE DEVICES, THOSE HAVING VISUAL, HEARING OR SPEECH IMPAIRMENTS, OR EVEN THOSE PRESENTING DEVELOPMENTAL DISABILITIES

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON COMMON SIGNS OF IMPAIRMENT AND OTHER DISABLING CONDITIONS CAN MAKE IT EASIER TO RECOGNIZE A CONDITION THAT LIMITS ONES MAJOR LIFE ACTIVITIES AND SUBJECT THEM TO THE NEED OF PUBLIC PARA-TRANSIT SERVICE

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. ENTERTAIN QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #13
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: American with Disabilities Act (1.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to provide safe and respectful assistance to customers with disabilities in compliance with Americans with Disabilities Act of 1990.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *EASTER SEALS/ACCESS/PASS/SNAAP*

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE ABOUT THE AMERICANS WITH DISABILITIES ACT (ADA) AND HOW TO PROVIDE ACCESSIBLE PUBLIC TRANSPORTATION PURSUANT TO IT

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON HOW PAST CITIZENS WITH DISABILITIES HAD INADEQUATE ACCESS TO TRANSPORTATION SERVICES REVEAL HOW CHANGES GIVE THESE INDIVIDUALS TO NOW USE STANDARD PUBLIC ACCOMMODATIONS

CLASS PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS AND
5. SHOW SUPPLEMENTAL GUIDES
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #14
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Coach Operations: Passengers with Disabilities (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to use the lift-van transit vehicle to provide personal customer service in compliance with Americans with Disabilities Act.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *EASTER SEALS/ACCESS/PASS/SNAAP*

INSTRUCTIONAL OBJECTIVES

THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THEIR OBLIGATION TO PROVIDE LEGALLY MANDATED TRANSPORTATION OPPORTUNITIES, AS WELL AS, PROFICIENT LIFT OPERATION FOR CUSTOMERS IN WHEELCHAIRS

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON TRANSIT VANS AS CUSTOMER SERVICE FOR THE DISABLED IS SIMILAR TO OTHER PUBLIC TRANSPORTATION METHODS AS A FEDERAL PROTECTED RIGHT FOR SERVICE

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #15
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Wheelchair Securement (3.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to transport customers who use mobility devices/wheelchairs, and eligible motorized scooters.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *NC MOTOR VEHICLE LAW / SURE-LOK, INC. / Q'STRAIT, INC.*
5. ELEVATED TRAINING PAD
6. MOBILITY DEVICES / WHEELCHAIR
7. FLOOR RESTRAINTS, AND TWO OPTIONAL WEB STRAP LOOPS
8. POSEY (NYLON WEB) RESTRAINING BELT

INSTRUCTIONAL OBJECTIVES

THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF PROPER SECUREMENT SYSTEMS FOR WHEELCHAIRS AND SCOOTERS AS: USING A 4-POINT WHEELCHAIR-TO-VEHICLE FLOOR ANCHOR, PLACING AN OCCUPANT-TO-VEHICLE SHOULDER/LAP BELT COMBINATION, AND OFFERING POSEY BELT USE

INSTRUCTIONAL TOPICS

- POSEY BELT TRAINING
- ELEVATED TRAINING PAD

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON HOW A DISABLE RIDER CAN BE LEGALLY AND SAFELY SECURED IS ACCOMPLISHED BY DESCRIBING ON-BOARD EQUIPMENT SUCH AS: WHEELCHAIR FLOOR ANCHORS, LAP & SHOULDER SEATBELTS, AND RECOMMENDED POSEY BELTS

Continued - Lesson Plan #15: Wheelchair Securement

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. TRAINER DEMONSTRATION ON: ELEVATED TRAINING PAD, CLASSROOM FLOOR, AND BASE DRIVEWAY OF: WHEELCHAIR MOVEMENT, FLOOR RESTRAINTS, POSEY BELT USE, AND BUILDING AND RAMP TRAVERSE
7. STUDENT PRACTICE AND PROFICIENCY ON: ELEVATED TRAINING PAD, CLASSROOM FLOOR, AND BASE DRIVEWAY OF: WHEELCHAIR MOVEMENT, FLOOR RESTRAINTS, POSEY BELT USE, AND BUILDING AND RAMP TRAVERSE
8. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAM
2. DEMONSTRATE PRACTICAL PROFICIENCY

[End lesson #15]

Lesson Plan #16
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Lift Operation (3.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard prepares vehicle operators to load, secure and unload a van, and use of the manual lift.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS OR SUPPLEMENTAL GUIDES: *BRAUN CORPORATION*
4. MOBILITY DEVICES / WHEELCHAIR
5. TRANSIT LIFT-VAN WITH FLOOR ANCHOR AND TRACKS

INSTRUCTIONAL OBJECTIVES

THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF SAFE WHEELCHAIR/VEHICLE LIFT OPERATION

INSTRUCTIONAL TOPICS

- VEHICLE LOADING, SECUREMENT, AND UNLOADING
- MANUAL WHEELCHAIR LIFT DEPLOYMENT

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON A LIFT-VAN USES THE REAR WHEELCHAIR LIFT, FLOOR ANCHORS, AND THE MANUAL LIFT

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS AND SUPPLEMENTAL GUIDES
5. TRAINER DEMONSTRATION AND STUDENT PRACTICE LIFT OPERATION AND WHEELCHAIR MOVEMENT
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAM
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #17
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Transportation of Children (3.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard encompasses child customer transportation assistance including car seats.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS AND SUPPLEMENTAL GUIDES: *MOTOR VEHICLE LAW / SCENARIO & EVENFLO* MANUALS
4. SYSTEM-ISSUED CONVERTIBLE CHILD/INFANT SEAT AND SEPARATE CHILD BOOSTER SEAT
5. FLEET VAN

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF WHEN AND HOW TO TRANSPORT CHILDREN IN A TRANSIT VAN QUICKLY AND EFFICIENTLY USING SYSTEM PROVIDED SEATS

INSTRUCTIONAL TOPICS

1. TRANSPORTATION OF CHILDREN AND USE OF INFANT OR CHILD RESTRAINTS

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON INFANT AND CAR SEATS IS TO TRANSPORT CHILDREN AS CUSTOMERS OR GUESTS

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS AND SHOW SUPPLEMENTAL GUIDES
5. TRAINER DEMONSTRATION AND STUDENT PRACTICE AND INSTALLATION
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #18
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Daily Vehicle Inspection (DVI) (2.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard is to comply with Federal mandated rules of lifetime van maintenance.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. *STARTS* INSPECTION VIDEO
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *MOUNTAIN MOBILITY 'DAILY VEHICLE INSPECTION'* PADS
5. FLEET VAN

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF HOW AND WHY TO CONDUCT A LEGALLY MANDATED PRE-TRIP INSPECTION OF A PUBLIC CUSTOMER CARRYING VEHICLE USING A PRESCRIBED FORM

SPEAKER(S)

1. SAFETY TRAINER/FLEET MANAGER

LESSON INTRODUCTION

1. TRAINING ON THE '*DAILY VEHICLE INSPECTION*' FORM IS A TOOL TO HELP THE VEHICLE OPERATOR QUICKLY AND EFFECTIVELY ACCOMPLISH A LEGAL INSPECTION AND DOCUMENT REPAIRS

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. COMPLETE DVI PRACTICE PADS IN CLASS AND SHOW OFFICE ROUTING
7. DEMONSTRATE PRACTICAL VEHICLE INSPECTION ON FLEET VAN WITH ADDITIONAL PRACTICE PADS
8. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #19
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Radio Procedures and Vehicle Fuel Policy (.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard enables the vehicle operator to communicate clearly over the systems telecommunication network, and to comply with secure and accountable fuel purchases.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS- *MOUNTAIN MOBILITY 'GAS SHEET'*
4. NUMBERED FLEET GAS CARD AND MATCHING VAN-NUMBERED KEY FOB

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE HOW TO COMMUNICATE BY RADIO AND TELEPHONE SERVICE TO THE DISPATCH CENTER, AND HOW TO COMPLETE VAN REFUELING AT RESTRICTED COMMERCIAL SERVICES.

SPEAKER(S)

1. SAFETY TRAINER/FLEET MANAGER/CERTIFIED INSTRUCTOR VEHICLE OPERATOR

LESSON INTRODUCTION

1. TRAINING ON RADIO COMMUNICATIONS IS NECESSARY FOR THE CONFIRMATION OF ADD-ON AND REMOVAL OF THE ELECTRONIC MANIFEST TRIPS, AND IT IS ALSO EMERGENCY VOICE COMMUNICATION. SEPARATELY, THE PRIORITY SERVICE THE TRANSIT VANS PROVIDE DAILY, AS WELL AS, REQUIRE A MANDATORY DAILY RE-FUELING

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. COMPLETE PRACTICE GAS SHEET
7. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #20
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Defensive Driving: Smith System Seminar@ (7.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard teaches the ‘*Space Cushion System*’ of driving which gives every vehicle operator the maximum amount of driving information soon enough to make proper driving decisions.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. SUPPLEMENTAL GUIDES: *SMITH SYSTEM* BOOKLETS WITH ATTACHMENT GUIDE CARDS
4. FLEET VAN, HAND TRUCK & GLOVES
5. ORANGE TRAFFIC CONES, PYLONS AND BARRELS

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE *SMITH SYSTEM* WHICH TEACHES A POSITIVE APPROACH TO PROTECTING VEHICLE OPERATORS FROM UNSAFE ACTIONS OF OTHER MOTORISTS

SPEAKER(S)

1. SAFETY TRAINER/FLEET MANAGER/CERTIFIED INSTRUCTOR VEHICLE OPERATORS

LESSON INTRODUCTION

1. TRAINING SHOWS ALL TRAFFIC IS MERELY A GROUP OF INDIVIDUAL VEHICLE OPERATORS MANIPULATING THEIR VEHICLES ON COMMON STREETS — IT IS THEIR SPACE AND SPEED THAT CAUSES DANGER

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. SHOW SUPPLEMENTAL GUIDES
5. COMPLETE *SMITH SYSTEM* SPECIALIZED INSTRUCTION INCLUDING PRACTICAL BACKING TECHNIQUES
6. PRACTICAL DRIVING ON CONE COURSE ON THE EMPTY SOUTH VAN PARKING PAD
7. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #21
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Safe Driving Program (2.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard uses reviews of nationally approved driving courses to address local obstacles.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *AAA/NSC/GHSP*

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE THAT MANEUVERING IS NOT ENOUGH TO PREVENT ACCIDENTS

INSTRUCTIONAL TOPICS

1. RAILROAD CROSSINGS
2. WINTER SNOW & INCLEMENT WEATHER
3. DISTRACTED DRIVING
4. SEAT BELT USE

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING TO BE A DEFENSIVE DRIVER WILL KEEP YOU OUT OF SITUATIONS LIKELY TO INVOLVE A COLLISION

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. DISPERSE HANDOUTS AND SUPPLEMENTAL GUIDES
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION

Lesson Plan #22
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Emergency Procedures (2.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard describes general guidelines regarding emergency situations that might arise.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF HOW TO HANDLE ALL HIGHWAY EMERGENCIES.

INSTRUCTIONAL TOPICS

1. VAN EVACUATION AND WEB CUTTER TOOL USE
2. FIRE EXTINGUISHER AND WARNING TRIANGLES USE
3. ACCIDENT RESPONSE & REPORTING PACKET

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON HOW TO RESPOND EFFECTIVELY IN THE EVENT OF AN EMERGENCY GIVES A VEHICLE OPERATOR CONFIDENCE TO ACT WITH SKILL AND SUCCESS IN MOST ANY TRANSIT ACCIDENT OR INCIDENT

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. SHOW SUPPLEMENTAL GUIDES
5. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #23
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: First Aid (2.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonalds Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard teaches a nationally approved first aid certification course to employees.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *RED CROSS*
5. VAN-ISSUE FIRST AID KITS
6. CUSHIONED FLOOR MATS
7. ADDITIONAL FIRST AID BANDAGE / SPLINT SUPPLIES

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE ON HOW TO RESPOND TO WORKPLACE EMERGENCIES WITH BASIC FIRST AID SKILL TO COMPLY TO THE 'CHECK, CALL, CARE' OR 'RESPONDING TO EMERGENCIES' TRAINING STANDARDS

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON BASIC FIRST AID IN THE EVENT OF A MEDICAL EMERGENCY CAN GIVE ANY VEHICLE OPERATOR THE CONFIDENCE TO HANDLE WITH SKILL AND SUCCESS MOST ANY TRANSIT ACCIDENT OR INCIDENT

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION
4. SHOW SUPPLEMENTAL GUIDES
5. TRAINER DEMONSTRATES AND STUDENT PRACTICES HANDS-ON FIRST AID CARE
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. CERTIFYING WRITTEN AND PRACTICAL EXAM

Lesson Plan #24
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Adult, Child, Infant CPR with Adult AED (4.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard teaches a nationally approved CPR certification course to employees

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. SUPPLEMENTAL GUIDES: *RED CROSS / AMERICAN HEART ASSOCIATION*
5. CPR ADULT AND INFANT TRAINING MANIKIN WITH TRAINING FACE MASKS AND LUNGS, FLOOR MATS
6. CLEANING SUPPLIES AND MASK WASHING CONTAINERS
7. TRAINING AND ACTUAL AUTOMATIC EXTERNAL DEFIBRILLATOR

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE HOW TO RESPOND TO EMERGENCIES WITH CPR/AED'S TO THE '*CHECK, CALL, CARE*' OR '*RESPONDING TO EMERGENCIES*' TRAINING STANDARDS

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

1. TRAINING ON CPR USE IN THE EVENT OF A MEDICAL EMERGENCY CAN GIVE ANY VEHICLE OPERATOR THE CONFIDENCE TO HANDLE WITH SKILL AND SUCCESS MOST ANY TRANSIT ILLNESS OR INJURY

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION WITH MANIKINS
4. SHOW SUPPLEMENTAL GUIDES
5. TRAINER DEMONSTRATES AND STUDENT PRACTICES CPR/AED CARE
7. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. CERTIFYING WRITTEN AND PRACTICAL EXAM

Lesson Plan #25
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Transit System Safety & Security (1.5 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonalds Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard reviews the safety and security concerns in the County's operations under the Passenger, Vehicle, and System Program (SSP).

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF DISASTER READINESS AS RECOMMENDED BY HOMELAND SECURITY FOR ACTIVITIES FOR PREVENTION AND MITIGATION OF CRISIS

SPEAKER(S)

1. SAFETY TRAINER

LESSON INTRODUCTION

IN THE EVENT OF A STATE OF EMERGENCY AND DISASTER IN BUNCOMBE COUNTY, *MOUNTAIN MOBILITY* IS AVAILABLE TO PROVIDE EMERGENCY TRANSPORTATION

LESSON PLANS

1. TRAINER LECTURE
2. DISPLAY WRITTEN MANUAL
3. VIDEO PRESENTATION: *FTA/DHS/OSHA/ADA/DMV*
4. DISPERSE HANDOUTS
5. SHOW SUPPLEMENTAL GUIDES
6. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #26
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: On-Board Technology/Manifests (4.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonalds Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard reviews the reading and completing of driver manifests/schedules, map reading and fare collection procedures using the *Tablet* Electronic Manifest, GPS Mapping System, and the reading and completing of on-board camera policies and procedures.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. VIDEO(S)
3. HANDOUTS
4. *TABLET* DEVICE
5. *TABLET/CAMERA* EQUIPPED FLEET VAN

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE USE AND NOMENCLATURE OF THE *TABLET* DEVICE WITH ITS ELECTRONIC MANIFEST AND GPS MAPPING SYSTEM IN LOCAL TRANSIT USE
2. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF THE VISUAL INSPECTION AND USE OF THE ON-BOARD CAMERA SYSTEM
3. THE EMPLOYEE CAN DEMONSTRATE PROFICIENCY IN FILLING OUT ALL DATA REQUIRED IN A PAPER MANIFEST

SPEAKER(S)

1. SAFETY TRAINER
2. BTW CERTIFIED TRAINERS

LESSON INTRODUCTION

1. TRAINING ON THE *TABLET* DEVICE REPLACES THE PAPER MANIFEST AND MAP BOOK.
2. 2. TRAINING OF THE PAPER MANIFEST AND WHEN IT WOULD BE USED
3. TRAINING ON THE ON-BOARD CAMERA SYSTEM

LESSON PLANS

1. TRAINER LECTURE
2. TRAINER DEMONSTRATES AND STUDENTS PRACTICE WITH VAN MOUNTED *TABLET* DEVICE
3. TRAINER DEMONSTRATES AND STUDENTS PRACTICE COMPLETING A PAPER MANIFEST
3. TRAINER DEMONSTRATES VISUAL INSPECTION OF ON-BOARD CAMERAS AND USE OF “PANIC BUTTON”

Continued - Lesson Plan #26: On-Board Technology/Manifests

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #27
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Behind-The-Wheel Training [BTW] (8.0 Hr.)@3

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard provides observation and demonstration of Cadet Vehicle Operator vehicle operation and customer service under supervision of veteran employee Behind-The-Wheel [BTW].

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. *RANGER* EQUIPPED FLEET VAN
3. BTW REPORT FORMS AND FOLDERS

INSTRUCTIONAL OBJECTIVES

1. THE EMPLOYEE CAN DESCRIBE KNOWLEDGE OF HOW TO APPLY CLASS SKILLS TO ROAD

SPEAKER(S)

1. SAFETY TRAINER AND OPERATION MANAGER
2. BTW CERTIFIED TRAINERS

LESSON INTRODUCTION

1. TRAINING NEW EMPLOYEES END WITH PRACTICAL DRIVING, INCLUDING USING THE *RANGER* DEVICE

CLASS PLANS

1. TRAINER LECTURE
2. DISPERSE WRITTEN FORMS
3. ENTERTAIN STAFF AND STUDENT CLASS QUESTIONS AND COMMENTS

EVALUATIONS- 3 DAYS TRIPS:

- 1) WRITTEN BTW TRAINING VEHICLE OPERATOR'S REPORT:
 - a) BTW REPORT EVALUATION FORMS- **3**
 - b) VEHICLE INSPECTION FORM- **1**
 - c) SECUREMENT CHECKLIST FORM- **1**
- 2) STUDENT AS CADET VEHICLE OPERATOR SUCCESSFUL DEMONSTRATES:
 - a) BTW OPERATION WITH *RANGER* DEVICE
 - b) VEHICLE INSPECTION
 - c) MOBILITY DEVICE SECUREMENT

Lesson Plan #28
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Vehicle Obstacle Course (4.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard provides practice on slow-speed obstacle course.

INSTRUCTIONAL MATERIALS

1. FLEET VAN
2. SUPPLEMENTAL GUIDES: OEMS/EVOC/SHP
3. ORANGE TRAFFIC CONES, PYLONS AND BARRELS
4. CLIPBOARD, MARKING SPRAY AND LUMBER CRAYON

INSTRUCTIONAL TOPICS

1. VEHICLE RECOVERY DRIVING

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE INFORMATION ON HOW TO MANEUVER ON CLOSED-COURSE A TRANSIT VAN AT "IDLE" SPEED ACCURATELY AND DELIBERATELY SIMULATING STOPS INCLUDING VEHICLE RECOVERY DRIVING

SPEAKER(S)

1. SAFETY TRAINER
2. FELLOW CADET VEHICLE OPERATOR

LESSON INTRODUCTION

1. TRAINING ON DRIVING PAD WILL REPLICATE THE MANEUVERING A LARGE TRANSIT VAN IN CLOSE PARKING LOT AND DRIVEWAY STOPS AND HOW TO RECOVER FROM STEERING OR BRAKING PROBLEMS

CLASS PLANS

1. TRAINER DIAGRAMS
2. DRIVE CONE COURSES
2. MEASURE CONE MOVEMENT AND VAN PROXIMITY
3. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUATIONS

1. INCLUDE TOPIC QUESTION(S) IF CUMULATIVE EXAMINATION
2. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #29
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Field Orientation (2.0 Hr.)

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonald Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

Overview of the Standard: Buncombe County Community Services Plan as Administered in Mountain Mobility Policy and Procedures Manual:

This standard provides specific information and description of difficult service stops.

INSTRUCTIONAL MATERIALS

1. FLEET VAN

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF DIFFICULT SERVICE STOPS PURSUANT TO ANECDOTAL OR DOCUMENTED VEHICLE OPERATOR AND MANAGEMENT IDENTIFICATION

SPEAKER(S)

1. SAFETY TRAINER
2. FELLOW CADET VEHICLE OPERATORS

LESSON INTRODUCTION

1. TRAINING ON AND PREPARATION FOR DIFFICULT MANIFEST-MAPPED STOPS CAN BE AUGMENTED BY DRIVING TO KNOWN LOCATIONS AND EXECUTING PRACTICE STOPS

CLASS PLANS

1. INSTRUCT CADET VEHICLE OPERATOR ON REPEATED, MULTIPLE, OR CONGESTED SERVICE STOPS
2. ENTERTAIN CLASS QUESTIONS AND COMMENTS

EVALUTIONS

1. DEMONSTRATE PRACTICAL PROFICIENCY

Lesson Plan #30
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

Topic: Cadet Training (8.0 Hr.)@2

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonalds Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard provides opportunity for general practice in application of service by co-driving a day's route with fellow students in the role of Cadet Vehicle Operator.

INSTRUCTIONAL MATERIALS

1. TRANSPORTATION POLICIES AND PROCEDURES MANUAL
2. COURSE SUPPLEMENTS, GUIDES, AND ATTACHMENTS
3. *RANGER* EQUIPPED FLEET VAN

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE KNOWLEDGE OF EITHER SUCCESSFUL, OR DIFFICULT, SERVICE ROUTE AFTER CO-DRIVING WITH FELLOW CADET VEHICLE OPERATORS

SPEAKER(S)

1. TRAINER
2. OPERATIONS MANAGER/TRAINING DIRECTOR
3. FLEET MANAGER
4. DISPATCHER
5. FELLOW CADET VEHICLE OPERATOR

LESSON INTRODUCTION

1. TRAINING OF EMPLOYEE VEHICLE OPERATOR JOB MOVES FROM CLASSROOM TO PRACTICE ROUTE

CLASS PLANS

1. MANAGER ORIENTATION; EITHER WRITTEN, OR ORAL
2. COMPLETE AND ROUTE WRITTEN DAILY TRIP SUMMARY
3. ENTERTAIN CLASS CADET, TRAINER OR STAFF QUESTIONS AND COMMENTS

EVALUATIONS – 2 DAYS TRIPS:

1. DEMONSTRATE PRACTICAL PROFICIENCY
2. COMPLETE ACCURATE DAILY TRIP SUMMARIES -2

Lesson Plan #31
Mountain Mobility Basic Vehicle Operator Training Program (96 hours)

**Topic: Workman Compensation, Personnel History Files,
Safety Points and Ready for Service Release Forms (1.0 Hr.)**

Overview of the Standard: Federal Transit Administration and Buncombe County, North Carolina administered by *Buncombe County Transportation Management, Inc.* [McDonalds Transit] Employee Handbook through the *Mountain Mobility Transportation Procedures Manual*:

This standard completes the Basic Vehicle Operator (Cadet) Class and allows driving as a Probationary Employee after acknowledgment by signing manuals, policies and procedures, and file documents.

INSTRUCTIONAL MATERIALS

1. McDONALD TRANSIT EMPLOYEE HANDBOOK
2. RELEVANT PERSONNEL DOCUMENTS

INSTRUCTIONAL OBJECTIVES

1. EMPLOYEE CAN DESCRIBE INFORMATION FROM THE PREVIOUS 30 LESSONS THAT ALLOW DRIVING AS PROBATIONARY EMPLOYEE

SPEAKER(S)

1. SAFETY TRAINER
2. OPERATIONS MANAGER/TRAINING DIRECTOR

LESSON INTRODUCTION

1. TRAINING ON THE COMPLETION OF SERVICE RULE FORMS TO TRANSFER FROM CADET VEHICLE OPERATOR TO PROBATIONARY EMPLOYEE

CLASS PLANS

1. TRAINER DISPERSAL
2. CADET COMPLETION
3. OPERATION MANAGER/TRAINER DIRECTOR RECEIPT & ACCEPTANCE
4. ENTERTAIN CLASS CADET, SAFETY TRAINER, OR MANAGER QUESTIONS AND COMMENTS

EVALUATIONS

1. COMPLETION OF ISSUED DOCUMENTS BINDING EMPLOYEE, GENERALLY AND SPECIFICALLY, TO EITHER, *McDONALDS TRANSIT'S* POLICIES AND *MOUNTAIN MOBILITY'S* PROCEDURES, OR VICE VERSA.

EMPLOYEE TRAINING RECORD

Employee Name: _____ Employee Signature: _____

Training	Day	Date	Driver Initials	Instructor Initials
Orientation to Transit Agency	1			
Payroll, Personnel and Attendance	1			
Employee Manuals	1			
Illegal Drug Use/Substance Abuse Policy	1			
Service Description/Passenger Guidelines	1			
Harassment Policy	1			
Workplace Violence Prevention	1			
Timesheet/pay schedule	1			
Behind the Wheel Training (1 of 3)	2			
Daily Procedures	3			
Radio Procedures	3			
Vehicle Fuel Policy	3			
Daily Vehicle Inspection	3			
Transit System Safety and Security	3			
Hazardous Materials	3			
Passenger Relations/ADA	4			
Passenger Sensitivity	4			
Aging Population	4			
Special Needs Population	4			
Coach Operations	4			
Project Access	4			
Title VI	4			
Wheelchair Securement	5			
Posey Belt Training	5			
Elevated Training Pad	5			
Wheelchair Lift Operations	5			
Loading, Securement, Unloading	5			
Manual Lift Deployment	5			
Transportation of Children	5			
Infant and Child Restraints	5			
Defensive Driving-Smith System	6-7			
Classroom	6-7			
Behind the Wheel Defensive Driving	6-7			
Field Orientation	6-7			
Electronic Manifest/On-Board GPS	6-7			
Emergency Procedures	8			
Fire Extinguisher	8			
Traffic Warning Triangles	8			
Web cutter	8			
Van Evacuation	8			
Vehicle Obstacle Course	8			
Accident Response and Reporting	8			
Blood-borne Pathogen	9			
CPR	9			
First Aid	9			
Behind the Wheel Training (2 of 3)	9			
Behind the Wheel Training (3 of 3)	10			
Forms/Ready for Service	10			

Safety Training Manager Signature: _____

Operations Manager Signature: _____

EMPLOYEE TRAINING RECORD ANNUAL REFRESHER

Employee Name: _____ Employee Signature: _____

Training	Day	Date	Driver Initials	Instructor Initials
Orientation to Transit Agency	1			
Illegal Drug Use/Substance Abuse Policy	1			
Transit System Safety and Security	1			
Passenger Relations/ADA	1			
Passenger Sensitivity	1			
Aging Population	1			
Special Needs Population	1			
Project Access	1			
Title VI	1			
Wheelchair Securement	1			
Posey Belt Training	1			
Elevated Training Pad	1			
Wheelchair Lift Operations	1			
Loading, Securement, Unloading	1			
Manual Lift Deployment	1			
Defensive Driving-Smith System	1			
Classroom	1			
Behind the Wheel Defensive Driving	1			
Emergency Procedures	1			
Fire Extinguisher	1			
Traffic Warning Triangles	1			
Web cutter	1			
Van Evacuation	1			
Accident Response and Reporting	1			
Blood-borne Pathogen	1			

Safety Training Manager Signature: _____

Operations Manager Signature: _____

EMPLOYEE TRAINING RECORD BI-ANNUAL REFRESHER

Employee Name: _____ Employee Signature: _____

Training	Day	Date	Driver Initials	Instructor Initials
Blood-borne Pathogen	1			
CPR	1			
First Aid	1			

Safety Training Manager Signature: _____

Operations Manager Signature: _____

Assessment and Monitoring Report Buncombe County

Employee Report - Operations

Contractor: _____

Period: _____

Legend: FTA Minimum Requirements:
New Hire Performing Safety-Sensitive Duties
Currently on Medical Leave or Seasonal Leave from Safety-Sensitive Duties
Management Staff or FT Dispatchers Performing Safety-Sensitive Duties
No Longer Employed
Admin Staff Trained in Title VI
Seasonal Employee. Any training due during leave is before return to service.

Last Name	First Name	Position	Hire Date	Employee # for NCDOT Safety Reporting	Termination Date	Payroll Personnel & Attendance	Intro & Orientation Manuals	Passenger Sensitivity	Service Description & Pass Guidelines	Harassment Policy	Workplace Violence Prevention	Hazardous Material Safety	Bloodborne Pathogens	Illegal Drug Use & Substance Abuse Policy	Passenger Relations	Aging Population

**Assessment and Monitor
Buncombe County**

Employee Report - Operati

Contractor: _____
 Period: _____

		Annual Refresher/Recertification Training													
Last Name	First Name	Vehicle Obstacle Course	Cadet Training	Forms & Ready for Service	Annual Ride Check Driver Eval.	Annual Bloodborne Pathogens	Annual Illegal Drug Use	Annual Passenger Relations	Annual ADA	Annual Title VI	Annual Defensive Driving	Annual Emergency Procedures	Annual System Safety & Security	Bi-Annual First Aid	Bi-Annual CPR

Assessment and Monitoring Report Buncombe County

Employee Report - Dispatchers

Contractor: _____

Period: _____

Last Name	First Name	FT Dispatcher or Dispatcher/Driver	Hire Date	Termination Date	Dispatcher Training	Dispatcher Briefings & Training

Dispatcher Briefings will occur as needed, but annually at a minimum.



**Mountain Mobility
Buncombe County Transit Management
Road Observation Report**

Driver: _____ Vehicle #: _____

Date: _____ Day: _____ Time: _____ Route/Location: _____

- | | | | | | | | |
|---------------------------------------|-------------------------------------|--------------------------------------|----------|---------------------------------|--------------------------------|---------------------------------|---------------------------------|
| <input type="checkbox"/> Commendation | <input type="checkbox"/> Initial | <input type="checkbox"/> Annual | Weather: | <input type="checkbox"/> Clear | <input type="checkbox"/> Rain | <input type="checkbox"/> Paved | <input type="checkbox"/> Wet |
| <input type="checkbox"/> Event | <input type="checkbox"/> Qualifying | <input type="checkbox"/> Training | | <input type="checkbox"/> Haze | <input type="checkbox"/> Fog | <input type="checkbox"/> Gravel | <input type="checkbox"/> Flood |
| <input type="checkbox"/> Ride Check | <input type="checkbox"/> 45-Day | <input type="checkbox"/> Remedial | | <input type="checkbox"/> Cloudy | <input type="checkbox"/> Snow | <input type="checkbox"/> Dirt | <input type="checkbox"/> Frozen |
| | <input type="checkbox"/> 6-Month | <input type="checkbox"/> Other _____ | | <input type="checkbox"/> Sun | <input type="checkbox"/> Sleet | <input type="checkbox"/> Grass | <input type="checkbox"/> Ice |
| | | | | <input type="checkbox"/> Glare | <input type="checkbox"/> Ice | <input type="checkbox"/> Debris | <input type="checkbox"/> Snow |

I. Equipment

- Pre-Trip Inspection and complete D.V.I. Form
- Cycle lift/record count
- Clean interior: litter/trash bag, clean windows, sweet floor, have & store all issue equipment, secured loose items in designated storage spots
- Other: _____

II. Driving

- Use warning lights: headlamps/turn signals/4-way hazard light/strobe
- Observe traffic to far forward horizon (12-15 sec)
- Operates within posted speed/reasonable speed
- Maintain proper following distance (4-6 sec)
- Maintain proper stopped distance (1 van length)
- Operate in proper lane/left of center in traffic
- Observe stop sign or signal/traffic island/painted safety zone/parking lot/driveway markings
- Legal/proper use of handicap access
- Legal temporary stop
- Un-obstructive standby parking location
- Proper backing: locate & maneuver/use parallel-parking/straight-through/nearside/far side backs
- Proper mirror use (5-8 sec)
- Proper left-right-left visual head sweep
- Delayed pull-off (2 sec)
- Smooth acceleration/even braking
- Smooth speed-bump/road hazard traverse
- Controlled intersection, sign/signal: expected stop, slow deceleration, environs, even brake/gas
- Turning: no passenger sway/go intersection center/lane to lane turn/no tire curb strike
- Legal/safe railroad crossing
- Other: _____

III. Passenger Service

- Radio on/volume/proper transmission exchanges
- Lock-out prevention technique: keys, driver door closed with window open, or right door open
- Assist passengers with seat belts to DMV standard
- Passenger door hand-safety (door open & latched)
- Back-up alarm-not horn, un-belt, exit van
- Greet passenger at doors, assistance w/van stairs
- Necessary, responsive, but un-obtrusive dialogue
- Necessary luggage/baggage/shopping bag help
- Manufacture child/infant seat store/install/secure
- Correct lift operations: interlock system, door, bungee or hook, lift-to board passenger, posey belt, wheelchair & 2nd wheelchair positioning, 4-point wheelchair tie down in floor tracks, chair frame hook points outside/inside front/rear positions, no strap crossing body parts or chair body w/ tension, web-straps, and 3-point lap & shoulder seatbelts
- Secure pendant/hand-hold grasp; no 4' lift step-up
- Manual hand crank use if necessary
- Mechanical corrective action _____
- First aid treatment (CPR/AED)
- Emergency Action Plan
- Blood pathogen precaution
- Hand-sanitizer use
- Other Health concern _____

IV. Forms/Electronic Data Entry

- Tablet manifest, GPS map, history, messages
- Legal/authorized/safe cell phone or text pad use
- Required written forms
- Proper fare handling
- On-going written reconciliation
- Proper routing/on time (window/add on)
- Other: _____



Mountain Mobility
Buncombe County Transit Management
Road Observation Report



Documentation:

[Large empty rectangular box for documentation]

Observer: _____

Overall Review: Excellent Good Satisfactory Unsatisfactory Corrective Action*

Manager(s) _____

Driver: _____

Date: _____

* If Indicated

[Horizontal lines for additional notes]

Appendix D

Safety Data Acquisition Analysis

**MOUNTAIN MOBILITY
SAFETY MEETING REPORT
(QUARTERLY)**

Date: _____

Location of Meeting: _____

Person Conducting Meeting: _____

Other Management/Guests Present: _____

Discussion Items/Presenter: _____

Security Briefing (if applicable): _____

Other Subjects Discussed: _____

Employees' Comments/Suggestions: _____

Attachments:

Attendance Roster

List of employees not present; dates individual meetings conducted



Mountain Mobility Quarterly *Employee Safety Committee Meeting* and *Facilities Inspection* Report

Date: 03-30-19

DIVISION: Buncombe County Transit Agency, Inc.

LOCATION: Suite 17, 2000 Riverside Business Park, Asheville, NC 28804

Committee Members [Attend ✓]

- Fleet
- Safety ✓
- Dispatch
- Driver ✓
- Office Staff ✓

SAFETY COMMITTEE MINUTES:

1) Employed Safety Committee

Reviewed prior minutes:

2) Discussion:

3) Reports:

4) Inspection:



Office safety

- Is Emergency Evacuation Route and Action Plan Displayed? [] Y [] N
- Are all exits labeled and visible? [] Y [] N
- Are fire extinguishers inspected and tagged monthly/annually? [] Y [] N
- Is means of egress free of obstructions? [] Y [] N
- Are equipment and furnishings free from safety hazards? [] Y [] N
- Are work areas clean and orderly? [] Y [] N
- Are machines/equipment secured to prevent tipping or? [] Y [] N
- Are filing cabinets and files within height and stacking limits? [x] Y [] N
- Are carts and dollies used to transport heavy objects? [] Y [] N

Electrical safety

- Is there adequate walking space [28 inches] approaching exits? [] Y [] N
- Are all walking/working surfaces free of trip hazards? [] Y [] N
- Are First Aid kits and Personal Protective Equipment supplied? [] Y [] N
- Are step ladders and stools used to reach high places? [] Y [] N
- Is all electrical equipment guarded with covered face plates? [] Y [] N
- Are extension cords only used for 90 days? [] Y [] N

A. Employee Complaints of Safety Hazards:

>Recommended Action and Correction Date:

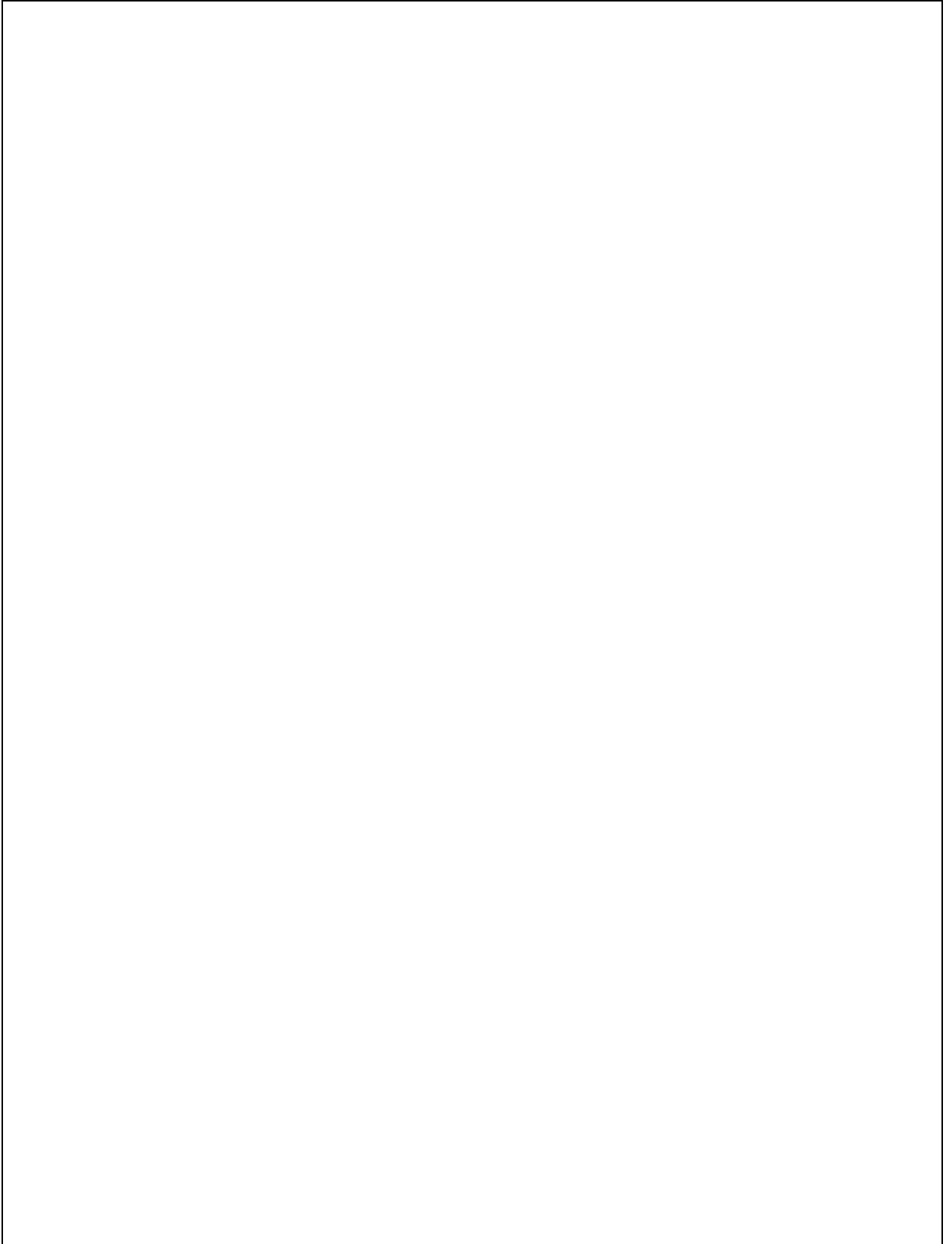
B. Results of Self-Inspection with locations:

>Recommended Action and Correction Date:

Preparer Signature _____	Date _____
Manager Signature _____	Date _____

ADDENDUM PAGE

Corrective Demonstration inspection tour:





MOUNTAIN MOBILITY
Buncombe County Transit Agency, Inc.

Accident Review Committee Peer Hearing Form

Event Date _____ Time _____ Vehicle # _____ Location _____

Purpose

Determinations of accident preventability will be made independent of a police officer's determination regarding the issuance of citation.

Board

The Accident Review Committee will consist of one (1) member of management and one (1) of the transit operator's peers. The committee will review the facts of the accident and rule it **EITHER PREVENTABLE OR NON-PREVENTABLE**. The General Manager shall reserve the right to **overrule the findings . . . or break any tie**. McDonald Transit Operator Rule Book, Accident Pol. 3, Pg 12, Eff. 7/11.

Purpose

Except in un-usual circumstances, failure of the transit operator to do one or more of the following actions will result in a determination of **preventability** or **non-preventability**

Considerations

- Follow commonly used defensive driving practices.
- Adjust speed to conditions of light, weather, road, or traffic.
- Recognize and adjust to driver's own temporary physical and emotional conditions.
- Adjust to clearance at top, sides, front, or rear of vehicle.
- Observe conditions at rear of vehicle while backing.
- Yield right-of-way when necessary to avoid accidents.
- Control speed so as to be able to stop within assured clearing distances ahead.
- Observe traffic laws, ordinances, and company rules.
- Meet Buncombe Co. Transit, Inc. expectations of professional operator standards.

Documents Reviewed

Includes: FTA Accident/Incident Notification, NC DMV-349, Buncombe County Fire/LEO/EMS, Mountain Mobility Reporting or Incident/Comment Forms; Witness Statements; Photographs; Diagrams; Maps; Other Attachments

Findings of fact including: participation / contribution / mitigation / justification:

Finding

PREVENTABLE

NON-PREVENTABLE

Degree

***In the event of finding transit operator preventability, what is their percentage culpability or fault in this reviewed event?**

5% 25% 50% 75% 100%

Board: Peer_____ Manager_____ Date_____ General Manager_____

**POTENTIAL WORK SITE HAZARDS
IDENTIFICATION AND CERTIFICATION FORM**

HAZARD ASSESSMENT MATRIX		
Frequency of Occurrence	Hazard Categories	
	Critical I	Marginal II
A Frequent	I A	II A
B Remote	I B	II B

Hazard Risk Index	
I A	Unacceptable or Undesirable (Management Decision Necessary)
II A, I B	Acceptable with Management Review
II B	Acceptable without Management Review

Hazard Analysis

Date of Hazard Analysis: _____

<i>Hazard Risk Index</i>	<i>Criteria</i>
<i>I A</i>	<i>Unacceptable or Undesirable (Management Decision Necessary)</i>
<i>II A, I B</i>	<i>Acceptable with Management Review</i>
<i>II B</i>	<i>Acceptable without Management Review</i>

Prepared By: _____ Date: _____

HAZARDS IDENTIFICATION

Work Site Name _____ (Center/Office)

Location _____

Potential Hazards	Employee Action to be Followed
1.	
2.	
3.	
4.	
5.	

Completed by: _____

Work Site Supervisor

Date

REVIEW ACTION

A. _____ No remediation action possible

B. _____ Remediation to be done

Hazard	Action	Schedule	Responsibility
1.			
2.			
3.			
4.			
5.			

C. Comments: _____

By: _____

Program Manager/Director

Date

Safety Officer

Date

FOLLOW-UP ABATEMENT ACTION

Hazard	Abatement Action Completed	Date	Completed By
1.			
2.			
3.			

Submitted by: _____

Position

_____ Date

Reviewed by: _____

Position

_____ Date

_____ Safety Officer

_____ Date

Comments: _____

OSHA MONTHLY BUILDING EMERGENCY INSPECTION

Year: _____

JANUARY FEBRUARY MARCH APRIL MAY JUNE JULY
AUGUST SEPTEMBER OCTOBER NOVEMBER DECEMBER

FIRE EXTINGUISHERS

- Confirm cylinder is visible, unobstructed and assigned
- Locking pin is intact, tamper seal is unbroken
- No damage, corrosion, leaks, clog
- Pressure gauge in range and position
- Lift to insure full weight
- Operating instructions legible
- Last professional service date within 12 months
- Initial and date tag

FIRST AID KITS

- Cardiac Defibrillator /Valve Mask in wall box
- Bandage Kits mounted or stored accessibly
- Able to open immediately
- Supplied out of current stock
- Disposable gloves and masks ready
- Blood Pathogen Kits re-supply available
- OPIM clean-up supplies and tools ready

FIRE EXITS

- Open and not blocked
- Paper signage legible and visible
- Electric signage lit
- Emergency exit lighting battery good
- Test lamp good

INSPECTOR SIGNATURE _____end-of-year

Bloodborne Pathogen Exposure Control Plan

Policy Statement and Purpose

Mountain Mobility is committed to providing a safe and healthful work environment for our staff. In pursuit of this endeavor, the following exposure control plan is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA standard 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens" and the "North Carolina Occupational Safety and Health Bloodborne Pathogens Standard."

The Exposure Control Plan (Plan) will assist Mountain Mobility in implementing and ensuring compliance with the standard, thereby protecting employees, and will include:

- I. Program Administration
- II. Employee Exposure Determination and Task and Procedures Involving Risk
- III. Implementation of various methods of exposure control, including
 - a. Universal Precautions
 - b. Engineering and work practice controls
 - c. Personal protective equipment
 - d. Housekeeping
- IV. Hepatitis B vaccination
- V. Post-exposure evaluation and follow-up
- VI. Communication of hazards to employees and training
- VII. Procedures for evaluating circumstances surrounding an exposure incident
- VIII. Recordkeeping

The methods of implementation of these elements of standard are discussed in the following pages of the Plan.

PROGRAM ADMINISTRATION

The *Safety/Training Manager* of Mountain Mobility is responsible for implementation of the Exposure Control Plan (Plan).

Mountain Mobility employees who are determined to have occupational exposure to blood or **Other Potentially Infectious Materials (OPIM)** and all other employees must comply with the procedures and work practices outlined in the Plan.

The *Safety Officer* will ensure that all required medical actions are performed and that appropriate employee health and OSHA records are maintained.

The *General Manager* is responsible for notifying the *Safety Officer* of any new or modified tasks and procedures that affect occupational exposure and new or revised employee positions that affect occupational exposure so these changes may be incorporated into the Plan and training.

The *Operations Manager* or *General Manager* will coordinate with the *Safety Officer* to establish employee training needs for all classifications, to coordinate employee training and documentation of training, to maintain records of employee Hepatitis B immunization, and to ensure investigation and documentation of circumstances of an employee exposure incident.

The *Safety Manager* of Mountain Mobility will ensure all necessary personal protective equipment (PPE) and red bags as required by the standard are provided and maintained in each vehicle and at the Mountain Mobility base.

EXPOSURE DETERMINATION

This policy pertains to Mountain Mobility's job classifications as follows:

- All Transit Vehicle Operators

The following is a list of job classifications in which some employees may have occupational exposure risk. It is understood that these employees would have very limited exposure to blood and **Other Potentially Infectious Materials (OPIM)**, and most likely only in extreme emergency situations. The amount of risk varies depending upon the circumstances surrounding tasks done by the employee.

Primary

- Safety Officer
- Fleet Manager

Secondary

- Dispatchers
- General Manager
- Operations Manager
- Administration

Tasks and Procedures Involving Risk

The following is a list of tasks or procedures that may involve exposure to bloodborne pathogens.

1. Transporting and/or assisting people to and from various locations
2. Performing First Aid/CPR on people in emergency situations
3. Clean-up of blood or OPIM after an emergency situation has occurred

METHOD OF IMPLEMENTATION

Mountain Mobility will conduct semi-annual inspections and review routing conditions to assure that all exposure to Bloodborne Pathogens and OPIM is minimized and protective measures are put in place.

Spill kits and protective equipment (i.e., goggles, latex gloves, and smock) will be put in all vehicles that have been designated as moderate to high exposure to Bloodborne Pathogens and/or Other Potentially Infectious Materials.

The spill kits and equipment will be inspected on a daily basis as part of the driver's daily vehicle inspection report and twice yearly as part of the fleet and equipment re-supply.

Universal Precautions

In order to protect our employees from the hazards of bloodborne pathogens, Mountain Mobility practices Universal Precautions (UP) in its regular daily activities. The concept of "Universal Precautions" presumes the blood and certain body fluids of all individuals are considered potentially infected and must be handled accordingly.

Exposure Control Plan

Employees covered by the bloodborne pathogens standard receive an explanation of the Plan during their initial training session. The Plan is reviewed in their annual training update. A copy of the Plan is available for vehicle operator review in the Driver's Room. The Plan is also available in the Operations Manager's office, as well as the office of the Safety Officer.

Work Practices

Work practices will be used to prevent or minimize exposure to bloodborne pathogens. The specific work practices used are listed below:

- a) Hands must be washed thoroughly between each direct contact and after handling soiled or contaminated equipment or material;
- b) Hands and other skin surfaces must be washed immediately or as soon as feasible if contaminated with blood or OPIM;
- c) When washing is not feasible, an approved antibacterial hand cleanser may be substituted;
- d) Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in the work areas where there is reasonable likelihood of occupational exposure to bloodborne pathogens;
- e) Regulated medical waste is to be placed in red biohazard bags or a biohazard-labeled OSHA approved container;

1. Employees are to notify the Operations Manager (via dispatch if observed while transporting customers) if they observe that blood or OPIM are stored, handled or discarded inappropriately;
 2. The Operations Manager or any other member of Transit Management will notify the Safety Officer if they observe or receive reports that blood or OPIM are stored, handled, or discarded inappropriately.
- f) Employees are not to handle or clean up blood or OPIM in any manner inconsistent with how they have been trained and equipped or as articulated above.

When Management identifies the need for changes in work practices,

- a) General Manager and the Safety Officer will:
1. Initiate corrective action if unsafe situations are observed.
 2. Solicit/encourage employee input about safety and safe practices.
 3. Review procedures.

Personal Protective Equipment

Personal Protective Equipment (PPE) is provided to employees at no cost to them. The Safety Officer is assigned to orient new employees and provide training in the use of appropriate PPE for tasks or procedures employees will perform.

Examples of types of PPE available to employees are as follows:

- a) Disposable gowns and aprons
- b) Disposable gloves including non-latex gloves and powder free gloves
- c) Disposable face shield, masks, eye shields
- d) Disposable shoe/feet covers
- e) Disposable CPR masks

PPE is located in each vehicle and other areas where blood or OPIM are likely encountered including; the parking lot/driveways/walkways, headquarters building lobby, Training Room, Driver's Room, posted First Aid Kits, Automatic Defibrillator (AED) Station and the PPE resupply itself.

All employees using PPE must observe the following precautions:

- a) Wash hands or use an approved hand cleaner immediately or as soon as feasible after removal of gloves or other PPE;
- b) Remove PPE after completing a task or procedure, after it becomes contaminated, when it is torn or no longer able to provide protection, and before leaving the work area;
 1. Disposable PPE may be placed in the non-regulated trash unless if squeezed produces a drop of blood or if it is damp with infectious materials or caked with dried blood or OPIM that would flake off if handled. Place the latter in a red bag; red bags are to be turned in to the Safety Officer for disposal.

2. Reusable PPE such as resuscitation equipment, including AED parts and medical instruments are to be placed in basins or containers designated for contaminated equipment until cleaned and sanitized.
- c) Wear appropriate gloves when it can be reasonably anticipated that there may be contact with blood or OPIM, and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured, contaminated, or if their ability to function as a barrier is compromised;
 - d) Never wash or decontaminate disposable gloves for reuse;
 - e) Wear appropriate face and eye protection when splashes, sprays, splatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth;
 - f) Remove immediately or as soon as feasible any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface.
 - g) Non-sterile training material may be re-used if labeled as such but not contaminated with OPIM as their medical definitions are different.

Mountain Mobility currently uses a medical waste disposal contractor for disposal of red bags. Employees are not to take PPE home for cleaning or laundering.

Housekeeping in Building and Vehicles

Daily, without loaded customers, at the end of a shift (or beforehand if needed) vehicles are swept, litter discarded and windows cleaned by vehicle operators. Any surfaces with possible OPIM are sanitized with cleaning implements and products maintained separately in the Training office away from general housekeeping or janitorial items.

During daily vehicle operations, with concern for customer exposure, OPIM is contained and cleaned by the assigned driver with the van's Blood Pathogen Exposure Kit. Should the amount of OPIM be beyond the scope or area of the kit, then the Safety Officer or Fleet Manager will assist in clean-up with separated supplies. The Safety Officer will dispose of contaminated waste as appropriate either in unregulated trash or red bags. Red bags will be disposed of by a medical waste disposal contractor.

Any OPIM spill beyond the scope or area of the kit will not be cleaned by Mountain Mobility staff, but the vehicle will be parked, customers discharged, and van tagged with a Bio-Hazard sticker (supplied) on the driver side door and cleaned by bio-hazard clean-up contractor.

General vehicle exterior washing is conducted twice monthly by outside contractors and van interiors are detailed once monthly by outside contractors.

Each work area is cleaned according to a schedule by contracted housekeeping staff. Contaminated spills are contained and cleaned in a manner to prevent splashing or splattering.

Broken glassware that may be contaminated is picked up using mechanical means, such as a brush and dustpan.

Employees clean contaminated work surfaces when contaminated, as soon as feasible, or at the end of the workday.

Equipment that cannot be decontaminated is covered to prevent contamination.

Reusable equipment is cleaned to remove debris before decontamination. Employees use appropriate work practices.

Bins, pails, and sinks used to collect or clean contaminated articles are inspected, cleaned and decontaminated as soon as feasible after contamination or at the end of the workday.

Equipment used to clean and decontaminate reusable articles is maintained according to manufacturer's recommendations.

Regulated waste is placed in containers, which are constructed to contain all contents and prevent leakage, and closed prior to removal to prevent spillage or protrusion of contents during handling. Non-intact containers or red bags are placed into another container (as described above) before transport.

- a) The procedure for handling other regulated waste is:
 1. Regulated waste cans are lined with disposable, leak-proof red bags.
 2. When these bags are filled level with the top of the container they are lifted from their container, closed, sealed, and picked up by the medical waste disposal contractor for disposal.
 3. Employees who remove, close and transport bags of regulated waste are careful to avoid touching or handling the sides or bottom of bags.
 4. Waste containers are regularly inspected and are decontaminated upon visible contamination by staff and cleaned by housekeeping staff according to schedule.
 5. Employees wear appropriate PPE. Gloves are always worn.

HEPATITIS B VACCINATION

Hepatitis B vaccination is offered to employees according to the guidelines and recommendations of the U.S. Public Health Service.

The Safety Officer, or designee, will provide training to employees on Hepatitis B vaccinations addressing the safety, benefits, efficiency of administration, and availability.

Hepatitis B vaccinations shall be made available after the employee has received the training in occupational exposure and within 10 working days of initial assignment to all employees who have occupational exposure. The employee may decline to receive the vaccine for reasons including, but not limited to: the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed the employee is immune, or the vaccine is contraindicated for medical reasons.

Participating in a pre-screening program shall not be a prerequisite for receiving the Hepatitis B vaccination.

If the employee initially declines the Hepatitis B vaccination, but at a later date, while still covered under the standard, decides to accept the vaccination, the vaccination shall then be made available.

All employees who decline the Hepatitis B vaccination shall sign a required waiver/declination indicating their refusal. The Operations Manager shall maintain documentation of the employee's declination of the vaccination.

If the U.S. Public Health Service recommends a routine booster dose of Hepatitis B vaccine at a future date, such a booster shall be made available.

The Operations Manager will maintain a record of the employee's Hepatitis B immune status and/or vaccination status. These records are confidential and maintained separately from all employees' personnel or training files.

POST-EXPOSURE AND FOLLOW-UP

All exposure incidents shall be reported, investigated and documented. When an employee incurs an exposure incident, it shall be reported to Dispatch, who will forward the information to the Operations Manager.

Exposure to blood or OPIM can occur during routine work tasks and during accidents and injuries that are not task related, such as when an employee renders first aid or emergency care to a customer or fellow employee.

Should an incident involving blood or OPIM occur, employees are to contact the Operations Manager (via Dispatch or phone if transporting customer) who will contact the Safety Officer immediately.

Any employee that responds to a first aid or incident under the circumstances below, must report this incident. The Safety Officer will assess and determine if an actual exposure occurred.

- a) Incident involves the presence of blood or bodily fluids;
- b) Incident occurs at the Mountain Mobility office during employee's workday;
- c) Incident occurs while the employee is representing Mountain Mobility in an official capacity.

When the Safety Officer confirms an exposure, the employee is to follow the instructions of the Safety Officer regarding post-exposure medical evaluation.

For every exposure incident the following procedure applies:

- a) Employees will obtain on-the-job first aid.
- b) Employee will notify the Operations Manager who will notify the Safety Officer.
- c) The Safety Officer will:
 1. Respond to employee report of exposure incident and counsel the employee in follow-up procedures.
 2. Complete the Mountain Mobility Exposure Report form including documentation of the routes of exposure and how the exposure occurred and other reports as required.
 3. Identify and document the source individual if identification is feasible.
 4. Follow-up with source individual by obtaining consent and making arrangements to have the source individual tested as soon as possible to determine HIV, HCV, and HBV infectivity, if infectivity is not already known, and ensure the source individual's test results are conveyed to the health care professional providing evaluation of the exposure.
 5. Assure the exposed employee is provided with the source individual's test results and with information about applicable disclosure laws and regulations concerning the identity and infectious status of the source individual (NC Statute regarding confidentiality).
 6. Ensure, that if the employee does not give consent for HIV serological testing at the time blood is collected for baseline testing the blood sample will be preserved by the

laboratory for at least 90 days. If the exposed employee elects to have the baseline sample tested during this waiting period, the test will be performed as soon as feasible.

7. Ensure the laboratory is given a copy of OSHA's bloodborne pathogen standard.
8. Obtain a copy of the health care professional's Written Opinion and provide a copy to the employee within 15 days of the completion of the post-exposure evaluation. The written opinion shall be limited to whether: the employee requires the Hepatitis B vaccine, the vaccine was administered, the employee was informed of the results of the medical evaluation, and the employee has been told about any medical conditions resulting from the exposure that require treatment or follow-up evaluation.
9. Ensure the health care professional evaluating an employee after an exposure incident receives a copy of Mountain Mobility Exposure Report that contains the following:
 - A description of the employee's job duties relevant to the exposure incident
 - Route(s) of exposure
 - Circumstances of exposure
 - If possible, results of the source individual's blood test
 - Relevant employee medical records, including vaccination status

COMMUNICATION OF HAZARDS TO EMPLOYEES AND TRAINING

The Safety Officer shall ensure training is provided to employees at the time of initial assignment to tasks where occupational exposure may occur, and it shall be repeated within twelve (12) months of the most recent previous training. Training shall be provided at no cost to the employee and at a reasonable time and place. Training shall be tailored to the education and language level of the employee. The training will be interactive and cover the following elements:

- a) An accessible copy of the standard and an explanation of its contents;
- b) A discussion of the epidemiology and symptoms of bloodborne diseases;
- c) An explanation of the modes of transmission of bloodborne pathogens;
- d) Explanation of Mountain Mobility's Transportation Bloodborne Pathogen Exposure Control Plan, and a method for obtaining a copy;
- e) The recognition of tasks that may involve exposure;
- f) An explanation of the use and limitations of methods to reduce exposure, for example, work practices, and personal protective equipment;
- g) Information on the Hepatitis B vaccination, including efficacy, safety, method of administration, benefits, and that it will be offered free of charge;
- h) Information on the types, use, location, removal, handling, decontamination, and disposal of Personal Protective Equipment;
- i) Information on the appropriate actions to take and persons to contact in an emergency involving blood or OPIM;
- j) An explanation of the procedures to follow if an exposure incident occurs, including the method of reporting and medical follow-up;
- k) Information on the evaluation and follow-up required after an employee exposure incident.

The person conducting the training shall be knowledgeable in the subject matter. Employees who have received training on bloodborne pathogens in the twelve (12) months preceding the effective date of this policy shall only receive training in provisions of the policy that were not covered.

Additional training shall be provided to employees when there are any changes to tasks or procedures affecting the employee's occupational exposure.

PROCEDURE FOR EVALUATING THE CIRCUMSTANCES SURROUNDING AN EXPOSURE INCIDENT

The *Safety Officer*, along with the *Operations Manager*, will review the circumstances of all exposure incidents to determine:

- a) Work practices followed
- b) Protective equipment or clothing used at the time of the exposure incident
- c) Location of the incident
- d) Procedure being performed when the incident occurred
- e) Employee's training

The *Safety Officer* and *Operations Manager* will then determine if changes and revisions need to be made in work place controls or procedures and complete the Mountain Mobility Review of Circumstances Surrounding Employee Exposure to blood or OPIM.

The *Safety Officer*:

- a) Ensures the circumstances of the exposure are investigated;
- b) Ensures appropriate changes are made in work practice if it is determined changes need to be made;
- c) Maintains documentation of the review of circumstances and recommendations and ensures the exposed employee is not identified in the documentation;
- d) Ensures appropriate changes are made to the Plan if it is determined revisions need to be made.

RECORDKEEPING

Training Records

Training records are completed for each employee upon conclusion of training. Copies of these documents will be included in the training files for Mountain Mobility employees. These documents are required to be maintained for three (3) years by the Safety Officer.

Training records include:

- a) Dates of the training sessions
- b) Contents or a summary of the training sessions
- c) Names and qualifications of the persons conducting the training
- d) Names and job titles of all persons attending the training sessions

Employee training records are provided upon request to the employee or the employee's authorized representative within 15 working days. Such requests should be addressed to the General Manager, 2000 Riverside Drive, Suite 17, Asheville, NC 28804.

Medical Records

Medical records are maintained for each employee with occupational exposure in accordance with 29 CFR 1910.1020, "Access to Employee Exposure and Medical Records".

The Operations Manager is responsible for maintenance of the required medical records. These confidential records are kept in the office of the Safety Officer for at least the duration of employment plus three (3) years.

Employee medical records are provided upon request to the employee or to anyone having written consent of the employee within 15 working days. Such request should be made to the General Manager.

OSHA Recordkeeping

The Contractor is responsible for OSHA Recordkeeping Requirements (29 CFR 1904) and also maintains those records.

Appendix E

Substance Abuse Policy for Mountain Mobility

**SUBSTANCE ABUSE POLICY FOR
MOUNTAIN MOBILITY**

Policy Adopted: 11/21/1995, Resolution 95-11-11
Amendment 1: 12/15/1998, Resolution 98-12-5
Amendment 2: 08/01/2001, Resolution 01-12-08
Amendment 3: 03/01/2010, Resolution 10-08-02
Amendment 4: 11/1/2011, Resolution 11-11-01
Amendment 5: 8/1/2017, Resolution 17-08-07
Amendment 6: 1/9/2018, Resolution 18-01-03
 (Note: Addendum 1: 10/1/2010, Resolution 10-19-10 incorporated herein)

**Amendment Adopted by the
Buncombe County Board of Commissioners**



Chairman, Board of Commissioners

1.0 POLICY

The County of Buncombe is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective transportation services for citizens through Mountain Mobility. In keeping with this obligation and as a recipient of federal and state funds under the Federal Transit Act, as amended, it is the policy of the County of Buncombe to: (1) assure that safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner; (2) assure that workplace environments are free from the adverse effects of drug abuse and alcohol misuse; (3) prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances or alcohol in the workplace, or reporting to work under the influence of any controlled substance or alcohol; and (4) encourage professional assistance anytime that personal problems, including alcohol or drug dependence, adversely affect the performance of assigned duties.

2.0 PURPOSE

The purpose of this policy is to assure worker fitness and to protect employees and the public from the risks posed by the use of prohibited drugs and the misuse of alcohol. This policy is intended to comply with all applicable federal regulations governing and requiring anti-drug and alcohol misuse programs in the workplace, including the following regulations:

Federal Agency	Regulations	Requirements
USDOT/Federal Transit Administration	49 CFR Part 655 - "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations"	Mandates breath alcohol testing and urine drug testing for employees performing safety-sensitive functions and prohibits performance of those functions if results are positive.
USDOT	49 CFR Part 40 - "Procedures for Transportation Workplace Drug and Alcohol Testing Programs"	Sets standards for the collection and testing of urine and breath specimens.
Federal Government	49 CFR Part 29 - "The Drug-Free Workplace Act of 1988"	Requires the establishment of drug-free workplace policies and the reporting of violations.

Note: Other than identifying titles, all provisions set forth in **bold face print** are consistent with the requirements specifically set forth in 49 CFR Part 655, or Part 40, as amended. Provisions set forth in the Drug-Free Workplace Act are delineated in *italics*. All other provisions are set forth under the authority of the Board of Commissioners for the County of Buncombe as a recipient of FTA or other federal funds and shall establish minimum requirements for anti-drug and alcohol misuse programs affected by this policy statement.

3.0 APPLICABILITY

3.1 Safety-Sensitive Functions and Employees

This Drug and Alcohol Testing Policy applies to all safety-sensitive employees (full- or part-time) when performing safety sensitive duties. A safety-sensitive function is any duty related to (1) the operation of a public transit revenue service vehicle (whether or not the vehicle is in revenue service); (2) the operation of a nonrevenue service vehicle that requires a Commercial Driver's license to operate; (3) the control, dispatch, and/or movement of a revenue service vehicle; (4) the maintenance of a revenue service vehicle or equipment used in revenue service, unless such maintenance service is contracted out; and/or (5) security personnel who carry firearms in connection with their transportation duties.

A list of positions with duties related to Mountain Mobility and any safety-sensitive functions applicable to those positions is included as Attachment A to this policy. Supervisors are only safety sensitive if they perform one of the above functions. Volunteers are considered safety sensitive and subject to testing if they are required to hold a CDL, or receive remuneration for service in excess of actual expense. All employees of the County of Buncombe and/or of any agency or contractor who perform safety-sensitive functions shall be hereinafter collectively referred to as "safety-sensitive employees."

3.2 Agencies and Contractors

Any agency or contractor whose employees perform safety-sensitive functions shall establish and implement an anti-drug and alcohol misuse program and policy statement consistent with federal regulations and requirements of this policy statement. All program and policy statements developed relative to Mountain Mobility shall be subject to review and approval by the County of Buncombe and any other state and/or federal agency or department that may have purview over such policy statements. The provisions of this policy shall incorporate all rules and regulations that are required by the FTA on the prevention of alcohol misuse and prohibited drug use in transit operations, including those presently in effect or as is or may be amended and become effective in the future, whether or not said rules and regulations are expressly set forth in this policy. The agency or contractor shall certify that its anti-drug and alcohol misuse program complies with FTA regulations and this policy and that the program and applicable training has been implemented by January 1, 1996, or by subsequent dates applicable for amended rules and regulations.

The agency or contractor shall comply with all applicable regulations and shall notify its safety-sensitive employees of the requirement for alcohol and drug testing under federal regulations. The agency or contractor shall provide applicable education and training to its safety-sensitive employees, shall maintain required records, and shall submit, in a timely manner and as specified by the County of Buncombe, all training reports, **management reports summarizing the results of its anti-drug and alcohol misuse program,** and other applicable reports and information to the County of Buncombe **as required under the regulations** and/or other applicable contractual agreements. The agency or contractor shall be monitored by the County of Buncombe for compliance with the regulations and with this policy statement. Unless otherwise provided, the agency or contractor shall bear implementation, training, testing, and any other costs incurred in order to comply with applicable federal regulations and this policy statement.

The agency or contractor shall inform each safety-sensitive employee if it implements an anti-drug and alcohol misuse program and testing that is not required by FTA regulations. The agency or contractor shall not impose requirements that are inconsistent with, contrary to, or otherwise conflict with the provisions of applicable federal regulations. If the agency or contractor prohibits other behaviors or conducts any testing under its own authority, the agency or contractor shall clearly identify such provisions in its policy.

The agency or contractor also shall cooperate to the fullest extent possible in providing to any federal, state, or local agency documentation on or information about its compliance with this policy and/or drug and alcohol testing requirements and regulations.

3.3 Dissemination of Policy

A copy of applicable regulatory requirements and this policy statement shall be provided to any agency or contractor whose employees are responsible for performing safety-sensitive functions associated with the administration, operation, or management of Mountain Mobility. An authorized representative for the agency or contractor shall sign a "Confirmation of Receipt" form acknowledging receipt of the regulations and this policy statement. **The agency or contractor shall distribute a copy of this policy and/or its policy as applicable to every safety-sensitive employee and their employee organizations as applicable.** Each safety-sensitive employee shall be requested to sign a statement confirming his/her receipt of the policy.

3.4 Proper Application of Policy Requirements

The County of Buncombe is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, all aspects of this policy shall be used and applied in an unbiased and impartial manner. Any employee who knowingly applies the requirements of this policy in an improper manner, or who is found to deliberately misuse the policy in regard to subordinates, shall be subject to disciplinary action, up to and including termination.

4.0 ILLEGAL USE OF PROHIBITED SUBSTANCES

"Illegal use" includes the use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. "Prohibited substances" addressed by this policy include the following:

4.1 Controlled Substances or Illegal Drugs

Prohibited substances shall include *any illegal drug or any substance identified in Schedules I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), and as further defined by 21 CFR 1300.11 through 1300.15.* This includes, but is not limited to: **marijuana, amphetamines, opioids, phencyclidine (PCP), and cocaine**, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. Also, the medical/recreational use of marijuana, or the use of hemp related products, which cause drug or drug metabolites to be present in the body above the minimum thresholds is a violation of this policy. **Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all covered employees be tested for marijuana, cocaine, amphetamines, opioids, and phencyclidine. Illegal use of these five drugs is prohibited at all times and thus, covered employees may be tested for these drugs anytime that they are on duty.**

4.2 Legal Drugs

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. A legally prescribed drug means that an individual has a prescription or other written approval from a physician for the use of a drug in the course of medical treatment. However, prior to performing any safety-sensitive duties, a safety-sensitive employee shall supply a written statement from their physician or pharmacist indicating that their use of a prescribed drug or non-prescription medication will not affect their performance of safety-sensitive functions, if the drug or medication carries a warning label that indicates that mental functioning, motor skills, or judgement may be adversely affected.

4.3 Alcohol

The use of beverages or substances containing alcohol (including any medication, mouthwash, food, candy, or any other substance) is prohibited to the degree that alcohol is present in the body while performing safety-sensitive duties. The concentration of alcohol is expressed in terms of grams of alcohol per 210 liters of breath as measured by an indicated by a breath test under 49 CFR Part 40.

5.0 PROHIBITED CONDUCT

5.1 Manufacture, Distribution, Possession, and/or Use

All employees, regardless of whether safety-sensitive functions are performed, are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, and/or use of prohibited substances in any building, premise, or vehicle that is owned, leased, or otherwise used while performing work. The use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs is prohibited at all times. Any employee who violates this provision shall be subject to disciplinary action up to and including termination.

5.2 Intoxication/Under the Influence

A safety-sensitive employee who is reasonably suspected of being intoxicated, impaired, under the influence of a prohibited substance, or not fit for duty shall be suspended from performing safety-sensitive functions pending an investigation and verification of condition. **Safety-sensitive employees found to be under the influence of prohibited substances or who fail to pass a drug or alcohol test (including a refusal to test) shall be removed from performing safety-sensitive functions immediately, shall be referred to a list of USDOT qualified SAPs, and shall be subject to disciplinary action up to and including termination. A drug or alcohol test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body above the minimum thresholds defined in 49 CFR Part 40, as amended.**

5.3 Alcohol and Drug Misuse

All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in 49 CFR Part 40, as amended. Each covered employee is prohibited from reporting to work or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.04 or greater regardless of when the alcohol was consumed. Each covered employee should not report to work or be on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02-0.039. An employee with a breath alcohol concentration which measures 0.02-0.039 is not considered to have violated the USDOT-FTA drug and alcohol regulations, provided the employee has not consumed the alcohol within four (4) hours of performing a safety-sensitive duty. If a safety-sensitive employee has a breath alcohol concentration of 0.02-0.039, USDOT-FTA regulations require the employee be removed from the performance of safety-sensitive duties until:

- i. The employee's alcohol concentration measures less than 0.02; or**
- ii. The start of the employee's next regularly scheduled duty period, but not less than eight hours following administration of the test.**

A safety-sensitive employee is prohibited from using alcohol while on duty, while performing safety-sensitive functions, or just before or just after performing a safety-sensitive function. A safety-sensitive employee shall not consume alcohol within four (4) hours prior to the performance of safety-sensitive job functions or while on-call to perform safety-sensitive functions. A safety-sensitive employee shall not consume alcohol within eight (8) hours following involvement in an accident, or until tested, whichever occurs first. Violation of these provisions is prohibited and punishable by disciplinary action up to and including termination.

5.4 Compliance with Testing Requirements

Pursuant to 49 CFR Part 655, all safety-sensitive employees shall be subject to urine drug testing and breath alcohol testing as a condition of employment. Before performing a drug or alcohol test under this part, the safety-sensitive employee shall be notified that the test is being administered under this part. Any safety-sensitive employee who refuses to comply with a request for testing shall be immediately removed from duty, and their employment terminated.

Drug tests can be performed any time a safety-sensitive employee is on duty. An alcohol test can only be performed

when the safety-sensitive employee is actually performing a safety-sensitive duty, just before, or just after the performance of a safety-sensitive duty.

5.5 Treatment Requirements

All safety-sensitive employees are encouraged to make use of the available resources for treatment for alcohol misuse and drug use problems. Unless otherwise provided, the cost of any treatment or rehabilitation services shall be paid for directly by the safety-sensitive employee or their insurance provider.

If a safety-sensitive employee refuses to be evaluated by a substance abuse professional or fails to comply with a treatment or after care program recommended by a substance abuse professional, employment shall be terminated.

5.6 Notification of Criminal Drug Convictions

All employees, regardless of whether safety-sensitive functions are performed, are required to notify supervisory personnel of any criminal drug statute conviction for a violation occurring in the workplace within five days after such conviction. Further, such violations shall be reported to the Federal Transit Administration by appropriate supervisory personnel within ten days of notification from the employee. Failure to comply with this provision shall result in disciplinary action, up to and including termination.

6.0 TESTING PROCEDURES

Analytical urine drug testing and breath testing for alcohol shall be conducted when circumstances warrant or as required by 49 CFR Part 40 as amended. . Testing methods shall be consistent with 49 CFR Part 40, as amended. All safety-sensitive employees shall be subjected to testing as follows: (a) prior to employment; (b) on an unannounced, random basis; (c) for reasonable suspicion; (d) following an accident; (e) prior to returning to duty following the refusal to take a required test or prior to returning to duty following a positive drug or alcohol test; and (f) follow-up testing after returning to duty following a positive test.

Drug and alcohol testing shall be conducted in a manner to assure a high degree of accuracy and reliability and shall be conducted using techniques, equipment, and laboratory facilities which have been certified under the U.S. Department of Health and Human Services (DHHS) “Mandatory Guidelines for Federal Workplace Drug Testing Programs,” as amended. All drug and alcohol testing for safety-sensitive employees shall be conducted in accordance with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be made to protect the employee, the integrity of the drug testing procedure, and the validity of the test result. Observed collections shall be required as applicable under 49 CFR Part 40, as amended.

The drugs that will be tested for shall include marijuana, cocaine, opioids, amphetamines, and phencyclidine (PCP). Urine specimens will be collected using the split specimen collection method described in 49 CFR Part 40. Each specimen will be accompanied by a DOT Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual. An initial drug screen shall be conducted on the primary urine specimen. For those specimens that are not negative, a confirming Gas Chromatography/Mass Spectrometry (GC/MS) test will be performed. The drug test shall be considered positive if the amounts present are above the minimum thresholds established in 49 CFR Part 40, as amended.

The test results from the laboratory will be reported to a Medical Review Officer (MRO). A MRO is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO also shall be knowledgeable about 49 CFR Part 40, as amended, DOT MRO Guidelines, and other applicable regulations. The MRO also must have received qualification training and continuing education that meet the requirements of 49 CFR Part 40, as amended. The MRO will review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive test result. The MRO will

contact the employee, notify the employee of the positive laboratory result, and provide the employee with an opportunity to explain the confirmed test result. The MRO will subsequently review the employee's medical history/medical records to determine if there is a legitimate medical explanation for a positive laboratory result. If no legitimate medical explanation is found, the test will be verified positive and reported to the project manager. If a legitimate explanation is found, the MRO will report the test result as negative.

The split specimen will be stored at the initial laboratory until the analysis of the primary specimen is completed. If the primary specimen is negative, the split will be discarded. If the primary specimen is positive, it will be retained in frozen storage for one year and the split specimen will also be retained for one year. If the primary is positive, the primary and the split will be retained for longer than one year for testing if so requested by the employee through the Medical Review Officer, or by the employer, by the MRO, or by the relevant DOT agency.

A reasonable suspicion or random alcohol test can only be conducted just before, during, or just after performing a safety-sensitive function. Initial screening tests shall be conducted utilizing either a non-evidential breath testing device or a National Highway Traffic Safety Administration (NHTSA)-approved evidential breath testing device (EBT). If the initial test indicates an alcohol concentration of .02 or greater, a second test shall be performed to confirm the results of the initial test. A NHTSA-approved EBT device shall be utilized to perform confirmation tests. All tests utilizing EBT devices shall be conducted by a trained breath alcohol technician (BAT). The EBT will identify each test by a unique sequential identification number. This number, time, and unit identifier will be provided on each EBT printout. The EBT printout along with an approved alcohol testing form will be used to document the test, the subsequent results, and to attribute the test to the correct employee. The test will be performed in a private, confidential manner as required by 49 CFR Part 40 as amended. The procedure will be followed as prescribed to protect the employee and to maintain the integrity of the alcohol testing procedures and validity of the test result.

A safety-sensitive employee who has a confirmed alcohol concentration of equal to or greater than 0.02 but less than 0.04 will be removed from his/her position for eight hours unless a retest results in a concentration of less than 0.02. The inability to perform safety-sensitive duties due to an alcohol test result of greater than 0.02 but less than 0.04 will be subject to disciplinary action up to and including termination. An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy and a violation of the requirements set forth in 49 CFR Part 655 for safety-sensitive employees.

Any safety-sensitive employee that has a confirmed positive drug or alcohol test, or refusal to test, will be removed from his/her position, informed of educational and rehabilitation programs available, and referred to a list of USDOT qualified Substance Abuse Professionals for assessment. A positive drug test or positive alcohol test or non-negative alcohol test will result in disciplinary action up to and including termination.

Individual dignity, privacy, and confidentiality throughout the testing process shall be recognized.

6.1 Employee-Requested Re-Testing

Any safety-sensitive employee who questions the results of a required drug test may request that a test be conducted on the remaining split sample of the urine specimen. The safety-sensitive employee's request must be made to the Medical Review Officer within 72 hours of notice of a verified positive test result of the original sample. Requests after 72 hours shall only be accepted if the delay was due to documentable facts that were beyond the control of the safety-sensitive employee.

Split-specimen testing that is requested by a safety-sensitive employee shall be conducted at a different DHHS-certified laboratory and shall be conducted on the split sample that was provided by the safety-sensitive employee at the same time as the original sample was collected. The method of collecting, storing, and testing the split sample shall be consistent with the procedures set forth in 49 CFR Part 40, as amended. Unless otherwise provided, the cost for testing the split sample shall be borne by the safety-sensitive employee.

6.2 Pre-Employment Testing

All persons applying for employment positions requiring the performance of safety-sensitive functions as a condition of employment shall undergo urine drug testing immediately following the offer of employment or transfer into a position requiring the performance of safety-sensitive functions. **A negative drug test result shall be required prior to the performance of any safety-sensitive function.** Failure of a pre-employment drug test shall disqualify the applicant for employment for a period of at least 90 days. Prior to further consideration for employment of re-applicants, **the applicant must provide the employer proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G and take a drug test with a verified negative result.** If a pre-employment test is canceled, the employer will require the applicant to take and pass another pre-employment drug test. A pre-employment drug test under 49 CFR Part 655 with a negative test results will be required anytime an employee does not perform a safety sensitive function for a period of 90 consecutive days or more regardless of reason, and is not in the random testing pool during that time. Applicants are required (even if ultimately not hired) to provide Mountain Mobility with signed written releases requesting USDOT drug and alcohol records from all previous, USDOT-covered, employers that the applicant has worked for within the last two years. Failure to do so will result in the employment offer being rescinded. Mountain Mobility is required to ask all applicants (even if ultimately not hired) if they have tested positive or refused to test on a pre-employment test for a USDOT covered employer within the last two years. If the applicant has tested positive or refused to test on a pre-employment test for a USDOT covered employer, the applicant must provide Mountain Mobility proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G.

6.3 Reasonable Suspicion Testing

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

The following criterion will allow for a federal reasonable suspicion test to occur:

1. Specific contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee consistent with possible drug use and/or alcohol misuse.

Reasonable suspicion determinations must be made by one or more supervisors who are trained to detect the signs and symptoms of drug and alcohol use and who reasonably concludes that a safety-sensitive employee may be adversely affected or impaired in his/her work performance due to possible drug use or alcohol misuse. A reasonable suspicion alcohol test can only be conducted just before, during, or just after the performance of a safety-sensitive job function.

A written record of the observations which led to a drug/alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor making the observation.

6.4 Post-Accident Testing

FATAL ACCIDENTS - A safety-sensitive employee will be required to undergo a urine drug test and breath alcohol test if they are involved in an accident in a transit vehicle that results in a fatality, regardless of whether or not the vehicle is in revenue service. This includes the surviving safety-sensitive employee who was operating the vehicle at the time of the accident and any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision.

NON-FATAL ACCIDENT - A post-accident test of the employee operating the public transportation vehicle shall be conducted if an accident occurs and at least one of the following occurs:

1. The accident results in injuries requiring immediate medical treatment away from the scene and the covered employee may have contributed to the accident.
2. One or more vehicles incur disabling damage as a result of the occurrence and must be transported away from the scene, and the covered employee may have contributed to the accident.

Following an accident, the safety-sensitive employees to be tested shall be tested as soon as possible, but not to exceed eight hours for alcohol testing and 32 hours for drug testing. If an alcohol test can not be performed within two hours, documentation shall set forth the reasons for the failure to conduct the test. Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight hours following the accident or until he/she undergoes a post-accident alcohol test. Any safety-sensitive employee who leaves the scene of an accident without justifiable explanation prior to submission to drug and alcohol testing will be considered to have refused the test. Safety-sensitive employees tested under this provision will include not only the operations personnel, but also any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the employer using the best information available at the time of the decision.

6.5 Random Testing

Safety-sensitive employees shall be subject to random, unannounced drug and alcohol testing. The selection of safety-sensitive employees for random testing will be made using a scientifically valid method that ensures each safety-sensitive employee that they will have an equal chance of being selected each time selections are made. The dates for administering random tests will be unannounced and spread throughout the calendar year, day of the week and hours of the day.

The number of employees randomly selected for drug/alcohol testing during the calendar year shall be not less than the percentage rates set each year by the FTA. The current year testing rates can be viewed online at <https://www.transportation.gov/odapc/random-testing-rates>. If a given driver is subject to random testing under the rules of more than one DOT agency, the driver will be subject to random drug and alcohol testing at the annual percentage rate established by the DOT agency regulating more than 50% of the driver's function.

Each covered employee shall be in a pool from which the random selection is made. Each covered employee in the pool shall have an equal chance of selection each time the selections are made. Employees will remain in the pool and subject to selection, whether or not the employee has been previously tested. There is no discretion on the part of management in the selection.

Random drug tests can be conducted at any time during an employee's shift (i.e., beginning, middle, or end). Alcohol random tests can only be performed just before, during, or just after the performance of a safety sensitive duty. Employees are required to proceed immediately to the collection site upon notification of their random selection.

6.6 Return-to-Duty Testing

Any safety-sensitive employees who previously refused an alcohol or drug test or who tested positive for a drug or alcohol test must test negative for drugs, alcohol (below 0.02 for alcohol), or both and be evaluated and released to duty by a substance abuse professional before returning to work. For an initial positive drug test a Return-to-Duty drug test is required and an alcohol test is allowed. For an initial positive alcohol test a Return-to-Duty alcohol test is required and a drug test is allowed. Following the initial assessment, the SAP will recommend a course of rehabilitation unique to the individual. The SAP will recommend the return-to-duty test only when the employee has successfully completed the treatment requirement and is known to be drug and alcohol-free and there are no undue concerns for public safety.

6.7 Follow-Up Testing

All safety sensitive employees that have returned to duty following a positive or refused a test will be required to undergo frequent, unannounced drug and/or alcohol testing following their return-to-duty test. The follow-up testing shall be performed for a period of one to five years, with a minimum of six tests to be performed during the first year. The frequency and duration of the follow-up tests (beyond the minimums) will be determined by the qualified substance abuse professional (SAP) reflecting the SAP's assessment of the employee's unique situation and recovery progress. Follow-up testing should be frequent enough to deter and/or detect a relapse. Follow-up testing is separate and in addition to the random, post-accident, reasonable suspicion and return-to-duty testing.

6.8 Dilute Negative Testing Results

If the MRO reports that a safety-sensitive employee's negative drug test was dilute, the employee will not be required to take another test immediately.

6.9 Refusals to Test

In accordance with 49 CFR Part 40, refusal to submit to a drug and/or alcohol test will be considered equivalent to a positive test result and shall result in termination and referral to a list of USDOT qualified SAPs. A test refusal includes any of the following infractions:

1. Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Mountain Mobility, after being directed to do so by Mountain Mobility (i.e. in reference to 49 CFR Part 40.191(a) and 49 CFR Part 40.261(a)(1)). Mountain Mobility considers 30 minutes from the time of notification to the arrival at the testing agency as a reasonable time-frame for drug and alcohol tests to occur.
2. Fail to remain at the testing site until the testing process is complete (i.e. in reference to 49 CFR Part 40.191(a)(2) and 49 CFR Part 40.261(a)(2)). In reference to 49 CFR Part 40.63(c) an employee who leaves the testing site before the testing process commences for a pre-employment test has not refused a test.
3. Fail to attempt to provide a urine specimen for any drug test required by Part 40 or DOT agency regulations (i.e. in reference to 40.191(a)(3)). In reference to 49 CFR Part 40.63(c) an employee who does not provide a urine specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
4. Fail to attempt to provide a breath specimen for any breath alcohol test required by Part 40 or DOT agency regulations (i.e. in reference to 40.261(a)(3)). In reference to 49 CFR Part 40.63(c) an employee who does not provide a breath specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
5. Fail to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure (i.e. in reference to 49 CFR Part 40.191(a)(5) and 49 CFR Part 40.193(d)(2)).
6. Fail to provide a sufficient amount of breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure (i.e. in reference to 49 CFR Part 40.261(a)(4) and 49 CFR Part 40.193(d)(2)).
7. Fail to undergo a medical examination or evaluation (i.e. in reference to 49 CFR Part 40.191 (a)(7)), as directed by the MRO as part of the drug testing verification process, or directed by the DER as part of the "shy bladder" procedures under 49 CFR Part 40.193(d) of this part. In the case of a pre-employment drug test, the employee is deemed to have refused to test on this basis only if the pre-employment test is conducted following a contingent offer of employment.

8. **Fail to undergo a medical examination or evaluation (i.e. in reference to 49 CFR Part 40.261 (a)(5)), as directed by the BAT as part of the breath alcohol testing process, or directed by the DER as part of the “shy lung” procedures under 49 CFR Part 40.193(d) of this part.**
9. **Fail to cooperate with any part of the drug testing process (e.g. in reference to 40 CFR Part 40.191(a)(8) this includes refusing to empty pockets when so directed by the collector; behave in a confrontational way that disrupts the collection process, etc.).**
10. **Fail to cooperate with any part of the breath alcohol testing process (e.g. in reference to 40 CFR Part 40.261(a)(7) this includes refusing to empty pockets when so directed by the collector; behave in a confrontational way that disrupts the collection process, etc.).**
11. **Fail to permit the observation or monitoring of your provision of a specimen when required.**
12. **Fail or declines to take a second test the employer or collector has directed to occur.**
13. **The MRO reports that a test result has been verified as being adulterated or substituted (i.e. in reference to 49 CFR Part 40.191(b)).**
14. **Fail to sign the certification at Step 2 of the ATF (i.e. in reference to 40.261(a)(6), 49 CFR Part 40.241(g), and 40.251(d)).**
15. **Failure to follow the observer’s instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.**
16. **Possess or wear a prosthetic or other device that could be used to interfere with the collection process.**
17. **In accordance to 49 CFR Part 40.191(e) when an employee refuses to take a non-DOT drug test or to sign a non-DOT form he or she has not refused to take a DOT test. There are no consequences under DOT agency regulations for refusing to take a non-DOT drug test.**
18. **In accordance to 49 CFR Part 40.261(d) when an employee refuses to take a non-DOT breath alcohol test or to sign a non-DOT form he or she has not refused to take a DOT test. There are no consequences under DOT agency regulations for refusing to take a non-DOT breath alcohol test.**

7.0 EMPLOYEE ASSESSMENT

Any safety-sensitive employee who refuses a test or who tests positive for the presence of illegal drugs or alcohol above the minimum thresholds set forth in 49 CFR Part 40, as amended, or who refuses to test, will be removed from his/her safety-sensitive position, informed of educational and rehabilitation programs available, referred to a list of USDOT qualified Substance Abuse Professionals for evaluation. The substance abuse professional shall be a licensed physician (medical doctor or doctor of osteopathy); or a licensed or certified psychologist, social worker, employee assistance professional; a state-licensed marriage and family therapist; or a drug and alcohol counselor (certified by an organization listed at <https://www.transportation.gov/odapc/sap>) with knowledge of and clinical experience in the diagnosis and treatment of alcohol and drug-related disorders. The substance abuse professional also shall be knowledgeable about 49 CFR Part 40, as amended, DOT Guidelines for substance abuse professionals, and other applicable regulations. The substance abuse professional also must have received qualification training and continuing education that meet the requirements of 49 CFR Part 40, as amended. The substance abuse professional shall evaluate each safety-sensitive employee to determine what assistance the safety-sensitive employee needs in resolving problems associated with prohibited drug use or alcohol misuse. The substance abuse

professional shall not refer the employee to a private practice from which the substance abuse professional receives remuneration or in which the substance abuse professional has a financial interest.

If a safety-sensitive employee is allowed to return-to-duty, he/she must properly follow the rehabilitation program prescribed by the substance abuse professional, must have negative return-to-duty drug and/or alcohol tests, and must be subject to unannounced follow-up testing for a period of one to five years.

The cost of any treatment or rehabilitation services shall be paid for directly by the safety-sensitive employee or their insurance provider.

If a safety-sensitive employee refuses to be evaluated by a substance abuse professional or fails to comply with a treatment or after care program recommended by a substance abuse professional, employment shall be terminated.

Assessment by a substance abuse professional or participation in an employee rehabilitation and assistance program shall not shield a safety-sensitive employee from disciplinary action for performance-related infractions.

8.0 INFORMATION DISCLOSURE

All drug and alcohol testing records will be maintained in a secure manner so that disclosure of information to unauthorized persons does not occur. Information will only be released in the following circumstances:

- 1. To a third party only as directed by specific, written instruction of the employee;**
- 2. To the decision-maker in a lawsuit, grievance, or other proceeding initiated by or on the behalf of the employee tested;**
- 3. To a subsequent employer upon receipt of a written request from the employee;**
- 4. To the National Transportation Safety Board during an accident investigation;**
- 5. To the DOT or any DOT agency with regulatory authority over the employer or any of its employees, or to a State oversight agency authorized to oversee rail fixed-guideway systems;**
- 6. To a representative of Buncombe County who, on behalf of the grantee, is required to certify FTA compliance with the drug and alcohol testing procedures of 49 CFR Part 40 as amended or Part 655; or**
- 7. To the employee, upon written request; or**
- 8. To a Federal, state or local safety agency with regulatory authority over Mountain Mobility or the employee upon request.**

If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of Part 40 as amended, necessary legal steps to contest the issuance of the order will be taken.

In cases of a contractor or sub-recipient of a state department of transportation, records will be released when requested by such agencies that must certify compliance with the regulation to the FTA.

9.0 EMPLOYEE AND SUPERVISOR TRAINING REQUIREMENTS

Prior to the performance of safety-sensitive functions and on an annual basis thereafter, appropriate education, training, and informational materials shall be provided to, discussed with, and/or displayed for safety-sensitive employees as required under the federal regulations. Each safety-sensitive employee shall receive at least 60 minutes of education and training on the signs and symptoms of drug use including the effects and consequences of prohibited drug use on personal health, safety, and the work environment, as well as manifestations and behavioral cues that

may indicate the use of prohibited drugs. Each safety-sensitive employee also shall be provided with information concerning the effects of alcohol misuse on an individual's health, work, and personal life, as well as signs and symptoms of an alcohol problem and intervention methods.

Any supervisor who will be determining when it is appropriate to administer reasonable suspicion drug or alcohol tests shall receive at least 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable use of prohibited drugs and shall receive at least 60 additional minutes of education and training on the physical, behavioral, speech, and performance indicators associated with probable alcohol misuse. Supervisors shall receive said training prior to assuming responsibility for making reasonable suspicion determinations.

Education and training requirements for safety-sensitive employees are summarized in Attachment B.

10.0 SYSTEM CONTACTS

Any questions regarding this policy or any other aspect of the County's anti-drug and alcohol misuse program shall be directed to the following person:

Title: General Manager, Mountain Mobility
Address: 2000 Riverside Drive, Suite 17
Asheville, NC 28804
Telephone Number: 828.250.6750

Any agency or contractor whose employees are responsible for performing safety-sensitive functions associated with the administration, operation, or management of Mountain Mobility shall provide to the County a written certification of the name, address, telephone number, and the fax number for its Medical Review Officer and Substance Abuse Professional, which shall be incorporated into this policy by this reference thereto.

ATTACHMENT A

**POSITIONS WITH DUTIES RELATED TO MOUNTAIN MOBILITY
AND SAFETY-SENSITIVE FUNCTIONS APPLICABLE TO THOSE POSITIONS¹**

Position/Description (Full-Time and Part-Time)	Safety- Sensitive Functions	Employer
General Manager	If dispatcher or driver position/function is performed	McDonald Transit DBA Buncombe County Transit Management, Inc.
Operations Manager	If dispatcher or driver position/function is performed	
Dispatcher	Control, dispatch, and/or movement of a revenue service vehicle	
Driver	Operation of a mass transit revenue service vehicle	
Safety/Training Manager	If dispatcher or driver position/function is performed	
Fleet Manager	If dispatcher or driver position/function is performed	
Maintenance Staff	Maintenance, if not contracted out	
Transit Program Manager	No safety-sensitive functions are performed	Land-of-Sky Regional Council
Mobility Specialist	No safety-sensitive functions are performed	
Senior Program Assistant	No safety-sensitive functions are performed	
Planning Director	No safety-sensitive functions are performed	Buncombe County
Planner III	No safety-sensitive functions are performed	
Planner I	No safety-sensitive functions are performed	
County Garage Staff	No safety-sensitive functions are performed	

¹ This list may be changed as necessary to include all current employment positions and reflect the safety-sensitive status of all positions that may be affected by this policy statement.

ATTACHMENT B

SUMMARY OF EDUCATION AND TRAINING REQUIREMENTS

Anti-Drug Program

Who Must Be Educated/Trained	What Education/Training They Must Receive	Content
All safety-sensitive employees	Display and distribution of content information	Anti-drug informational material; community service hotline number for employee assistance
All safety-sensitive employees	Written notice about and copy of content information	Drug regulation; employer policy and procedures.
All safety-sensitive employees	60 minutes of training	Effects of drug use on personal health, safety, and work environment; manifestations and behavioral cues indicating drug use.
Supervisors making reasonable suspicion determinations	An additional 60 minutes of training	Indicators of probable drug use.

Alcohol Misuse Program

Who Must Be Educated/Trained	What Education/Training They Must Receive	Content
All safety-sensitive employees	Materials that include detailed discussion of content information	Contact person; safety-sensitive employee categories; period of workday when compliance is required; prohibited conduct; mandatory testing for safety-sensitive functions; testing circumstances, and procedures; consequences of alcohol misuse (.02+ concentration) and refusal of tests; information about effects of alcohol misuse on health, work, and personal life; signs and symptoms of alcohol misuse; intervention methods.
All safety-sensitive employees	Written notice of availability and copy of content information prior to start of testing	Alcohol regulation; employer policy and procedures.
Supervisors making reasonable suspicion determinations	At least 60 minutes of training	Indicators of probable alcohol misuse.

Appendix F

Vehicle Maintenance

VEHICLE INSPECTION FORM

Mountain Mobility

Vehicle #: _____

Mileage: _____

Lift Cycle Reading (if applicable): _____

Evaluate component condition according to the following:

Good Requires no repair or replacement and is completely operational.

Fair Requires minor corrective measures that are to be performed by capable agency personnel; or that deferred correction will not inhibit safe and efficient vehicle operation and will not cause or contribute to personal injury and potential hazardous occurrences.

Poor Requires immediate professional repair, correction, or replacement.

N.E. Not Equipped (check "Poor" when equipment is lost or missing).

	GOOD	FAIR	POOR	NE
1. Lift Hood (NC CDL Manual Section 2.1)				
a. Hood latch secure, lubed, and operates easily.				
2. Radiator NC (CDL Manual Section 2.1)				
a. Coolant correct level and condition (color).				
b. Leaks.				
3. Engine (NC CDL Manual Section 2.1 & Owner Manual)				
a. Automatic transmission fluid level.				
b. Engine oil level.				
4. Battery (NC CDL Manual Section 2.1 & Owner Manual)				
a. Case (look for cracks and leaks).				
b. Cables and terminals (check for excessive corrosion and looseness).				
5. Fan Belts and Belt Driven Components (NC CDL Manual Section 2.1 & Owner Manual)				
a. Condition (belts, components, mountings, and pulleys of the following)				
1. Belt(s)				
2. Water pump				
3. Alternator				
4. Power steering				
5. Air conditioning				
6. Hoses (check for softness, hardening, cracking, and breaks) (NC CDL Manual Section 2.1 & Owner Manual)				
a. Radiator hoses.				
b. Overflow hoses.				
7. Brake Master Cylinder/Reservoir (NCGS 20-183.3)				
a. Fluid level.				
8. Steering System				
a. Reservoir; check for proper fluid level.				
9. Lights (anchors, lens, illumination) (NCGS 20-129 or 129.1)				
a. Headlamp High/Low Beam				
10. Horn (Must be operational) (NCGS 20-125)				
11. Tires (NCGS 20.122.1 and 49 CFR Part 393.75)				
a. Condition (check for bulges, cracks, and exposed cords center of tread).				
12. Mirrors (NCGS 20-126)				
a. Glass (cracks, looseness, or distortion).				
13. Body (NC CDL Manual Section 2.1 & Owner Manual)				
a. Body damage				
b. Cleanliness				
14. Fire Extinguisher (OSHA) CFR 29 1910.157				
a. Condition overall. (Secured)				
b. Current inspection (Due annually).				

VEHICLE INSPECTION FORM

15. First Aid Kit (OSHA) CFR 29 1915.98				
a. Condition.				
b. Fully stocked.				
16. Emergency Flares/Triangles (NC CDL Manual Section 10.3)				
a. None missing. (Secured)				
17. Web Cutter Serviceable (CFR 45 Part 1310.3)				
a. Readily accessible. (Secured)				
18. Biohazard Kit (29 CFR 1910.1030)				
a. Condition. (Secured)				
b. Fully stocked.				
19. Vehicle Documentation (NCGS 20-52 & 20-183.4C)				
a. State Inspection Paperwork	<i>On file in Buncombe County Planning Dept.</i>			
b. Registration certificate (VIN, and vehicle description must match vehicle being inspected and must be current year).				
c. Insurance card (must be current).				
20. Communication (CFR 45 Part 1310)				
a. Two-way radio				
21. Vehicle Markings (PTD Policy Guidance and NCGS 20-39.1)				
a. Transit system name on both sides of the vehicle				
b. Can the name be read from a distance of 50 feet				
c. County Seal				
22. ADA Signage (49 CFR Part 38)				
a. Priority seating				
b. Wheelchair lift seal (if lift vehicle)				
c. Wheelchair securement locations marked				
23. ADA Equipment (49 CFR Part 38)				
a. All installed equipment operational				
24. Ramp or Wheelchair Lift (must meet ADA approved minimum specifications when purchased after 1/26/92)				
CFR 49 37.163				
a. Operation (operates smoothly & mechanically trouble free).				
c. Maintenance Indicator: Lift Ready green LED				
c. Hand switch is fully functional.				
d. Platform: Any obvious defects				

INSPECTOR _____
Buncombe County General Services/Garage

DATE _____

General Observations:

Mountain Mobility must take appropriate corrective action required by each "Fair" (repair may be deferred) and "Poor" (must be corrected before vehicle is put in service) rating responses.

BUNCOMBE COUNTY MOUNTAIN MOBILITY OPERATOR'S PRETRIP INSPECTION

VAN # _____ DATE _____

OPERATOR _____ ODOMETER START _____ ODOMETER END _____

OPERATOR _____ ODOMETER START _____ ODOMETER END _____

D.O.T. Requires Pre-trip and Post-trip inspection

Before leaving the property, use this check list to assure that you have a safe, clean, dependable van. The first operator should complete this pretrip and describe defects in the appropriate space below.

Approach van looking for any object or leaks underneath van

ENGINE COMPARTMENT FLUIDS

- Oil Brake Fluid Trans Fluid
 Power Steering Coolant Battery Term.....

INTERIOR

1. Start engine (do not race)
2. Check camera globes for moisture
3. Check gauges
4. **Brake pedal feels good**.....
5. Sound horn
6. Test radio
7. Check all interior lights for operation
9. **Check wipers for operation and washer fluid**
9. Check A/C or heater/defroster for operation

SAFETY

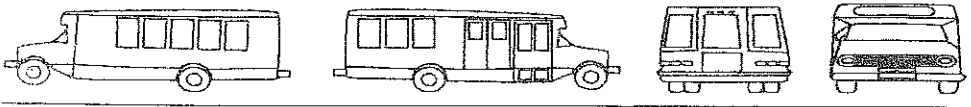
10. **Check emergency exits**
11. First aid kit
12. Biohazard kit
13. Gloves
14. Back-up alarm
15. Broom/Dustpan
16. Webcutters (2)
17. Triangles
18. Fire extinguisher fully charged

EXTERIOR

19. Check exterior lights for operation
 Headlight **Tail lights** **Brake lights** Back up lights
 Turn signals Clearance lights **Mirrors**.....
20. Complete Pre & Post trip security sweep of vehicle
21. **Check windshield & all windows**
22. Check exterior for body damage
23. **Visually check tires for inflation and rub damage**
24. **Check lug nuts/tires**
25. Check fuel cap to see if secure
26. **Check lift to make sure it operates properly**
- Power** **Leaks** Cycle Count
- Cycle lift required before leaving lot
27. **Check passenger door to make sure it operates properly**
28. 2 Lap Belt 8 Tie down Securements

	Pre-Trip Driver 1		Post-Trip Driver 1		Pre-Trip Driver 1		Post-Trip Driver 1	
	OK	Defect	OK	Defect	OK	Defect	OK	Defect
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Please explain in detail below any problems you are having with the vehicle and when the problem occurs.



Any items **marked in BOLD** marked unsatisfactory must be brought to the attention of the Supervisor immediately. The **BOLD** typeface indicates items that may place a vehicle out of service.

I declare that I have properly performed a vehicle inspection on the vehicle indicated above and have inspected and marked the inspection items, listed above accordingly.

Driver's signature Pre-Trip inspection

Driv(2) Pre

There have been no incidents or accidents with this vehicle since the above inspection.

Driver's signature Mid-Trip inspection

Driv(2) Post

Driver's signature Post-Trip inspection

<input type="checkbox"/> Reviewed	<input type="checkbox"/> Could not duplicate problem
<input type="checkbox"/> Noted for repair	<input type="checkbox"/> Repaired

Shop Manager's Signature

FLEET MANAGER SIGN OFF: _____ **OK TO RUN**

Fleet Manager Name: _____

Fleet Manager Comments: _____

Driver number 2, Mid-Trip, only has to perform a walk-around inspection. Only inspect items where a mark can be placed.

PM CHECKLIST

CLASS_CLASS_CODE =
MM-PM-5000

MM-PM-5000, A	
PM Task	Description
PMMM-H01	*** SERVICES TO BE PERFORMED ON AN A-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____ /32" _____ L/F _____ /32" _____
PMMM-A07	(4/32) MIN PADS R/R _____ /32" _____ L/R _____ /32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR

PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000, ANNUAL

PM Task	Description
PM-ANU-01	MIL INDICATOR BULB
PM-ANU-02	DLC (DIAGNOSTIC LINK CONNECTOR)
PM-ANU-03	COMMUNICATION ESTABLISHED
PM-ANU-04	MIL COMMAND ON
PM-ANU-05	MIL INDICATOR BULB
PM-ANU-06	HEADLIGHT
PM-ANU-07	PARKING LIGHT
PM-ANU-08	TAIL LIGHTS
PM-ANU-09	BEAM INDICATOR LIGHT/SWITCH
PM-ANU-10	LICENSE PLATE
PM-ANU-11	STOP LIGHTS
PM-ANU-12	DIRECTIONAL SIGNALS
PM-ANU-13	HORN
PM-ANU-14	WINDSHIELD WIPER
PM-ANU-15	REAR VIEW MIRROR
PM-ANU-16	FOOT BRAKE
PM-ANU-17	EMERGENCY BRAKE
PM-ANU-18	STEERING MECHANISM
PM-ANU-19	TIRES
PM-ANU-20	EXHAUST SYSTEM
PM-ANU-21	CLEARANCE LIGHTS (BUSES; TRUCKS; TRAILERS)
PM-ANU-22	REFLECTORS
PM-ANU-23	WINDOW TINTING VISBLE LIGHT TRANSMISSIOM. 35% TOLARANCE
PM-ANU-24	CATALYTIC CONVERTER
PM-ANU-25	AIR INJECTION SYSTEM (AIS)
PM-ANU-26	PCV VALVE
PM-ANU-27	UNLEADED GAS RESTRICTOR
PM-ANU-28	EXHAUST GAS REGULATOR (EGR)
PM-ANU-29	THERMOSTATIC AIR CONTROL (TAC)
PM-ANU-30	FUEL EVAPORATON CONROL
PM-ANU-31	OXYGEN (O2) SENSOR

MM-PM-5000, B

PM Task	Description
PMMM-H11	*** SERVICES TO BE PERFORMED ON A B-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC52	CHANGE FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMYV-17	REPLACE AIR FILTER
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS

PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000, C

PM Task	Description
PMMM-H12	*** SERVICES TO BE PERFORMED ON A C-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC52	CHANGE FUEL FILTER
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC57	REPLACE SPARK PLUGS
PMYV-17	REPLACE AIR FILTER
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____

PMRSV04	TREAD DEPTH R/R OUTSIDE _____ /32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____ /32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000, CAMSAF

PM Task	Description
PM-CAM-00P	***** PERFORM 6 MONTH CAMERA INSPECTION *****
PMSEON-1	CHECK OPERATION; ADJUSTMENT AND CONDITION OF ALL CAMERAS
PMSEON-2	CHECK CAMERA SYSTEM DVR RECORDING PROPERLY; LIGHTS ON ETC
PMSEON-3	CLEAN BACK OF CAMERA DVR WITH COMPRESSED AIR
PM-QT12-P	**** PERFORM 3 MONTHS HATCH AND SAFETY INSPECTION ****
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS

MM-PM-5000, D

PM Task	Description
PMMM-H14	*** SERVICES TO BE PERFORMED ON A D-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMSAC29	CHECK FOR OIL LEAKS
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK

PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000, E

PM Task	Description
PMMM-H15	*** SERVICES TO BE PERFORMED ON AN E-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMYV-17	REPLACE AIR FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMMM-E01	REPLACE FRONT 4X2 WHEEL BEARINGS & GREASE SEALS LUBE & ADJUS
PMUHI98D	REPLACE ACCESSORY DRIVE BELT(S); IF NOT DONE IN 100000 MI
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY

PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDS09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

PM CHECKLIST

CLASS_CLASS_CODE =
MM-PM-5000DIESEL

MM-PM-5000DIESEL, A	
PM Task	Description
PMMM-H01	*** SERVICES TO BE PERFORMED ON AN A-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-01	TORQUE REAR U BOLTS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***

PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000DIESEL, ANNUAL

PM Task	Description
PM-ANU-01	MIL INDICATOR BULB
PM-ANU-02	DLC (DIAGNOSTIC LINK CONNECTOR)
PM-ANU-03	COMMUNICATION ESTABLISHED
PM-ANU-04	MIL COMMAND ON
PM-ANU-05	MIL INDICATOR BULB
PM-ANU-06	HEADLIGHT
PM-ANU-07	PARKING LIGHT
PM-ANU-08	TAIL LIGHTS
PM-ANU-09	BEAM INDICATOR LIGHT/SWITCH
PM-ANU-10	LICENSE PLATE
PM-ANU-11	STOP LIGHTS
PM-ANU-12	DIRECTIONAL SIGNALS
PM-ANU-13	HORN
PM-ANU-14	WINDSHIELD WIPER
PM-ANU-15	REAR VIEW MIRROR
PM-ANU-16	FOOT BRAKE
PM-ANU-17	EMERGENCY BRAKE
PM-ANU-18	STEERING MECHANISM
PM-ANU-19	TIRES
PM-ANU-20	EXHAUST SYSTEM
PM-ANU-21	CLEARANCE LIGHTS (BUSES; TRUCKS; TRAILERS)
PM-ANU-22	REFLECTORS
PM-ANU-23	WINDOW TINTING VISBLE LIGHT TRANSMISSIOM. 35% TOLARANCE
PM-ANU-24	CATALYTIC CONVERTER
PM-ANU-25	AIR INJECTION SYSTEM (AIS)
PM-ANU-26	PCV VALVE
PM-ANU-27	UNLEADED GAS RESTRICTOR
PM-ANU-28	EXHAUST GAS REGULATOR (EGR)
PM-ANU-29	THERMOSTATIC AIR CONTROL (TAC)
PM-ANU-30	FUEL EVAPORATON CONROL
PM-ANU-31	OXYGEN (O2) SENSOR

MM-PM-5000DIESEL, B

PM Task	Description
PMMM-H11	*** SERVICES TO BE PERFORMED ON A B-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-05	CHANGE ENGINE & FRAME MOUNTED FUEL FILTER
PMYV-17	REPLACE AIR FILTER
PMMM-01	TORQUE REAR U BOLTS

PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000DIESEL, C

PM Task	Description
PMMM-H12	*** SERVICES TO BE PERFORMED ON A C-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-01	TORQUE REAR U BOLTS
PMMM-05	CHANGE ENGINE & FRAME MOUNTED FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMYV-17	REPLACE AIR FILTER
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____

PMRSV05	TREAD DEPTH R/R INSIDE _____ /32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000DIESEL, CAMSAF

PM Task	Description
PM-CAM-00P	***** PERFORM 6 MONTH CAMERA INSPECTION *****
PMSEON-1	CHECK OPERATION; ADJUSTMENT AND CONDITION OF ALL CAMERAS
PMSEON-2	CHECK CAMERA SYSTEM DVR RECORDING PROPERLY; LIGHTS ON ETC
PMSEON-3	CLEAN BACK OF CAMERA DVR WITH COMPRESSED AIR
PM-QT12-P	**** PERFORM 3 MONTHS HATCH AND SAFETY INSPECTION ****
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS

MM-PM-5000DIESEL, D

PM Task	Description
PMMM-H13	*** SERVICES TO BE PERFORMED ON A C-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-01	TORQUE REAR U BOLTS
PMMM-05	CHANGE ENGINE & FRAME MOUNTED FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMYV-17	REPLACE AIR FILTER
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS

PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000DIESEL, E

PM Task	Description
PMMM-H15	*** SERVICES TO BE PERFORMED ON AN E-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMP-01	TORQUE REAR U BOLTS
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMP-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMP-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT

PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-5000DIESEL, F

PM Task	Description
PMMM-H16	*** SERVICES TO BE PERFORMED ON AN F-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMYV-17	REPLACE AIR FILTER
PMMM-05	CHANGE ENGINE & FRAME MOUNTED FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMMM-E01	REPLACE FRONT 4X2 WHEEL BEARINGS & GREASE SEALS LUBE & ADJUS
PMUHI98D	REPLACE ACCESSORY DRIVE BELT(S); IF NOT DONE IN 100000 MI
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***

PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

PM CHECKLIST

CLASS_CLASS_CODE =
MM-PM-CNG-E450

MM-PM-CNG-E450, A	
PM Task	Description
PMMM-H01	*** SERVICES TO BE PERFORMED ON AN A-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-01	TORQUE REAR U BOLTS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____ /32" _____ L/F _____ /32" _____
PMMM-A07	(4/32) MIN PADS R/R _____ /32" _____ L/R _____ /32" _____
PMMM-H10	*** TIRES ***

PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-CNG-E450, ANNUAL

PM Task	Description
PM-ANU-01	MIL INDICATOR BULB
PM-ANU-02	DLC (DIAGNOSTIC LINK CONNECTOR)
PM-ANU-03	COMMUNICATION ESTABLISHED
PM-ANU-04	MIL COMMAND ON
PM-ANU-05	MIL INDICATOR BULB
PM-ANU-06	HEADLIGHT
PM-ANU-07	PARKING LIGHT
PM-ANU-08	TAIL LIGHTS
PM-ANU-09	BEAM INDICATOR LIGHT/SWITCH
PM-ANU-10	LICENSE PLATE
PM-ANU-11	STOP LIGHTS
PM-ANU-12	DIRECTIONAL SIGNALS
PM-ANU-13	HORN
PM-ANU-14	WINDSHIELD WIPER
PM-ANU-15	REAR VIEW MIRROR
PM-ANU-16	FOOT BRAKE
PM-ANU-17	EMERGENCY BRAKE
PM-ANU-18	STEERING MECHANISM
PM-ANU-19	TIRES
PM-ANU-20	EXHAUST SYSTEM
PM-ANU-21	CLEARANCE LIGHTS (BUSES; TRUCKS; TRAILERS)
PM-ANU-22	REFLECTORS
PM-ANU-23	WINDOW TINTING VISBLE LIGHT TRANSMISSIOM. 35% TOLARANCE
PM-ANU-24	CATALYTIC CONVERTER
PM-ANU-25	AIR INJECTION SYSTEM (AIS)
PM-ANU-26	PCV VALVE
PM-ANU-27	UNLEADED GAS RESTRICTOR
PM-ANU-28	EXHAUST GAS REGULATOR (EGR)
PM-ANU-29	THERMOSTATIC AIR CONTROL (TAC)
PM-ANU-30	FUEL EVAPORATON CONROL
PM-ANU-31	OXYGEN (O2) SENSOR

MM-PM-CNG-E450, B

PM Task	Description
PMMM-H11	*** SERVICES TO BE PERFORMED ON A B-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMYV-17	REPLACE AIR FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMMM-01	TORQUE REAR U BOLTS

PMMM-02	CHANGE BOTH CNG FUEL FILTERS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-CNG-E450, C

PM Task	Description
PMMM-H12	*** SERVICES TO BE PERFORMED ON A C-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-01	TORQUE REAR U BOLTS
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMYV-17	REPLACE AIR FILTER
PMMM-02	CHANGE BOTH CNG FUEL FILTERS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____

PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-CNG-E450, CAMSAF

PM Task	Description
PM-CAM-00P	***** PERFORM 6 MONTH CAMERA INSPECTION *****
PMSEON-1	CHECK OPERATION; ADJUSTMENT AND CONDITION OF ALL CAMERAS
PMSEON-2	CHECK CAMERA SYSTEM DVR RECORDING PROPERLY; LIGHTS ON ETC
PMSEON-3	CLEAN BACK OF CAMERA DVR WITH COMPRESSED AIR
PM-QT12-P	**** PERFORM 3 MONTHS HATCH AND SAFETY INSPECTION ****
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS

MM-PM-CNG-E450, D

PM Task	Description
PMMM-H13	*** SERVICES TO BE PERFORMED ON A C-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMM-01	TORQUE REAR U BOLTS
PMYV-17	REPLACE AIR FILTER
PMSAC57	REPLACE SPARK PLUGS
PMMM-02	CHANGE BOTH CNG FUEL FILTERS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS

PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-CNG-E450, E

PM Task	Description
PMMM-H15	*** SERVICES TO BE PERFORMED ON AN E-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMP-01	TORQUE REAR U BOLTS
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMP-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMP-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT

PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-CNG-E450, F

PM Task	Description
PMMM-H16	*** SERVICES TO BE PERFORMED ON AN F-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMYV-17	REPLACE AIR FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMMM-E01	REPLACE FRONT 4X2 WHEEL BEARINGS & GREASE SEALS LUBE & ADJUS
PMUHI98D	REPLACE ACCESSORY DRIVE BELT(S); IF NOT DONE IN 100000 MI
PMMM-01	TORQUE REAR U BOLTS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***

PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

PM CHECKLIST

CLASS_CLASS_CODE =
MM-PM-PROPANE-E350

MM-PM-PROPANE-E350, A	
PM Task	Description
PMMM-H01	*** SERVICES TO BE PERFORMED ON AN A-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR

PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-PROPANE-E350, ANNUAL

PM Task	Description
PM-ANU-01	MIL INDICATOR BULB
PM-ANU-02	DLC (DIAGNOSTIC LINK CONNECTOR)
PM-ANU-03	COMMUNICATION ESTABLISHED
PM-ANU-04	MIL COMMAND ON
PM-ANU-05	MIL INDICATOR BULB
PM-ANU-06	HEADLIGHT
PM-ANU-07	PARKING LIGHT
PM-ANU-08	TAIL LIGHTS
PM-ANU-09	BEAM INDICATOR LIGHT/SWITCH
PM-ANU-10	LICENSE PLATE
PM-ANU-11	STOP LIGHTS
PM-ANU-12	DIRECTIONAL SIGNALS
PM-ANU-13	HORN
PM-ANU-14	WINDSHIELD WIPER
PM-ANU-15	REAR VIEW MIRROR
PM-ANU-16	FOOT BRAKE
PM-ANU-17	EMERGENCY BRAKE
PM-ANU-18	STEERING MECHANISM
PM-ANU-19	TIRES
PM-ANU-20	EXHAUST SYSTEM
PM-ANU-21	CLEARANCE LIGHTS (BUSES; TRUCKS; TRAILERS)
PM-ANU-22	REFLECTORS
PM-ANU-23	WINDOW TINTING VISBLE LIGHT TRANSMISSIOM. 35% TOLARANCE
PM-ANU-24	CATALYTIC CONVERTER
PM-ANU-25	AIR INJECTION SYSTEM (AIS)
PM-ANU-26	PCV VALVE
PM-ANU-27	UNLEADED GAS RESTRICTOR
PM-ANU-28	EXHAUST GAS REGULATOR (EGR)
PM-ANU-29	THERMOSTATIC AIR CONTROL (TAC)
PM-ANU-30	FUEL EVAPORATON CONROL
PM-ANU-31	OXYGEN (O2) SENSOR

MM-PM-PROPANE-E350, B

PM Task	Description
PMMM-H11	*** SERVICES TO BE PERFORMED ON A B-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC52	CHANGE FUEL FILTER
PMYV-17	REPLACE AIR FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMMP-00	***** MULTIPOINT INSPECTION *****

PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-PROPANE-E350, C

PM Task	Description
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PMMM-H12	*** SERVICES TO BE PERFORMED ON A C-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC79	REPLACE WHEEL BEARING GREASE; GREASE 4X2 WHEEL BEARING SEALS
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC52	CHANGE FUEL FILTER
PMYV-17	REPLACE AIR FILTER
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____

MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-PROPANE-E350, CAMSAF

PM Task	Description
PM-CAM-00P	***** PERFORM 6 MONTH CAMERA INSPECTION *****
PMSEON-1	CHECK OPERATION; ADJUSTMENT AND CONDITION OF ALL CAMERAS
PMSEON-2	CHECK CAMERA SYSTEM DVR RECORDING PROPERLY; LIGHTS ON ETC
PMSEON-3	CLEAN BACK OF CAMERA DVR WITH COMPRESSED AIR
PM-QT12-P	***** PERFORM 3 MONTHS HATCH AND SAFETY INSPECTION *****
PM-QT12	CHECK OPERATION OF ALL EMERGENCY EXITS; HATCH/WINDOWS/DOORS

MM-PM-PROPANE-E350, D

PM Task	Description
PMMM-H14	*** SERVICES TO BE PERFORMED ON A D-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC52	CHANGE FUEL FILTER
PMYV-17	REPLACE AIR FILTER
PMSAC57	REPLACE SPARK PLUGS
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE

PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-PROPANE-E350, E

PM Task	Description
PMMM-H15	*** SERVICES TO BE PERFORMED ON AN E-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***
PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS

PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-PROPANE-E350, F

PM Task	Description
PMMM-H16	*** SERVICES TO BE PERFORMED ON AN F-PM SERVICE ***
PMSAC28	CHANGE OIL; REPLACE OIL FILTER
PMSAC86	LUBRICATE BALL JOINTS; U-JOINTS-IF HAVE ZERK FITTINGS
PMYV-17	REPLACE AIR FILTER
PMSAC52	CHANGE FUEL FILTER
PMSAC51	CHANGE TRANSMISSION FLUID AND REPLACE FILTER
PMSAC63	CHANGE MOTORCRAFT PREMIUM GOLD ENGINE COOLANT
PMSAC68	REPLACE REAR AXLE FLUID ON DANA AXLES; SYNTHETIC LUBRICANT
PMMM-E01	REPLACE FRONT 4X2 WHEEL BEARINGS & GREASE SEALS LUBE & ADJUS
PMUHI98D	REPLACE ACCESSORY DRIVE BELT(S); IF NOT DONE IN 100000 MI
PMMP-00	***** MULTIPOINT INSPECTION *****
PMMM-H02	*** UNDERHOOD ***
PMMM-03	OIL LEVEL IS FULL/NO LEAKS
PMUHI20	CHECK AIR FILTER CONDITION
PMUHI02	COOLANT LEVEL IS FULL / NO LEAKS
PMUHI04	STEERING FLUID FULL / NO LEAKS
PMUHI05	BRAKE MASTER CYLINDER FULL / NO LEAKS
PMUHI01	TRANSMISSION FLUID FULL / NO LEAKS
PMUHI98	INSPECT ACCESSORY DRIVE BELT(S)
PMWDE96	CHECK HEATER AND AIR CONDITIONING HOSES
PMMM-A01	WINDSHIELD WASHER FLUID
PMMM-H03	*** BATTERIES AND CHARGING SYSTEM ***
PMUHI07	BATTERY: SECURE; TERMINALS CLEAN; PERFORMING PROPERLY
PMMM-A02	BATTERY 1(MIN. LOADED VOLTS 9.6V)
PMMM-A03	ALTERNATOR OUTPUT (MIN VOLTS @ IDLE 12.5V)
PMMM-H04	*** LIGHTS ***

PMMM-04	EXTERIOR LAMPS;TURN SIGNALS;HAZARD LIGHTS;LENSES;BRAKE LIGHT
PMMM-A04	HEAD LIGHTS/DIMMER SWITCH & INDICATOR BULB; BACK UP LIGHTS
PMMM-H05	*** INTERIOR ***
PMDSC-07	WARNING SYSTEM: HORN;SWITCHES GAUGES;TROUBLE LIGHT;BACKUP
PMDSC-08	WINDSHIELD WIPERS; WIPER FLUID / SPEED; CONDITION/OPERATION
PMWDE01	HEATER AND DEFROSTER WORK PROPERLY
PMWDE06	AIR CONDITIONER WORKING PROPERLY APRIL - OCT
PMMM-H06	*** EXTERIOR ***
PMDSC-09	ALL GLASS: WINDSHIELD; REAR; AND SIDE GLASS FOR CONDITION
PMMM-H07	*** UNDER VEHICLE ***
PMWDE91	CHECK ENGINE COOLING SYSTEM; HOSES; RADIATOR; COOLERS
PMSAC55	INSPECT COMPLETE EXHAUST SYSTEM AND HEAT SHIELDS
PMSAC95	INSPECT EXHAUST SYSTEM; LEAKS; DAMAGE; LOOSE/FOREIGN OBJECTS
PMSAC99	CHECK FOR OIL AND FLUID LEAKS
PMMM-H08	*** SUSPENSION & STEERING ***
PMSAC03	STEERING TIGHT / NO SLACK
PMMP-01	SHOCKS/STRUTS: OTHER SUSPENSION COMPONENTS; LEAKS/DAMAGE
PMSAC91	INSPECT STEERING LINKAGE; DRIVE SHAFT; BALL AND U-JOINTS
PMMM-H09	*** BRAKE SYSTEM ***
PMMP-02	BRAKE SYSTEM: LINES;HOSES;PARKING BRAKE;WHEEL END PLAY/NOISE
PMHBI81	INSPECT BRAKE PADS; SHOES; ROTORS; DRUMS; BRAKE LINES; HOSES
PMMM-A05	FRONT BRAKE LINING CONDITION & MEASUREMENTS
PMMM-A06	(4/32) MIN PADS R/F _____/32" _____ L/F _____/32" _____
PMMM-A07	(4/32) MIN PADS R/R _____/32" _____ L/R _____/32" _____
PMMM-H10	*** TIRES ***
PMHBI93	ROTATE TIRES; INSPECT FOR WEAR AND TEAR
PMEXT-01	TIRES; TREAD; WEAR; WHEEL LUGS; HUBCAPS; VALVE CORES CONDIT
PMDSV02	TREAD DEPTH L/F _____/32 PRESSURE _____
PMDSV04	TREAD DEPTH L/R OUTSIDE _____/32 PRESSURE _____
PMDSV05	TREAD DEPTH L/R INSIDE _____/32 PRESSURE _____
PMRSV02	TREAD DEPTH R/F _____/32 PRESSURE _____
PMRSV04	TREAD DEPTH R/R OUTSIDE _____/32 PRESSURE _____
PMRSV05	TREAD DEPTH R/R INSIDE _____/32 PRESSURE _____
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____
FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

MM-PM-PROPANE-E350, MM-PROPANE

PM Task	Description
PMMM-H17	*** PROPANE SERVICES ***
PMMM-G01	*** GENERAL ***
PMMM-G02	INSPECT GAS FILTERS(LIQUID&VAPOR)FOR CONTAM/REPLACE IF NEED
PMMM-G03	LEAK TEST ALL THE LPG HOSES &/OR TUBING CONNECTIONS
PMMM-G04	CHECK ALL ELECTRICAL HARNESSES&POWER CONNECTIONS INCLUD GRND
PMMM-G05	ENSURE ALL COMPONENTS(INCLUDING HOSES)PROPERLY FASTEND&SECUR
PMMM-G06	VSI SYSTEM
PMMM-G07	LEAK TEST THE REDUCER; FILTER; INJECTOR RAIL & HOSES
PMMM-G08	CHECK VACUUM LEAKS;INTAKE MANIFOLD NIPPLES;LPG INJECTOR HOSE
PMMM-G09	CHECK FOR TROUBLE CODES ON GASONLINE AND LPG
PMMM-G10	VERIFY SYSTEM PRESSURE&CONNECTIONS AS PER THE VMS PARAMETER
PMMM-G11	ANALYZE EXHAUST EMMISSIONS W/5 GAL ANALYZER(4GAL MIN REQUIR)
PMMM-G12	ROAD TEST THE VEHICLE ON BOTH FUELS
MILEAGE	MILEAGE IN _____ MILEAGE OUT _____
TECHNICIAN	SIGNATURE _____

FLEET MANG.	SIGNATURE _____
COMMENTS1	COMMENTS _____
COMMENTS2	COMMENTS _____

PM CHECKLIST

CLASS_CLASS_CODE =
MM-PM-BRAUNLIFT

MM-PM-BRAUNLIFT, A	
PM Task	Description
PMBL750-00P	****PERFORM BRAUN WHEELCHAIR LIFT 750 CYCLE INSPECTION****
PMBL750-1100	APPLY LIGHT OIL OUTER BARRIER PIVOT POINTS (2)
PMBL750-1101	APPLY LIGHT OIL OUTER BARRIER LATCH PIVOT POINT
PMBL750-1102	APPLY LIGHT GREASE TO BOTH SIDES OF OUTER BARRIER LATCH SLOT
PMBL750-1103	APPLY LIGHT OIL OUTER BARRIER LEVER BEARINGS (2)
PMBL750-1104	APPLY LIGHT OIL LIFT-TITE LATCHES (LOWER PIVOT POINTS-2)
PMBL750-1105	APPLY LIGHT OIL LIFT-TITE LATCH GAS (DAMPENING) SPRING PIVOT
PMBL750-1106	INSPECT LIFT-TITE LATCHES; GAS SPRINGS; WEAR; DAMAGE; SECURE
PMBL750-1107	INSPECT OUTER BARRIER FOR PROPER OPERATION; CORRECT; REPLACE
PMBL750-1108	INSPECT OUTER BARRIER LATCH; OPERATION; SECUREMENT
PMBL750-1109	INSPECT LIFT FOR WEAR; DAMAGE; ABNORMAL CONDITION; CORRECT
PMBL750-1110	INSPECT LIFT FOR RATTLES
PMBL750-1111	ADJUST FOLD PRESSURE; OUTER BARRIER FOLD PRESSURE
PMBL750-1112	VERIFY FMVSS 403 404 CERTIFICATION CHECKLIST
PMBL01-00	LIFT CYCLE COUNT _____
MM-PM-BRAUNLIFT, B	
PM Task	Description
PMBL1500-00P	****PERFORM BRAUN WHEELCHAIR LIFT 1500 CYCLE INSPECTION****
PMBL750-1100	APPLY LIGHT OIL OUTER BARRIER PIVOT POINTS (2)
PMBL750-1101	APPLY LIGHT OIL OUTER BARRIER LATCH PIVOT POINT
PMBL750-1102	APPLY LIGHT GREASE TO BOTH SIDES OF OUTER BARRIER LATCH SLOT
PMBL750-1103	APPLY LIGHT OIL OUTER BARRIER LEVER BEARINGS (2)
PMBL750-1104	APPLY LIGHT OIL LIFT-TITE LATCHES (LOWER PIVOT POINTS-2)
PMBL750-1105	APPLY LIGHT OIL LIFT-TITE LATCH GAS (DAMPENING) SPRING PIVOT
PMBL750-1106	INSPECT LIFT-TITE LATCHES; GAS SPRINGS; WEAR; DAMAGE; SECURE
PMBL750-1107	INSPECT OUTER BARRIER FOR PROPER OPERATION; CORRECT; REPLACE
PMBL750-1108	INSPECT OUTER BARRIER LATCH; OPERATION; SECUREMENT
PMBL750-1109	INSPECT LIFT FOR WEAR; DAMAGE; ABNORMAL CONDITION; CORRECT
PMBL750-1110	INSPECT LIFT FOR RATTLES
PMBL750-1111	ADJUST FOLD PRESSURE; OUTER BARRIER FOLD PRESSURE
PMBL750-1112	VERIFY FMVSS 403 404 CERTIFICATION CHECKLIST
PMBL1500-100	APPLY GREASE TO CONTACT AREAS INNER OUTER FOLD ARMS (2)
PMBL1500-101	APPLY LIGHT OIL PLATFORM PIVOT PIN BEARINGS (4)
PMBL1500-102	APPLY LIGHT OIL OUTER FOLD ARM BEARINGS (8)
PMBL1500-103	APPLY LIGHT OIL INNER ROLL STOP PIVOT BEARINGS (2)
PMBL1500-104	APPLY LIGHT OIL STOP LEVER BEARINGS (2)
PMBL1500-105	APPLY LIGHT OIL INNER STOP LEVER SLOT (2)
PMBL1500-106	APPLY LIGHT OIL SADDLE SUPPORT BEARINGS (8)
PMBL1500-107	APPLY LIGHT OIL INNER FOLD ARM ROLLER PIN BEARINGS (4)
PMBL1500-108	APPLY LIGHT OIL INNER FOLD ARM CAM FOLLOWERS (4)
PMBL1500-109	APPLY LIGHT OIL PARALLEL ARM PIVOT BEARINGS (16)
PMBL1500-110	APPLY LIGHT OIL HANDRAIL PIVOT PIN BEARINGS (4)
PMBL1500-111	APPLY LIGHT OIL HYDRAULIC CYLINDER BUSHINGS (8)
PMBL1500-112	APPLY LIGHT GREASE BOTH SIDES OUTER BARRIER LEVER GUIDE SLOT

PMBL1500-113	INSPECT LIFT-TITE LATCH ROLLERS (2); WEAR; DAMAGE; SECURE
PMBL1500-114	INSPECT INNER ROLL STOP; WEAR; OPERATION; SECUREMENT
PMBL1500-115	INSPECT HANDRAIL; WEAR; DAMAGE; OPERATION
PMBL1500-116	INSPECT MICROSWITCHES; SECURED; PROPER ADJUSTMENT
PMBL1500-117	MAKE SURE LIFT OPERATES SMOOTHLY
PMBL1500-118	INSPECT EXT SNAP RINGS; OUTER FOLD ARM (6); LATCH ROLLER (2)
PMBL1500-119	INSPECT EXT SNAP RINGS; LATCH GAS (DAMPENING) SPRING (4)
PMBL1500-120	INSPECT EXT SNAP RINGS; INNER FOLD ARM CAM FOLLOWERS (4)
PMBL1500-121	INSPECT EXTERNAL SNAP RINGS; INNER FOLD ARM ROLLER PINS (4)
PMBL1500-122	INSPECT EXT SNAP RINGS; OUTER BARRIER HYD CYLINDER PIN (2)
PMBL1500-123	INSPECT EXT SNAP RINGS; INNER ROLL STOP LEVER BRACK PINS (2)
PMBL1500-124	INSPECT INNER ROLL STOP LOCKS (2); TORSON SPRINGS (2); OPER
PMBL1500-125	INSPECT OUTER FOLD ARM PINS (2); AXLES (2); BEARINGS (8);
PMBL1500-126	REMOVE PUMP MODULE COVER; INSPECT; HYDRAULIC HOSES; FITTINGS
PMBL1500-127	REMOVE PUMP MODULE COVER; CABLES; WIRES; TERMINALS; SECURE
PMBL1500-128	REMOVE PUMP MODULE COVER; RELAYS; FUSES; POWER SWITCH;LIGHTS
PMBL01-00	LIFT CYCLE COUNT

MM-PM-BRAUNLIFT, C

PM Task	Description
PMBL4500-00P	****PERFORM BRAUN WHEELCHAIR LIFT 4500 CYCLE INSPECTION****
PMBL750-1100	APPLY LIGHT OIL OUTER BARRIER PIVOT POINTS (2)
PMBL750-1101	APPLY LIGHT OIL OUTER BARRIER LATCH PIVOT POINT
PMBL750-1102	APPLY LIGHT GREASE TO BOTH SIDES OF OUTER BARRIER LATCH SLOT
PMBL750-1103	APPLY LIGHT OIL OUTER BARRIER LEVER BEARINGS (2)
PMBL750-1104	APPLY LIGHT OIL LIFT-TITE LATCHES (LOWER PIVOT POINTS-2)
PMBL750-1105	APPLY LIGHT OIL LIFT-TITE LATCH GAS (DAMPENING) SPRING PIVOT
PMBL750-1106	INSPECT LIFT-TITE LATCHES; GAS SPRINGS; WEAR; DAMAGE; SECURE
PMBL750-1107	INSPECT OUTER BARRIER FOR PROPER OPERATION; CORRECT; REPLACE
PMBL750-1108	INSPECT OUTER BARRIER LATCH; OPERATION; SECUREMENT
PMBL750-1109	INSPECT LIFT FOR WEAR; DAMAGE; ABNORMAL CONDITION; CORRECT
PMBL750-1110	INSPECT LIFT FOR RATTLES
PMBL750-1111	ADJUST FOLD PRESSURE; OUTER BARRIER FOLD PRESSURE
PMBL750-1112	VERIFY FMVSS 403 404 CERTIFICATION CHECKLIST
PMBL1500-100	APPLY GREASE TO CONTACT AREAS INNER OUTER FOLD ARMS (2)
PMBL1500-101	APPLY LIGHT OIL PLATFORM PIVOT PIN BEARINGS (4)
PMBL1500-102	APPLY LIGHT OIL OUTER FOLD ARM BEARINGS (8)
PMBL1500-103	APPLY LIGHT OIL INNER ROLL STOP PIVOT BEARINGS (2)
PMBL1500-104	APPLY LIGHT OIL STOP LEVER BEARINGS (2)
PMBL1500-105	APPLY LIGHT OIL INNER STOP LEVER SLOT (2)
PMBL1500-106	APPLY LIGHT OIL SADDLE SUPPORT BEARINGS (8)
PMBL1500-107	APPLY LIGHT OIL INNER FOLD ARM ROLLER PIN BEARINGS (4)
PMBL1500-108	APPLY LIGHT OIL INNER FOLD ARM CAM FOLLOWERS (4)
PMBL1500-109	APPLY LIGHT OIL PARALLEL ARM PIVOT BEARINGS (16)
PMBL1500-110	APPLY LIGHT OIL HANDRAIL PIVOT PIN BEARINGS (4)
PMBL1500-111	APPLY LIGHT OIL HYDRAULIC CYLINDER BUSHINGS (8)
PMBL1500-112	APPLY LIGHT GREASE BOTH SIDES OUTER BARRIER LEVER GUIDE SLOT
PMBL1500-113	INSPECT LIFT-TITE LATCH ROLLERS (2); WEAR; DAMAGE; SECURE
PMBL1500-114	INSPECT INNER ROLL STOP; WEAR; OPERATION; SECUREMENT
PMBL1500-115	INSPECT HANDRAIL; WEAR; DAMAGE; OPERATION
PMBL1500-116	INSPECT MICROSWITCHES; SECURED; PROPER ADJUSTMENT
PMBL1500-117	MAKE SURE LIFT OPERATES SMOOTHLY
PMBL1500-118	INSPECT EXT SNAP RINGS; OUTER FOLD ARM (6); LATCH ROLLER (2)
PMBL1500-119	INSPECT EXT SNAP RINGS; LATCH GAS (DAMPENING) SPRING (4)
PMBL1500-120	INSPECT EXT SNAP RINGS; INNER FOLD ARM CAM FOLLOWERS (4)
PMBL1500-121	INSPECT EXTERNAL SNAP RINGS; INNER FOLD ARM ROLLER PINS (4)

PMBL1500-122	INSPECT EXT SNAP RINGS; OUTER BARRIER HYD CYLINDER PIN (2)
PMBL1500-123	INSPECT EXT SNAP RINGS; INNER ROLL STOP LEVER BRACK PINS (2)
PMBL1500-124	INSPECT INNER ROLL STOP LOCKS (2); TORSON SPRINGS (2); OPER
PMBL1500-125	INSPECT OUTER FOLD ARM PINS (2); AXLES (2); BEARINGS (8);
PMBL1500-126	REMOVE PUMP MODULE COVER; INSPECT; HYDRAULIC HOSES; FITTINGS
PMBL1500-127	REMOVE PUMP MODULE COVER; CABLES; WIRES; TERMINALS; SECURE
PMBL1500-128	REMOVE PUMP MODULE COVER; RELAYS; FUSES; POWER SWITCH;LIGHTS
PMBL4500-100	INSPECT COTTER PINS ON PLATFORM PIVOT PIN (2)
PMBL4500-101	CHECK HYDRAULIC FLUID PUMP
PMBL4500-102	INSPECT CYLINDERS;FITTINGS;HYDRAULIC CONNECTIONS;WEAR;LEAKS
PMBL4500-103	INSPECT OUTER BARRIER CYLINDER HOSE ASSEMBLY; WEAR; LEAKAGE
PMBL4500-104	INSPECT PARALLEL ARMS; BEARINGS; PIVOT PINS; WEAR; DAMAGE
PMBL4500-105	INSPECT PARALLEL ARM PIVOT PIN MOUNTING BOLTS (8)
PMBL4500-106	INSPECT PLATFORM PIVOT PINS; BEARINGS; VERTICAL ARMS; SECURE
PMBL4500-107	INSPECT INNER OUTER FOLD ARMS;SADDLE;SUPPORT;PIVOT PINS;BEA
PMBL4500-108	INSPECT GAS SPRINGS (CYLINDERS); WEAR; DAMAGE; OPERATION
PMBL4500-109	INSPECT SADDLE BEARING (UHMW-2)
PMBL4500-110	INSPECT VERTICAL ARM PLASTIC COVERS
PMBL4500-111	INSPECT POWER CABLE
PMBL4500-112	CHECK MOUNTING; SECURELY ANCHORED
PMBL4500-113	REPLACE DECALS AND ANTISKID IF WORN; MISSING; ILLEGIBLE
PMBL01-00	LIFT CYCLE COUNT _____

**Mountain Mobility
Vehicle Marking Policy**

Vehicles shall have:

1. Painted or affixed on its side, in a circle not less than eight (8) inches in diameter, a replica of the seal of Buncombe County as required by GS 20-39.1(a)(2); and
2. A decal of the Mountain Mobility logo mounted on each side of the vehicle and the rear of the vehicle;
3. A decal affixed on each side of the vehicle indicating the system is a public transportation provider; and
4. Numbers affixed on the side and rear of each vehicle indicating the vehicle number.

Large lettering with the system's name and phone number is included on new vehicle orders.

Vehicles shall further comply with the NCDOT Policy Guidance for Vehicle Identification Markings dated October 20, 2011.

Decals shall be provided by the County. Lettering shall be mounted upon delivery or within two (2) weeks from the date the vehicles are put into operation for all new vehicles.

The design and placement of any additional proposed lettering, decals, advertisements, etc., is subject to review and approval by Buncombe County.



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

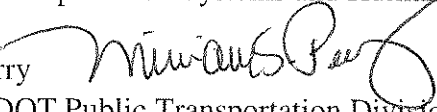
BEVERLY EAVES PERDUE
GOVERNOR

EUGENE A. CONTI, JR.
SECRETARY

October 20, 2011

MEMORANDUM

TO: Community Transportation Systems and Human Service Transportation Providers

FROM: Miriam S. Perry 
Director, NCDOT Public Transportation Division

DATE: October 20, 2011

SUBJECT: Policy Guidance for Vehicle Identification Markings

This memorandum is provided to clarify the minimum requirements for vehicle markings. The requirements of this policy are effective the date the policy is signed. This policy supersedes all previous policies, same subject.

Each subrecipient is required to ensure that all vehicles, purchased with federal or state funds, which are used to transport passengers, are marked with the complete system or provider name and contact number in accordance with the following requirements.

Size, shape, location and color of marking. The marking must:

1. Appear, at a minimum, on both exterior sides of the vehicle;
2. Be in letters that contrast sharply in color with the background on which the letters are placed;
3. Be readily legible, during daylight hours, from a distance of 50 feet (15.24 meters) while the vehicle is stationary;
4. Be kept and maintained in a manner that retains the legibility; and
5. May be painted on the vehicle or may consist of a shrink wrap material; however, magnetic signs are **NOT** authorized.

Transit systems are authorized to mark vehicles with the acronym of the transit system; however, in addition to the acronym, the transit system or provider's name must be spelled out on both sides of the vehicle.

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION
1550 MAIL SERVICE CENTER
RALEIGH, NC 27699-1550

TELEPHONE: 919-733-4713
FAX: 919-733-1391

WWW.NCDOT.GOV/TRANSIT/NCTRANSIT

LOCATION:
TRANSPORTATION BUILDING
1 SOUTH WILMINGTON STREET
RALEIGH, NC

Appendix H

Contract Monitoring and Oversight Reviews

MANAGEMENT REVIEWS

CONTRACT MONITORING AND OVERSIGHT REVIEW PROCESS

Buncombe County is entrusted with the health and safety of its citizens and is dedicated to providing safe, effective transportation services for citizens through Mountain Mobility. In keeping with this obligation and as a recipient of federal and state funds, it is the policy of the County of Buncombe to assure that safety-sensitive duties and responsibilities associated with the operation of Mountain Mobility are performed in a safe, productive, and healthy manner. Performance of the contractor and compliance with the terms and conditions of resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB.

To verify the contractor's compliance with FTA and NCDOT regulations and policies, contract monitoring and oversight review will include periodic reports submitted by the contractor to Buncombe County, supplemented by periodic oversight inspections.

Description of Management Review Process

Reports and inspections applicable to compliance, as well as the basis for submitting each report (e.g., monthly, quarterly), are identified on the following Compliance Checklist.

Buncombe County management staff will review all compliance and inspection reports and will complete a Certification of Review form identifying all reports reviewed during the period, inspections conducted, and related documentation. Each certification will include results of the review and outline any corrective actions required. A copy of the Certification of Review form for December 2014 is included after the checklist as an example of the information reviewed for the period.

Electronic copies of all reports, inspections, and documentation are maintained on Buncombe County's secured network system.

MANAGEMENT REVIEWS

Excerpt from Buncombe County RFP #3045200-2011/Contract Documents

12.39 Compliance with Standards

12.39.1 Unannounced Inspections: Quality of service is of great importance in this project. Buncombe County staff, contracting agencies, and/or the CTAB reserves the right to make unannounced inspections for the purpose of inspecting records and equipment related to the safety and quality of service, ride on vehicles, or conduct other monitoring inspections as appropriate. Such inspection will include, but not be limited to, trip records, billing records, customer complaint records, accident records, vehicle maintenance records, all County-owned equipment, customer service and employee training, and performance records. At any given time, the contractor may be requested to provide copies of driver licenses, insurance certificates, vehicle and state inspection information, etc.

12.39.2 Service Assessments: Performance of the contractor and compliance with the terms and conditions of this RFP and resultant contracts shall be assessed throughout the contract period with Buncombe County staff, contracting agencies, and/or the CTAB. Further, the County or its designee shall perform an in-depth assessment of the contractor's compliance with standards on a biennial basis or more often if necessary. The contractor shall be provided a thirty (30) day written notice of such assessments. The contractor shall have an opportunity to respond to the results of such assessments. In the event of noncompliance with the terms and conditions of this RFP and resultant contracts hereto, the County may impose such contract sanctions and/or penalties as it may determine to be appropriate, including but not limited to: (a) terms, conditions, and deadlines for achieving compliance; (b) authorization to withhold payments under contracts until compliance is achieved; and/or (c) recommendations for cancellation, termination, or suspension of contracts in whole or in part. If the contractor subcontracts for any service provision or administrative service, the subcontracting agency must agree to be assessed and monitored by the contractor and/or the County as appropriate and applicable.

12.39.3 Failure to meet service quality and other standards discussed in this RFP could result in the assessment of financial penalties by Buncombe County against the contractor at any time during the course of the contract. If service penalties are assessed, the contractor will be notified in writing that the penalty has been assigned. The penalty amount will be deducted from the total service billed by the contractor. Assessment of penalties under this section does not limit the contractor's financial liability. The rights and remedies of Buncombe County in this section are not exclusive and are in addition to any other rights or remedies provided by law or this RFP. The situations below could result in an assignment of a penalty to the contractor:

- a. **Missed Trip**: If a contractor is more than thirty (30) minutes late past the scheduled pick-up time for a passenger, this failure may result in the charge of \$25 per incident per rider.
- b. **Ride Time**: If a contractor does not comply with acceptable on-time percentages or maximum ride time allowances, the contractor may be charged with \$25 per incident.
- c. **Dirty Vehicle**: If a County-owned vehicle is determined to be below the cleanliness standards described in this RFP, the contractor may be charged \$15 for each vehicle.
- d. **Improper Vehicle Maintenance**: If it is determined that County-owned vehicles have not been maintained in accordance with the requirements described in this RFP, including

accident damage, the Contractor may be charged \$100 per vehicle. Failure to properly document maintenance is equivalent to not doing it at all.

- e. Driver Qualifications: If an inspection of driver training records indicates that a driver is in service and has not satisfactorily passed all required training, the contractor may be charged \$50 per driver. The driver will be immediately removed from service and will not be permitted to drive again until the County has verified that the driver has been properly trained.
- f. Failure to Respond to Complaints: Failure to inform County staff of receipt of a complaint within the twenty-four (24) hour requirement may result in a penalty of \$10 per incident. Failure to respond to a complaint within the required two (2) days may result in a penalty of \$10 per incident.
- g. Information and Reporting Requirements: If a contractor does not provide required validation information, reports, paperwork, or comply with any other administrative responsibility within the time period specified, the contractor may be charged at a rate of \$10 per day.
- h. Accident/Incident Reporting: If the contractor fails to report an accident, damage, or other incident within the required time period, the contractor may be charged a penalty of \$25 per occurrence.
- i. Unauthorized Use of County-Owned Vehicles or Fuel Cards: Use of assigned vehicles or fuel cards for any purpose other than that described in this RFP or directly authorized in writing by Buncombe County may result in a penalty of \$200 per vehicle or transaction, per incident.
- j. Unsafe Action: If an unsafe action is taken by drivers or support staff which creates a safety hazard for passengers, the contractor may be assessed a penalty of \$100 per incident. Unsafe actions may include, but not be limited to, vehicle or passenger safety issues, and leaving passengers unattended or stranded.
- k. Workforce Stability/Turnover: If the YTD turnover rate exceeds 30% during any month of a fiscal year, the contractor may be assessed a penalty of \$1,000 per month for each percentage point exceeding the 30% turnover mark.

**Management Reviews
Compliance-Related Reports and Inspections**

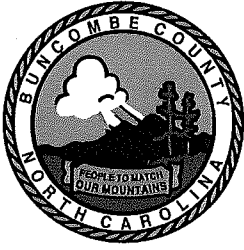
SSP Section(s)	SSP/ Compliance	Name of Report	Description of Reporting Requirement
General Info and App. A	General/SSP Updates	Annual SSP Report	Contractor will prepare an Annual SSP Report that assesses the adequacy and effectiveness of all phases of the SSP. Members of a SSP Review Committee, as well as system managers, are jointly responsible for maintaining and updating the SSP. The annual report will be submitted to Buncombe County for review and revisions, if needed, and the final annual report will be submitted to the Community Transportation Advisory Board for approval. A copy of the approved annual report will be submitted to NCDOT/PTD Safety & Training Unit.
Section 1 and App. B	Vehicle Operator/Employee Selection	Employee Report	Employee Report listing all operations employees by name, birthdate, and hire date; including the following for employees performing safety-sensitive duties: driving experience; license number, class, endorsements, expiration date; CDL medical examiner's certification expiration date if applicable, e-verify date; date of pre-employment and annual MVR check; date of pre-employment and annual Criminal Background Check. Employee report will be supplemented by copies of licenses, Medical Certificates where applicable, MVR checks, and background checks on an annual basis, updated monthly with new hires. Supporting documentation (MVR checks, background checks, etc.) submitted to the county will be initiated and dated by the contractor.
Section 1 and App. B	Vehicle Operator/Employee Selection	Employee Training Report	Employee Training Report listing safety-sensitive employees, hire dates, dates of Vehicle Operator evaluations/ride checks, training dates of required minimum training courses, and other training required under contract. Employee Training Report will include dates that safety-sensitive employees, including supervisors, received drug and alcohol abuse training. Reports will be in a format documenting training was conducted at the required intervals. Employee Training Records maintained by contractor will be submitted upon request and will be reviewed during periodic inspections.
Section 2 and App. C	Vehicle Operator/Employee Training		
Section 4 and App. E	Drug and Alcohol Abuse Programs		
Section 1 and App. B	Vehicle Operator/Employee Selection	NCDOT Employee Development and Vehicle Operator Training Report	NCDOT Employee Development and Vehicle Operator Training Report will be submitted by the contractor to the County and NCDOT/PTD. Information shall be cross-checked with individual Employee Training Records and the Monthly Employee Training Report.
Section 2 and App. C	Vehicle Operator/Employee Training	Buncombe County Accident, Incident, and Safety and Security Complaints Report	Buncombe County Accident/Incident/Safety and Security Complaints Report with passenger and employee injuries, claims, preventable vs. non-preventable investigation assessment, etc. Incident reports include information on exposure incidents and any passenger complaints related to safety and security. Accident investigation documentation shall be saved and available for review on the BC Network at: O:\Reports & Plans/Accident Reports-Complete. Contractor will verbally report to the County any need to activate an emergency action plan and will follow up with a written report and summary of actions within 72 hours of activation.
Section 3 and App. D	Safety Data Acquisition/Analysis		
Section 5 and App. F	Vehicle Maintenance		
Section 6 and App. G	Security		

Compliance-Related Reports and Inspections

SSP Section(s)	SSP/ Compliance	Name of Report	Description of Reporting Requirement
Section 3 and App. D	Safety Data Acquisition/Analysis	Safety Data and Trend Analysis Report	Safety Data and Trend Analysis Report showing summary of accident data and related information, as well as trend analysis report identifying actions taken or improvement processes.
Section 3 and App. D	Safety Data Acquisition/Analysis	NCDOT Accident and Incident Report	NCDOT Accident/Incident Report will be submitted by the contractor to the County and NCDOT/PTD identifying reportable accidents and incidents as required by the NCDOT/PTD.
Section 5 and App. F	Vehicle Maintenance		
Section 3 and App. D	Safety Data Acquisition/Analysis	Safety Meeting Report	Safety Meeting Report with meeting dates and related information, description of topics, presentations, security awareness briefings, or other safety discussions. Reports will be supplemented by attendance roster, list of employees not present, agenda, and meeting handouts. Contractor will meet with employees not present and provide documentation of individual meetings to review all materials. Contractor will provide update on safety meetings and related topics during staff updates at quarterly CTAB meetings.
Section 6 and App. G	Security		
Section 3 and App. D	Safety Data Acquisition/Analysis	Daily Operations Report	Daily Operations Report showing vehicle requirements, service interruptions, incidents, accidents, breakdowns, wheelchair boarding attempts/successful deployments, and any critical safety issues with vehicles identified during daily operations. Daily reports shall be saved and available for review on the BC Network at: O:\Reports & Plans\Daily Report of Operations
Section 5 and App. F	Vehicle Maintenance		
Section 6 and App. G	Security		
Section 3 and App. D	Safety Data Acquisition/Analysis	Vehicle Inspection Report	Vehicle Inspections will be conducted by Buncombe County on Mountain Mobility fleet through coordinated efforts with the Buncombe County General Services Department. Inspections will include a visual check of vehicles selected at random, wheelchair lifts and security device inspections, emergency and other on-board equipment or technology, signage, etc. Contractor will be informed of any deficiencies and corrective actions required and taken if/as needed.
Section 5 and App. F	Vehicle Maintenance		
Section 4 and App. E	Drug and Alcohol Abuse Programs	Drug and Alcohol Report	Drug and Alcohol Testing Report showing pre-employment, random, and post-accident drug and alcohol testing results, including the number of tests conducted, date of tests, and results. The report will identify persons tested by position or other non-descript identifiers due to confidentiality requirements. The contractor will identify any internal actions taken on positive tests.
Section 4 and App. E	Drug and Alcohol Abuse Programs	Buncombe County Drug and Alcohol Compliance Report	Contractor will submit a comprehensive Buncombe County Drug and Alcohol Contractor Compliance Report to provide information on drug and alcohol testing information, general testing procedures, testing procedures by category (pre-employment, random, etc.), drug and alcohol information systems and methodology, records and retainage, documentation of training, documentation of testing during a selected period for use in determining if FTA thresholds have been met, and vendor credentials. Report will include supporting documentation to substantiate compliance.
Section 4 and App. E	Drug and Alcohol Abuse Programs	Drug and Alcohol Certifications and Policy Review	With initial contract documents, contractor will provide Alcohol Mis-Use and Prohibited Drug Certification certifying that the contractor has established and implemented an alcohol mis-use and anti-drug program in compliance with FTA regulations, as well as a Drug-Free Workplace Policy Certification. Contractor will assist in review of the Buncombe County Substance Abuse Policy for Mountain Mobility to determine if any policy updates are necessary based on regulatory changes in the FTA Drug and Alcohol Testing Program and Drug-Free Workplace requirements.

Compliance-Related Reports and Inspections

SSP Section(s)	SSP/ Compliance	Name of Report	Description of Reporting Requirement
Section 4 and App. E	Drug and Alcohol Abuse Programs	NCDOT Drug and Alcohol Desk Audit	Contractor will complete NCDOT Drug and Alcohol Desk Audits if/as required with review by the County prior to submission. Drug and Alcohol MIS (DAMIS) reports will be submitted as required by the NCDOT and FTA by Buncombe County and the contractor.
Section 5 and App. F	Vehicle Maintenance	Certificates of Insurance	Certificates of Insurance evidencing coverage in the amounts specified and named/additional insureds will be submitted to the County.
Section 5 and App. F	Vehicle Maintenance	State Inspections and Registrations Report	State Inspections and Registrations Report showing month/year that state inspection expires for all fleet vehicles. Annual report will include review of vehicles tags and registration cards.
Section 5 and App. F	Vehicle Maintenance	AssetWorks Maintenance Reports	AssetWorks Maintenance Reports showing PM compliance by calculated meter for vehicles and lifts. Other AssetWorks reports are available through accessing AssetWorks if/as needed.
Section 5 and App. F	Vehicle Maintenance	Mileage and Breakdown Report	Vehicle Mileage and In-Service Breakdown Report showing odometer readings for all vehicles in the Mountain Mobility fleet and data on breakdowns while vehicles are in service.
Section 5 and App. F	Vehicle Maintenance	Vehicle Utilization Reports	Vehicle Utilization Reports (VUD) shall be produced from Routematch software and provided to County for review prior to submission to NCDOT/ITRE. Reports will be submitted to the NCDOT to evaluate vehicle utilization and estimate fleet requirements. VUD reports will be reviewed by the County for the above purposes and to ensure there are no capacity constraints with respect to ADA services.
Section 5 and App. F	Vehicle Maintenance	PTMS Report, Lease Inventories	Contractor will assist in updating PTMS/Rolling Stock/ inventories, and any other Capital/Technology inventories related to items leased to the contractor. Rolling Stock Inventory/Contract Lease Exhibits will be reviewed and updated as needed to reflect changes related to replacement and/or expansion vehicles. Lease inventories will include equipment and assets leased to the contractor with a value of \$5,000 or less.
Section 5 and App. F	Vehicle Maintenance	Asset Verification Report	Conduct review and inspections associated with Buncombe County Capital Asset Verification Form and Inventory Worksheets, which provides a physical accounting (location, description, serial number checks) of equipment and assets with a value of \$5,000 or more.
Section 6 and App. G	Security	Annual Security System Audit	Contractor will submit copy of Annual Security System Audit, Workplace Security Assessment, Hazard Assessment, OSHA Facility Inspection report, and quarterly Employee Safety Committee reports to Buncombe County for review. Contractor will submit a copy of the Operating Hours and Holiday Closing Schedule sent to local law enforcement and EMS and documentation that schedule was transmitted.
Section 2 and App. C	Vehicle Operator/Employee Training	Emergency Preparedness Training Summary	Contractor will participate in a local or regional emergency management drill and/or evacuation exercise when hosted locally or in the region. The contractor will include a summary of any Emergency Preparedness Training with its Employee Training Reports as applicable.
Section 6 and App. G	Security		



Buncombe County Government

Planning and Development
46 Valley Street
Asheville, NC 28801

Jon E. Creighton
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Telephone (828) 250-4830
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CERTIFICATION

Contractor: McDonald Transit Associates, Inc.,
dba Buncombe County Transit Management, Inc.

Review Period: December 2013

I, **Denise M. Braine**, on behalf of the Buncombe County Planning Department, have reviewed the required compliance information submitted by the contractor identified below:

Reports Submitted/Reviewed

Employee Qualifications and Training

- Employee Report and Documentation
 - Five new hires
 - Driver Licenses and E-Verify Forms
 - MVR Records
 - Background checks
 - CDL Medical Certifications – 1 New Hire and 1 Update
 - Transmitted by DMB to DSS 1/10/14
- Monthly Training Report (All Inclusive)
- Driver Turnover Report
- NCDOT Employee Development (ED) and Driver Training (DT) Report
 - October-December 2013 – Transmitted by LH to NCDOT-PTD 1/13/14

Safety Data Analysis and Security

- Accident, Incident, and Safety Complaints Report
- Accident Investigation Documentation for (0: Drive/Reports&Plans/Accident Info Complete):
 - No reportable accidents in December
- Safety Data and Trend Analysis Report
- Daily Operations Reports (critical safety issues, etc.)
- NTD Accident Report
 - Transmitted by DMB to City/ART 1/13/2013
- NCDOT Quarterly Accident/Incident Report
 - October-December 2013 – Transmitted by LH to NCDOT-PTD 1/13/2014
- Quarterly Safety Meeting Report
 - Scheduled for January 2014 due to weather, staff shortages, and holidays. Will hold two safety meetings in the January-March quarter.

Drug and Alcohol

- Drug and Alcohol Testing Report
 - Transmitted by DMB to City/ART 1/14/2014

Other

- NCDOT Quarterly Charter Report
 - October – December 2013 – Transmitted by LH to NCDOT PTD (1/13/14)

Vehicles/Maintenance

- Vehicle State Inspections/Registrations Report
 - State Inspections on 4 Vehicles
 - Transmitted to DSS 1/10/2014
- New Vehicles (11)
 - NCDOT Delivery Inspection Reports
 - Titles, Tags
 - State Inspections
 - Vehicle 13847 placed in service; Vehicle 50777 removed from service
 - Remaining vehicles to be placed in service in January
- Mileage and In-Service Breakdown Report (O:/Fleet Manager/*.*)
- Vehicle Inspections Performed:
 - 12/5 – 00474
 - 12/12 – 00473
 - 12/19/13 - 72055
 - See inspection forms on record
- Insurance Certificates (Renewals)
 - General Liability, Auto Liability, Excess Umbrella, Workers Comp – Renewed through 12/31/2014
 - Property Insurance – Renewed through 12/17/2014

Results of Review:

- Following receipt of the above reports and any applicable revisions and follow up, the contractor is in compliance with local, state, and federal requirements for the provision of services under its contract for the operation of Mountain Mobility, Buncombe County's Community Transportation System.
- Follow-up or corrective action items from the prior month, if applicable, have been or are being satisfactorily addressed.
- The following items reviewed for the current month were identified for corrective action by the contractor:
 - None

Notes:

- Assetworks Maintenance Reports – Contractor continues to have issues with reports due to problems ITRE must correct. See emails on file documenting reports received and continuing issues. Contractor was requested to continue to send the reports provided, and provide progress made by ITRE on correcting the reports. .

I certify that I have reviewed all reports and documentation referenced above and that, to the best of my knowledge, the review and information herein is true, correct, and complete.

Buncombe County Planning Department

Denise M. Braine

Denise M. Braine
Planner III

STATE OF NORTH CAROLINA
COUNTY OF BUNCOMBE

Sworn to and subscribed before me this 15 day of Jan., 2014.

Diene D. Lambford

Notary Public

10-27-14

Commission Expires

Appendix I

Training

DEFENSIVE DRIVING

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

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

QUALITIES OF A GOOD DEFENSIVE DRIVER

A good defensive driver must have the following qualities:

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

You must understand the vehicle you are driving. Each vehicle is slightly different. It is important that you familiarize yourself with the vehicle during the pre-trip inspection and during the first few blocks of driving.

You must be physically and mentally prepared to operate a vehicle, spot hazards quickly, and continually adjust your driving to avoid hazards.

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

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

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

- Always assume and prepare for the worst.
- Realize the importance of always being physically and mentally well-prepared for driving.
- Understand that the responsibility for avoiding an accident rests in his/her hands.
- Not allow him or herself to become upset to the point that it affects their driving.
- Assume that almost all accidents are preventable.

Do not worry about proving who is in the right or who is in the wrong but be more concerned about preventing the accident.

MAIN CAUSES OF ACCIDENTS

There are three main causes of accidents:

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

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

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

SAFETY ZONE

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

Maintaining your safety zone requires you to consider alternative actions when hazards arise. At all times you must:

SEE

Identify the potential accident hazard. Ask yourself "What is the worst thing that can happen in this situation?"

Predict what kinds of accidents could happen in the situation.

THINK

Decide what you will do when the worst thing happens or begins to happen, develop a plan of how you can avoid the accident.

DO

Execute your plan.

By following this formula you will be more able to control the driving situation.

EQUIPMENT AS A DEFENSIVE DRIVING TOOL

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

BRAKES - The most basic tool for avoiding a hazard.

MIRRORS - Enable you to check vehicles approaching from the rear on either side.

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

TURN SIGNALS - Inform others of your intentions.

ACCELERATOR - Could be used to avoid a hazard but generally it is better to brake than accelerate.

HORN - Warns others of your presence but does not give you the right of way.

DEFROSTER, WINDSHIELD WIPERS AND WASHERS - Provide a clear windshield for good vision

THE MOST IMPORTANT FACTOR IN DEFENSIVE DRIVING IS YOU

You possess your own defensive driving tools which include:

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

BE A SUCCESSFUL DEFENSIVE DRIVER

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

PRE-TRIP INSPECTIONS

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

Notice general condition. Look for fresh body damage or vehicle leaning to one side. Check the area around the vehicle for hazards to vehicle movement (people, other vehicles, objects, low hanging wires or limbs, etc.) Also, check to see if previously reported problems have been corrected.

Pre-Ignition Checks (Before the Engine is Started)

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

Check the following:

- Engine oil level
- Coolant level in radiator and condition of hoses
- Power steering fluid level and hose condition (if so equipped)
- Windshield washer fluid level
- Battery fluid level, connections, and tie downs (battery may be located elsewhere)
- Check belts for tightness and excessive wear (alternator, water pump, air compressor), learn how much "give" the belts should have when adjusted right, and check each one.
- Leaks in the engine compartment (fuel, coolant, oil, power steering fluid, hydraulic fluid, battery fluid)
- Cracked, loose, or worn electrical wiring insulation

Start Engine

- Make sure the parking brake is applied
- Driver position - the driver should be positioned to be within reach of all controls and in position for greatest visibility. Driver comfort should also be considered. If necessary, the seat should be adjusted to put the driver in the optimum position. This is the first pre-ignition step, as mirrors and seat belt adjustment depend on the driver's position.

- Seat belt - the driver must use the seat belt. The seat belt should be checked and adjusted to fit snugly across the hips.
- Put gearshift in neutral (or "park" if automatic).
- Start engine and listen for unusual noises.

Check Gauges During Warm-Up Period (3-5 Minutes)

- OIL PRESSURE. Should come up to normal operating range within seconds after engine is started.
- AMMETER and/or VOLTMETER. Should be in normal range(s).
- COOLANT TEMPERATURE. Should begin gradual rise to normal operating range.
- ENGINE OIL TEMPERATURE. Should begin gradual rise to normal operating range.
- • WARNING LIGHTS AND BUZZERS. Oil, coolant, charging circuit warning lights should go off right away after engine is started.
- FUEL GAUGE

Check Condition of Controls

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

- Steering wheel (not too much free play)
- Clutch (proper free travel)
- Accelerator (gas pedal)
- Brake controls - (foot, parking, retarder)
- Transmissions controls
- Horn
- Windshield wiper/washer
- Lights - headlights, dimmer switch, turn signals, 4-way flashers, clearance, identification, marker light switch(s), deceleration alert system (DAS)

Check Mirrors and Windshield

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

Mirrors should be adjusted for best visibility.

- inside mirror - should be adjusted to give driver a view of entire vehicle interior and passengers.
- outside flat mirrors - should be adjusted so that driver can see rear tires at ground level in bottom of mirror and the rear bumper near the inside edge.
- outside convex mirrors - should be adjusted to give maximum localized vision of both sides of the vehicle.

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

Check Emergency Safety Equipment

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

- Spare electrical fuses (3), unless vehicle has circuit breakers.
- First Aid Kit

- Three red reflective triangles.
- Properly charged and rated fire extinguisher.
- List of emergency phone numbers
- Accident reporting kit (packet)
- Bloodborne Pathogen kit

Turn Off Engine and Check Lights

Make sure the parking brake is set, turn off the engine, and take the key with you. Turn on headlights (low beams) and four way flashers, and get out.

- Go to front of vehicle and check that low beams are on and both of the four-way flashers are working.
- Push dimmer switch and check that high beams work.
- Turn off headlights and four-way hazard warning flashers.
- Turn on parking, clearance, side-marker and identification lights.
- Turn on right turn signal, and start walk-around inspection.

Do Walk-Around Inspection

Interior

Always check the interior of the vehicle before driving to ensure rider safety. Aisles and stairwells must always be clear.

The following parts of the interior of your vehicle must be in safe working condition.

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

The seats must be safe for riders. All seats must be securely fastened to the vehicle, unless specifically designed for seats that fold up.

Never drive with an open or locked emergency exit door. It is unlawful to lock the emergency exit with passengers on board. The "Emergency Exit" sign on an emergency door must be clearly visible. If there is a red emergency door light, it must work. Turn it on at night or any other time you use your outside lights.

You may lock some emergency roof hatches in a partly open position for fresh air. Do not leave them open as a regular practice. Keep in mind the vehicles higher clearance while driving with roof hatches open.

Exterior

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

Left Front Side

Driver's door glass should be clean. Door latches or locks must work properly.

Left Front Wheel

- Condition of wheel and rim - missing, bent, or broken studs, clamps, or lugs, signs of misalignment, lock rings. (welding repairs are not safe.)
- Condition of tires - properly inflated? valve stem OK? no serious cuts, bulges, or tread wear? no fabric should show through the tread or sidewall. (Regrooved, recapped, or retreaded tires should be prohibited on front wheels of a vehicle.)
- Use wrench to test lug nuts

Left Front Suspension

- Condition of spring, spring hangers, shackles, u-bolts
- Shock absorber condition

Left Front Brake

- Condition of brake drum
- Condition of hoses

Front

Condition of front axle and suspension system, condition of windshield:

- Check for damage and clean if dirty
- Check windshield wiper arms for proper spring tension
- Check wiper blades for damage, "stiff" rubber, and securement

Lights and reflectors

- Parking, clearance, turn signals and identification lights clean, operating and proper color (amber at front)
- Reflectors clean and proper color (amber at front)

Right Side

Check all items as done on left front. Rear of engine - not leaking and transmission - not leaking.

Right Rear

- Condition of wheels, rims -- no missing, bent, broken spacers, studs, clamps, lugs.
- Condition of tires -- properly inflated, valve stems OK, no serious cuts, bulges, tread wear, tires not rubbing each other or parts of the vehicle, and nothing stuck between them.
- Tires same size and type, e.g. not mixed radial and bias types and size.

Rear

- Lights and reflectors
- Rear clearance and identification lights clean, operating and proper color (red at rear)
- Reflectors clean and proper color (red at rear)
- License plate(s) clean and secured
- Splash guards OK
- Tail lights clean, operating, and proper color (red, yellow, or amber at rear)

Left Side

- Check all items as done on right side, plus:

- Battery - secure, fluid at proper level, cell caps and vents present and securely tightened and/or free of foreign material (except maintenance-free type), cables tight, note any corrosion on cables

Check Signal Lights

Get in and turn off lights. Apply brake pedal and have helper check brake lights, as well as left and right turn signals.

Check Brakes

Test for hydraulic leaks. If vehicle has hydraulic brakes, pump the brake pedal three times. Then apply firm pressure to the pedal and hold for five seconds. The pedal should not move. If it does, there may be a leak or other problem. Get it fixed before driving.

Test parking brakes. Fasten seat belt. Allow vehicle to move slowly forward. Apply parking brake. If it doesn't stop vehicle it is faulty; get it fixed.

Check Wheelchair Lift Equipment

Wheelchair lift equipment should always be included during your daily inspections. Here is the procedure:

- Run the lift through one complete cycle to be sure that the lift is operable before attempting to pick up a passenger. Write lift cycle count on DVI.
- Check for frayed or damaged lift cables.
- Carefully inspect the loading equipment. Look for hazardous protrusions, exposed edges, etc. Make sure that all such protrusions are adequately padded.
- Make sure that any loading apparatus inside the vehicle is secured to the vehicle to prevent movement during normal operation or in the event of an emergency stop, traffic accident, or vehicle overturn. A sufficient number of restraining belts should be in good working order and available to insure that all wheelchair passengers can be transported safely.
- Check all lights associated with the lift, the lift is considered inoperable if any lights do not work

IF YOU FIND ANYTHING UNSAFE DURING THE PRE-TRIP INSPECTION, REPORT IT TO THE FLEET MANAGER OR YOUR SUPERVISOR. FEDERAL AND STATE LAWS PROHIBIT OPERATING AN UNSAFE VEHICLE.

FOLLOWING DISTANCE

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

- Wet roads

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

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

INTERSECTIONS

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

PEDESTRIANS AND BICYCLISTS

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

DISTRACTING CONVERSATION

Conversation with passengers which distract the driver from safely operating the vehicle is prohibited.

STOPPING FOR PASSENGERS

The following procedure should be followed by all drivers when stopping to board and alight passengers.

1. Turn on four way flasher lights to caution motorists.
2. Slow down gradually.
3. Pull into a driveway if available or as far to the right as safety allows, not hitting a curb or other stationary objects.
4. Make a full complete stop.
5. Place transmission in neutral (manual) or place transmission in park if automatic.
6. Pull (set) parking brakes.
7. Open door. (Never open doors while vehicle is in motion when stopping at bus stops.)
8. Alight/board passengers. Provide assistance to passengers.
9. Always wait for boarding passengers to get seated before moving the vehicle.

By following this procedure for stopping at bus stops we can serve our passengers in a safe manner.

SEAT BELTS

In order to reduce the loss of control of the vehicle and reduce injuries in case of accident, drivers are required to use seat belts. Drivers (or the child monitor if one is required) shall visually check each passenger to make sure seat belts are fastened and/or that child restraint devices are properly secured.

SECURING A VEHICLE

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

- Turn the front wheel into the edge of the road if the vehicle is facing downhill, or turn the front wheels in opposition to the edge of the road if the vehicle is facing uphill,
- Set the transmission appropriately,
- Turn on four-way hazard lights,
- Set parking brake,
- Shut off engine
- Remove vehicle keys, and
- Close front door from the outside unless passengers are on board in which case the front door will be left open.

A driver on duty must not leave his/her vehicle unattended for a prolonged period of time.

FOUR-WAY HAZARD LIGHTS

The four-way hazard lights will be used when:

- A vehicle is disabled or involved in an accident,
- Parking a vehicle and a driver cannot park completely off the roadway,
- Stopping at a railroad crossing,
- Using a wheelchair lift to load/unload passengers,
- Other stops and situations as appropriate.

BRAKES

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

- Test the brakes for malfunctions within the first block or two after starting their daily route.
- Report immediately to the dispatcher any problems with the brakes. A driver must not operate a vehicle once he/she has determined that it is unsafe to do so because of malfunctioning brakes.
- Place the vehicle in "Park" when passengers are boarding or alighting and when doors are open.
- Use the parking brake to hold the vehicle for parking or whenever the driver leaves the driver's seat. In the event of service brake failure, the parking brake may be used to stop the vehicle.
- Don't fan or pump brakes, which causes excessive wear, an unsafe and rough ride, and reduced braking capability because of low air pressure. (This is not meant to restrict feathering of brakes on icy or snow-packed roads),
- Never use the rear door interlock brake to hold a vehicle motionless.

MIRRORS

Mirrors are to be adjusted before starting a trip. When a vehicle is relieved on a route, the mirrors are to be adjusted before proceeding. Outside left and right mirrors are to be used for turning maneuvers when pulling out from the side of the road and in addition, the right side mirror is to be used to observe boarding and alighting passengers. When making traffic lane changes, or entering traffic from a stop, be

sure to check the blind spot in both mirrors. Mirrors are a very important defensive driving tool and are to be scanned every 8-10 seconds.

SCHOOL ZONES

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

RAILROAD CROSSINGS

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

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

DISABLED VEHICLES

When a vehicle becomes disabled, the driver will observe the following procedures:

- Park the vehicle in a safe location and out of traffic lanes.
- Turn the front wheel in opposition to the edge of the road if the vehicle is facing uphill. Turn the front wheels onto the edge of the road if the vehicle is facing downhill.
- Place the transmission appropriately.
- Turn on four-way hazard lights.
- Shut off the engine.
- Set the parking brake.
- Remove vehicle keys.
- Help direct traffic around the vehicle if necessary.

BACKING

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

- Except for backing out of a parking stall, drivers should only back a vehicle when it is absolutely necessary. If it becomes necessary to back the vehicle while the vehicle is in service, a driver should use an adult as a spotter. The spotter should not be asked to exit the vehicle because that can cause

the spotter to be vulnerable to injury. Use of a spotter does not relieve the driver of the responsibility to back the vehicle safely.

- Before backing, check carefully in all directions including the rear of the vehicle.
- Turn on the four-way flashers.
- Begin honking the horn (if the vehicle does not have a working 'backing-up' alarm) and continue to give short continuous beeps on the horn while in motion.
- As a rule when stopping in traffic, stop far enough back to see the rear tires on the vehicle ahead. This allows a driver the ability to go around a stalled vehicle on the left or right if necessary without the need to reverse direction. This procedure does not always work but it is another good example of how to avoid backing.
- Be sure to stay out of intersections and crosswalks until they are free to traffic. Do not get into positions where backing a large vehicle becomes necessary.
- If the view is obstructed and the driver is in doubt, he or she should exit the vehicle (if it is reasonable safe to do so) to check behind and around it.

All employees must take extra precautions to ensure that while maneuvering a Mountain Mobility vehicle in a backing motion that they do so in a safe and logical manner.

Except for backing out of a parking stall, drivers should only back a vehicle when absolutely necessary. If it becomes necessary to back the vehicle while the vehicle is in service, a driver should use an adult "spotter". Use of a "spotter" does not relieve the driver of the responsibility to back the vehicle safely. Before backing, check carefully in all directions including the rear of the vehicle, turn on the four-way flashers, begin honking the horns (if the vehicle does not have a working back-up alarm) and continue to give short continuous beeps on the horn while in motion.

If at anytime the driver is unsure of the safeness of a potential backing action, they should exit the vehicle and examine the area in which they are attempting to back into. By doing so, the driver will then gain the proper judgment needed to make a safe decision.

At no time should a Mountain Mobility vehicle be backed onto a city street or road. All employees should make whatever necessary preparations to ensure that this type of backing does not occur.

Employees should use their best judgment in determining the use of safe backing maneuvers to ensure accidents and injuries do not occur. Improper and unsafe vehicle backing maneuvers could result disciplinary action and/or termination of employment.

TURNING

Right Turn

- Signal at least 200 feet prior to the turn.
- Set up enough right side clearance for the turn but not enough to allow a vehicle between edge of road and vehicle.
- Check the mirror for cars encroaching on right side.
- Be sure intersection is clear of cars and pedestrians before turning.
- Check traffic to the left, right and left again.
- Turn at speed appropriate to road, weather and traffic conditions.
- Avoid the "button hook" turn, i.e. swinging left before turn.

- Scan mirrors and intersection during turn.
- Follow vehicle through turn in right outside mirror.
- Maintain enough space on the right side so vehicle does not contact utility poles and signs, and so right rear dual wheels do not ride over the edge of the road.
- Release signal after completing the turn and straighten wheels.

Left Turn

- Signal at least 200 feet prior to the turn.
- Turn from the designated left turn lane or the lane nearest the center line. If there are two (2) Left turn lanes, the outside left lane should be used.
- Be sure intersection is clear of cars and pedestrians.
- Keep the wheels straight until oncoming traffic is clear and the turn can be started.
- Turn at speed appropriate to road, weather and traffic conditions.
- Scan mirrors.
- Follow the vehicle through turn using left outside mirror.
- Release signal after completing turn and straighten wheels.

FLAMMABLE AND EXPLOSIVE MATERIAL ON VEHICLES

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

HAZARDOUS DRIVING CONDITIONS

Slippery Road Surfaces

It will take longer to stop and it will be harder to turn without skidding when the road is slippery. You must drive slower to be able to stop in the same distance as on a dry road. Wet roads can double stopping distance. Reduce speed by about 1/3 (e.g. slow from 55 to about 35 mph) on a wet road. On packed snow, reduce speed by 1/2...or more. If the surface is icy, reduce speed to a crawl. Do not use brake retarders on a slippery road surface. It will cause more skidding, not less.

Sometimes it is hard to know if the road is slippery. Here are some signs:

- SHADED AREAS....Shady parts of the road will remain icy and slippery long after open areas have melted.
- BRIDGES....When the temperature drops, bridges will freeze before the road will. Be especially careful when the temperature is close to 32 degrees F.
- MELTING ICE....Slight melting will make ice wet. Wet ice is much more slippery than ice that is not wet.
- BLACK ICE....Black ice is a thin layer that is clear enough that you can see the road underneath it. It makes the road look wet. Any time the temperature is below freezing and the road looks wet, watch out for black ice.
- VEHICLE ICING....An easy way to check for ice is to open the window and feel the front of the mirror, mirror support, or antenna. If they are icy, the road surface is probably starting to ice up.
- JUST AFTER RAIN BEGINS....Right after it starts to rain, the water mixes with oil left on the road by vehicles. This makes the road very slippery. If the rain continues, it will wash the oil away.

- **HYDROPLANING**....In some weather, water or slush collect on the road. When this happens, your vehicle can hydroplane. It's like water skiing. The tires lose their contact with the road and have little or no traction. You may not be able to steer or brake. You can regain control by releasing the accelerator. This will slow your vehicle and let the wheels turn freely. If the vehicle is hydroplaning, do not use the brakes to slow down.

It does not take a lot of water to cause hydroplaning. Hydroplaning can occur at speeds as low as 30 mph if there is a lot of water. Hydroplaning is more likely if tire pressure is low or the tread is worn. (The grooves in a tire carry away the water; if they aren't deep they can't work well).

Driving at Night

You are at greater risk when you drive at night.

In the winter it gets dark early, and drivers can't see hazards as soon as in daylight, so they have less time to respond. Drivers caught by surprise are less able to avoid a crash.

Driver Vision - Drivers can't see as sharply at night or in dim light. Also, the eyes need time to adjust to seeing in dim light.

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

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

These drivers will need to take special care when driving at night.

Older drivers are especially bothered by glare. Even two seconds of glare blindness can be dangerous. A vehicle going 55 mph will travel more than half the distance of a football field during that time. Don't look directly at bright lights when driving. Look at the right side of the road. Watch the sidelines when someone coming toward you has very bright lights.

Other Drivers - There is an increased number of tired and intoxicated drivers on the road at night, so be on the alert for them and be prepared to respond.

Poor lighting - In the daytime there is usually enough light to see well. This is not true at night. Some areas may have bright street lights, but many areas will have poor lighting. On most rural roads you will probably have to depend entirely on your headlights.

Less light means you will not be able to see hazards as well or as quickly as in daytime. Road users who do not have lights are hard to see. There are many accidents that involve pedestrians, joggers, bicyclists, and animals.

Even when there are lights, the road scene can be confusing. Traffic signals and hazards can be hard to see against a background of signs, shop windows, and other lights. Drive slower when lighting is poor or confusing.

Headlights - At night your headlights will sometimes be the main source of light for you to see and for others to see you. You can't see nearly as much with your headlights as you can see in the daytime. With low beams you can see ahead about 250 feet and with high beams about 350-400 feet. You must adjust your speed to keep your stopping distance within your sight distance. This means going slow enough to be able to stop within the range of your headlights. Otherwise, by the time you see a hazard, you will not have time to stop. If you are using your high beams, make sure you dim them within 500 feet of another vehicle so they will not cause glare for other drivers.

Night driving can be more dangerous if you have problems with your headlights. Dirty headlights may give you only half the light they should, so keep them clean. If your lights fail you should:

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

Turn Signals and Brake Lights - At night your turn signals and brake lights are even more important for telling other drivers what you intend to do. Make sure you have clean, working turn signals and brake lights.

Other lights - In order for you to be seen easily, the following must be clean and working properly:

- Reflectors
- Clearance lights
- Tail lights

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

Driving Through Water

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

- Slow down.
- Place transmission in low gear.
- Increase engine RPM and cross the water.
- When out of the water, maintain light pressure on the brakes for a short distance to heat them up and dry them out.
- Make a test stop when safe to do so. Check behind to make sure no one is following, then apply the brakes to be sure they work correctly.

What if, after entering deep water, you feel it is too dangerous to continue? If you see that the water is too deep to get through, and your judgment says you need to back out, keep the engine running at a

fast idle by holding the accelerator pedal down as you brake. Once stopped, shift into reverse, checking to make sure it is clear behind you. Keep the engine running slightly faster than normal as you back out.

Whether you back out or drive through, drive slowly afterward and continue applying your brakes lightly for a few minutes to heat them up and dry them out. Test frequently to see if the brakes are dry enough to stop you quickly. Always check traffic behind to make sure it is safe to do so.

Winter Driving

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

- Coolant level/antifreeze amount
- Defrosting/heating equipment
- Wipers/washers
- Tires
- Tire chains
- Lights/reflectors
- Windows/mirrors
- Hand holds/stops
- Exhaust system

Special Techniques for Safe Driving on Ice and Snow:

When first starting, get the feel of the road. Don't hurry.

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

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

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

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

Traction - To regain traction and avoid skids -- start out slowly if parked on a slippery surface. If your wheels start spinning, let up on the accelerator until traction is returned. Before going up a hill, increase speed (within reason) to build up momentum to help you climb. Before going down a hill, especially a steep one, slow down by shifting into a lower gear. Use your brakes only with extreme caution when

going down a slippery hill. Remember the points discussed earlier in this chapter under "slippery road surfaces.

Hills - When approaching, either ascending or descending, observe other vehicles on the hill and how they are reacting to conditions. Stay well behind the vehicle in front so that you can go around it if it becomes stuck. If other cars begin to slide, spin out, or have to back down the hill, wait until you have enough room to maneuver before going up the hill yourself.

By observing what other vehicles are doing, it may be apparent that the hill is just too slippery and dangerous. Contact your dispatcher and report the conditions.

If you get stuck - Use your judgment. The action you take when stuck depends on how badly you are stuck. Whatever you do, avoid spinning your wheels since this will aggravate the problem.

If the snow is deep, shovel the snow from in front and back of the wheels (both front and rear wheels). Also, shovel out as much snow from under the vehicle as you can.

If you have it, spread some salt or sand in front and in back of your driving wheels (or use traction mats if you have them).

You may need to call the dispatcher to get help. Until help arrives, you should set out flares or triangles to alert other traffic.

DON'T LET ANYONE STAND DIRECTLY BEHIND THE REAR WHEELS.

If you're using devices under the wheels for traction or if the wheels dig into the dirt or gravel, individuals behind the vehicle may be injured by rocks or objects thrown rearward by the spinning wheels.

If possible, try to keep the front wheels pointed straight ahead until the vehicle is moving. The rolling resistance of the front wheels is lessened when they are not trying to move sideways.

If your wheels keep spinning and the vehicle doesn't move, stop and let your tires cool. Tires heated from spinning will just dig deeper into ice and snow.

If nothing works, try to rock the vehicle out of the rut by alternatively shifting from reverse to drive (with automatic transmissions). Check your owner's manual to make sure such a procedure can be followed with your particular vehicle.

Snow and Ice Removal

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

- A flashlight
- An ice scraper
- A brush to remove snow from the vehicle.
- Extra fuses for vehicle electrical systems (see your owner's manual for type).
- A rag to clean lights and windshield.
- A pair of work gloves and a small shovel.

- Battery booster cables.

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

Snow Removal - If your vehicle is covered with snow, it is essential that all snow be removed from hood, glass surfaces, roof and lights before driving. When driving, vehicle movement and stops can result in snow sliding from the roof onto the windshield or rear window, obscuring visibility. Wind, and the mere movement of the vehicle can have the same effect.

Ice scrapers should be used with care. When edges become burred or chipped, the scraper should be replaced. Use of a damaged scraper or trying to dig out encrusted ice with the point of the scraper can result in scratches to the glass and may even cause the glass to break because its strength has been weakened.

Recessed Wipers - Persons who have windshield wipers that disappear into a recess below the windshield, when not in use, must be especially careful to keep such recesses free of obstructions during snowy or cold weather. If the vehicle is outside during a snowstorm, such recesses must be cleared of snow and ice before wiper use.

While driving in a snowstorm, it may be necessary to stop periodically and clear accumulated snow and ice from such recesses. In cold weather, even if there hasn't been snow, it's a good idea to check wiper blades before driving to make sure they operate properly. Should wiper arms or wipers be frozen fast, the wiper motors could be seriously damaged, a fuse may blow, or bits of the blade rubber may be torn loose making the wiper ineffective.

Remember: Most things break more easily in extreme cold.

SOME ADDITIONAL HINTS AND PRECAUTIONS

- Keeping your tires inflated properly will improve your traction.
- Observe traffic coming toward you and be prepared to take defensive action in the event of oncoming cars going into a skid.
- Always keep your gas tank at least half full.

Driving in Very Hot Weather

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

- Tires
- Engine Oil
- Engine Coolant
- Engine Belts
- Hoses

Tar in the road pavement frequently rises to the surface in very hot weather. Spots where tar "bleeds" to the surface are very slippery.

Go slow enough to prevent overheating. High speeds create more heat for tires and engine.

Fires

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

Causes of Fires:

The following are some causes of vehicle fires:

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

Fire Prevention:

Pay attention to the following:

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

Fire Fighting

Knowing how to fight fires is important. Fires have been made worse by drivers who didn't know what to do. Here are some procedures to follow:

- Activate the four-way flashers.
- Pull safely off the roadway. Park in an open area, away from buildings, trees, brush or other vehicles that might catch fire. Don't pull into a service station.
- Use your 2-way radio to notify the dispatcher of your problem and location. Do this while pulling off the roadway if you can safely do so.
- Evacuate the vehicle, moving passengers well away from the vehicle. Note: these evacuation procedures should be routinely practiced.
- **SHUT OFF THE MASTER ELECTRICAL SWITCH.**
- Set up emergency warning equipment (triangles, flares).
- Attempt to put out the fire. With an ENGINE FIRE, turn off the engine as soon as you can. Don't open the hood if you can avoid it. Shoot extinguisher through louvers, radiator, or from the underside of the vehicle.

Use the appropriate type extinguisher on electrical fires and burning liquids. Don't use water on an electrical fire (you could get shocked) or gasoline fire (it will just spread the flames).

A burning tire must be cooled. Lots of water may be required.

If you're not sure what to use, wait for qualified fire fighters.

Extinguishing the Fire

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

- Know how the fire extinguisher works. Study the instructions BEFORE you need it and be sure it is in good working order at all times.
- When using the extinguisher, stay as far away from the fire as possible.
- Aim at the source or base of the fire, not up in the flames.
- Position yourself upwind. Let the wind carry the extinguisher to the fire rather than carrying the flames to you.
- Continue until whatever was burning has been cooled. Absence of smoke or flame does not mean the fire is completely out or cannot restart.
- Only try to extinguish a fire if you know what you are doing and it is safe to do so.

Vehicle Problems

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

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

Indicators of Electrical Problems

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

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

Indicators of Engine Heating and Cooling System Problems

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

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

Indicators of Problems in the Chassis

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

- Rough ride
- Poor braking performance

- Unusual sounds and steering problems

Indicators of Engine Problems

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

- Overheating
- Rough running and/or heavy smoke
- Engine won't start or remain running

TIRE FAILURE

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

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

The loud "bang" of a blowout is an easily recognized sign. Because it takes a few seconds for your vehicle to react, you might think it was some other vehicle. But any time you hear a tire blow, you'd be safest to assume it was yours.

If the vehicle thumps or vibrates heavily, it may be a sign that one of the tires has gone flat. With a rear tire, that may be the only sign you get.

If the steering feels "heavy" it is probably a sign that one of the front tires has failed. Sometimes, failure of a rear tire will cause the vehicle to slide back and forth or "fishtail."

Gas Pedal Sticking

In the event that the gas pedal sticks:

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

Engine Failure/Vehicle Stopped

If the carburetor has flooded while you are in traffic, follow these procedures:

- Hold the gas pedal to the floor
- Engage the starter for not more than 30 seconds
- Repeat step 1 and 2 a few times
- Wait 10 to 15 minutes, to let the starter cool, and try again.
- If it still doesn't start, call the dispatcher.

Engine Failure/Vehicle Moving

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

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

Skid Control and Recovery

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

- **OVERBRAKING** - Braking too hard and locking up the wheels, and using the retarder when the road is slippery.
- **OVERSTEERING** - Turning the wheels more sharply than the vehicle can turn.
- **OVERACCELERATION** - Supplying too much power to the drive wheels, causing them to spin.
- **DRIVING TOO FAST** - Most serious skids result from driving too fast for road conditions.

By far the most common skid is one in which the rear wheels lose traction through excessive braking or acceleration. Skids caused by acceleration usually happen on ice or snow. This can be easily stopped by taking your foot off the accelerator. If it is very slippery, push the clutch in. Otherwise, the engine can keep the wheels from rolling freely and regaining traction.

Rear wheel braking skids occur when the rear drive wheels lock. Because locked wheels have less traction than rolling wheels, the rear wheels usually slide sideways in an attempt to "catch up" with the front wheels.

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

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

Other Passenger Safety Precautions

Drivers and management, as necessary, retain the right to determine whether it is safe to approach passengers' homes in instances such as steep driveways, muddy or bumpy lanes and roads, etc. Weather can change situations making on-site decisions necessary. In some instances, it may be necessary for attendants and/or caregivers to provide additional assistance to assure passenger safety. In addition, the combined weight of a passenger and his/her wheelchair may require that either additional assistance for the driver may be necessary in order to safely move the passenger to and from the vehicle or the trip may have to be delayed until an assessment can determine whether Mountain Mobility or some other transportation service (e.g., ambulance) can safely provide the trip. Drivers and

other staff are to not only exercise their best judgment in cases such as those described, but also use the utmost sensitivity toward all passengers.

EMERGENCY PROCEDURES

EMERGENCY TREATMENT PLAN

Notwithstanding or limiting other requirements, service specifications, and standards or other approved policies and procedures that Mountain Mobility may institute, drivers shall follow the general guidelines in this section regarding emergency situations that may arise during the performance of transportation services.

During the registration/certification process, Mountain Mobility shall obtain and record information relative to serious or life-threatening medical conditions (seizures, allergies to foods, medications, etc.) of passengers who receive transportation services. (Age and/or physical or mental disabilities may not necessarily constitute a special medical condition.) Drivers shall be cognizant of such special medical conditions in the event of an accident, incident, or other emergency situation that may arise while the passenger is being transported.

Mountain Mobility will seek and obtain directives from the County's Director of Emergency Management Services on the proper use of radio channel for emergencies. The driver shall use radio equipment to contact the office to call for emergency medical services, to obtain any information available on the person's medical condition, to call an emergency contact person and/or agency, and/or to otherwise report the situation or obtain guidance on whether to proceed to the nearest hospital.

In the event of an accident, incident, or other emergency situation that occurs while the passenger is boarding, disembarking from, or riding on a vehicle, the driver should radio the dispatcher to report the emergency and request EMS assistance. The driver shall employ emergency first aid, CPR, bloodborne pathogens procedures, or other procedures as may be appropriate to the circumstance.

Mountain Mobility may be called upon to provide services or offer other assistance in the event of a disaster or homeland security event, or for disaster readiness initiatives. In such cases, Mountain Mobility resources and employees will be subject to the direction of the County's Director of Emergency Management Services or his designated representative.

PREPARATION FOR EMERGENCIES

An emergency can happen at any time. No driver can control weather conditions, vehicle breakdowns, other drivers' mistakes, or passenger's illness. However, the driver must be mentally prepared for all these possibilities.

Preparing yourself mentally is not automatic. You need to ask yourself specific questions that relate to the types of emergencies that you might encounter.

Professional drivers prepare themselves for the day by finding answers to the following questions:

- What is the weather forecast?
- Will the route require driving on dangerous roads?
- What will traffic be like?
- Will the vehicle be carrying an unusual number of passengers or different types of passengers than usual? (your dispatcher may assist you with this information.)

In addition to information gathering, professional drivers need to regularly review how to handle emergencies by restudying the materials in this and other training programs, learning from their own experiences, and talking to other drivers about how they have dealt with various situations. Some systems have accident investigation reviews with the drivers which can be very helpful. Discussing near misses (when an accident almost happened) is also a good tool for prevention.

Remember, you must always wear a seat belt when operating your vehicle. This will help you maintain control of your vehicle in an emergency, and may prevent you from being injured. If you should be in an accident, wearing a seat belt increases the chance that you'll be able to respond to the needs of your passengers. SEAT BELTS SAVE LIVES.

ACCIDENT CAUSES

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

- Mechanical defects - 3 percent
- Condition of street or highway - 12 percent
- Human failure or error - 85 percent

Some people might argue that apparently some 15 percent of traffic accidents are caused by factors beyond the control of the driver. Further studies of accident reports reveal, however, that this is not necessarily true. Quite a large percentage of accidents ascribed to condition of street or highway are actually caused by failure of drivers to adjust their driving to hazardous street or highway conditions.

Also, quite a large percentage of accidents ascribed to mechanical defects are actually caused by failure of drivers to take into consideration known mechanical defects, or failure to see that proper repairs are made when mechanical defects are discovered.

Remember: If an accident results from a mechanical defect which you should have discovered during the pre-trip inspection, the accident is your fault!

Thus, many accident investigators today state that 95 percent to 99 percent of all traffic accidents are due to human failure or error.

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

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

- Passenger activities

It is the philosophy of Mountain Mobility that all accidents are preventable. In all situations there is something that could have been done to mitigate the circumstances leading to the accident. Therefore, the level of preventability for all accidents will be determined by the Accident Review Committee per the Employee Handbook, Operator Rulebook and Performance Code.

ACCIDENT PROCEDURES

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

- Never leave the scene of an accident.
- Try to get your vehicle to the side of the road, calling the dispatcher on the way to report your status.
- Put on your flashers.
- Set the parking brake.
- Tell your passengers you will be right with them after you protect the vehicle from being hit by setting out warning devices.
- Set out three reflective triangles to warn other traffic.
- Comfort passengers, assess injuries, and do any emergency care for which you are qualified.
- Get outside help if necessary.
- Collect information.

The three bi-reaction triangles shall be placed on the roadway as follows:

On multi-lane or undivided highway (with non-obstructed view):

One - 10' from the rear of the disabled vehicle...ON THE TRAFFIC SIDE.

One - 100' from the rear of the disabled vehicle...ON THE TRAFFIC SIDE.

One - 100' from the front of the disabled vehicle ...ON THE TRAFFIC SIDE.

On a curve in the road or behind any obstruction that prevents other drivers from seeing the vehicle within 500 feet:

One - 10' from the rear of the disabled vehicle...ON THE TRAFFIC SIDE.

One - 100'- 500' from the rear of the disabled vehicle...around the curve in the road...ON THE TRAFFIC SIDE.

One - 100' from the front of the disabled vehicle...ON THE TRAFFIC SIDE.

On a one-way or divided highway:

One - 10' from the rear of the disabled vehicle...ON THE TRAFFIC SIDE.

One - 100' from the rear of the disabled vehicle...ON THE TRAFFIC SIDE.

One - 200' from the rear of the disabled vehicle...ON THE TRAFFIC SIDE.

In all cases, the first thing to consider is passenger safety.

When pulling the vehicle off the road, the driver should try to leave room for passengers to get off the vehicle, paying particular attention to those in wheelchairs.

If you must position the vehicle on a hill, remember the following wheel positions for maximum safety.

Uphill with curbing: front wheel to left, secured against curb. Chock block firmly placed behind a rear tire.

Uphill without curbing: front wheel to right. Chock block firmly placed behind tire.

Downhill with or without curbing: wheels to right. Chock block snugly in front of rear tire.

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

A fire or other condition (leaking fuel, for example) makes the vehicle unsafe. In the case of leaking fuel, tell the people not to smoke, and do not use your flares.

The position or location of the vehicle is unsafe.

The driver is instructed to do so by the dispatcher, police, or fire fighters.

Always, the driver must decide whether the passengers will be safer on the vehicle or off. If you need to evacuate the vehicle, the passengers should move to a safe location at least 100 feet from the vehicle. It is critical that you follow your system's policies and evacuation procedures. Practice using them in a simulated emergency often enough to become very familiar with them.

An accident is one of the worst things that can happen to any driver, but particularly to a transit driver who is responsible for the wellbeing of passengers. In addition to caring for the passengers and trying to protect the vehicle from additional damage, drivers must avoid saying or doing anything that might result in increased liability to the transit system.

PASSENGER INJURIES

- Look up and down the vehicle to see if there are any unconscious or injured passengers--look for bleeding, broken limbs, vomiting, poor breathing.
- Look for other signs, such as disorientation, confusion, or inability to respond to your questions. These signs may indicate shock or serious head injury.
- You may leave your vehicle and check others for injuries only after you have determined that there are no serious injuries on your vehicle.

When you contact your dispatcher give the following information:

- exact location of the vehicle
- extent of injuries
- if police, fire, or ambulance have been contacted
- number of passengers on board
- number of vehicles involved and estimate of extent of damage
- other information that might be required

ACCIDENT REPORTING PROCEDURES

Once you have responded to the accident by following the procedures described above, it will be necessary to obtain information and perform other actions to protect your passengers and your transit system.

Drivers will observe the following procedures in the event of an accident:

- Follow above procedures and ensure that the proper law enforcement agency and emergency services personnel have been contacted.
- Obtain names of passengers on your vehicle. Get an accurate count of your passengers.
- Note the time and specific location of the accident.
- Make no statements concerning liability. Answer questions asked by officials, but don't volunteer any other information.
- Provide information on insurance and other information necessary to fill out an accident report.
- Don't make any statements to the press or to bystanders. Avoid being photographed with your vehicle in an accident situation.
- Keep an eye out for details:
- Are there any liquor, or beer bottles, or signs of drugs in the other vehicle(s)?
- Are any of the people involved acting strangely?
- Do you notice anything unusual about the scene or the vehicles involved?
- As soon as possible, start taking notes (use Incident Report in accident packet). Describe what happened, and document all the information listed above. Add anything that might remotely be related to the accident. Drivers will be requested by their supervisor to complete an Incident Report at some point during the accident review process.

If contacted by an attorney or any other official about the accident, refer him or her back to the General Manager.

Dispatchers will observe the following procedures:

- Obtain information necessary and call for EMS and law enforcement assistance at the scene.
- Instruct driver to follow accident procedures.
- Contact management staff (either the Safety/Training Manager, Operations Manager, General Manager or Fleet Manager) and report the facts known about the accident.
- Call for wrecker service if necessary.
- Dispatch another van to transport non-injured passengers if applicable.

Management staff will:

- Respond to the scene of each accident.
- Obtain all required information and complete an Accident Report.
- Take pictures of the accident.
- Direct driver for drug and alcohol testing, if applicable.
- Ensure that the vehicle, property, and passengers are properly safeguarded.
- Have driver complete a written Incident Statement that records their recollection of events, providing as much detail as possible.
- Obtain copy of law enforcement's accident report.

- Take appropriate disciplinary action if needed.
- Develop complete accident file and record accident information for internal records and for NCDOT Quarterly Accidents and Incidents Reports.

INCIDENT REPORTING PROCEDURES

All incidents must be reported to the transit system. Incidents include, but are not limited to: a passenger who is sick, injured, or lost; an impounded vehicle; a hazardous material spill or discovery of a spill; any biochemical or bloodborne pathogen exposure or possible exposure incident; any worker injury; major property or equipment damage; injury by vehicle to a pet; any major power or utility problems that may last for an extended period of time that could affect operations; any police actions in or around the facility.

Drivers, dispatchers, and management staff will follow the Accident Reporting Procedures as applicable or required based on the incident reported.

PASSENGER ILLNESS

These situations are a true test of a driver's professionalism, common sense, and ability to act quickly under pressure. Following are some guidelines for you to follow in these situations.

After safely securing the vehicle, determine the nature of the passenger's illness. Possible sources of information include:

- The passenger (if he/she is conscious and able to talk).
- Any friend or relative of the passenger who is on the vehicle.
- Other passengers who may have observed what happened.
- Your own observations: Is the passenger conscious? Is the passenger breathing properly? Has the passenger vomited? Are there any signs of injury, such as external bleeding or bruises?

You may wish to administer first aid or CPR, especially if this appears to be a life-threatening situation. You should follow the Mountain Mobility Exposure Control Policy where applicable.

Notify the dispatcher as soon as possible. At that point the dispatcher may alert medical authorities. Keep the ill passenger as comfortable as possible while waiting for help.

Conditions which may cause your passengers to become ill are: motion sickness, heart attacks and strokes.

Motion Sickness

The usual indications of motion sickness are:

- Nausea
- Profuse sweating
- Hyperventilation (dizziness caused by rapid breathing)
- Paleness
- Claustrophobia (feeling of being too closed in)

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

Steps to make your passengers more comfortable:

- Have the passenger sit in the first seat on the right side. This helps reduce the claustrophobia and other symptoms because the passenger can see outside easily.
- Have the passenger breathe deeply and slowly. This will reduce the nausea and prevent the passenger from hyperventilating.
- Get the passenger to fresh air to reduce the feeling of nausea. Open the window next to the passenger or let him or her off the vehicle.

Heart Attacks and Strokes

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

- Disorientation
- Pain in arms or chest
- Pale, clammy skin
- Difficulty breathing

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

- Contact the dispatcher for medical help immediately.
- Have the passenger relax and keep still.
- Make the passenger as comfortable as possible.
- Keep other passengers from crowding.
- Watch the passenger closely until help arrives.
- If the passenger loses consciousness and appears to have stopped breathing, administer CPR. Only do this if you are trained and qualified to do so and your transit system policy permits it.

Remember, a heart attack or stroke is a serious medical condition that requires professional help. As important as knowing what you can do to help is recognizing what you can't do.

General Guidelines on Passenger Illness and Injury

If there is any possibility that medical help may be needed, contact the dispatcher.

Keep the ill passenger as comfortable as possible. Use a blanket or coat to keep the passenger warm, loosen restrictive clothing, open a window for fresh air, or get water. Always protect against shock by comforting passengers and keeping them warm.

Calm the other passengers. Keep them away from the ill passenger and inform them when you expect to be under way. Reassure the ill passenger that help is on the way and that he/she is not causing undue inconvenience to the other passengers.

Never give a passenger medication, even aspirin. Even after the passenger appears to be better, observe the passenger and periodically ask how he/she is doing.

PASSENGER EVACUATION

To be successful, the evacuation process requires that you know what to do, how to do it and when to do it -- plus, fully understand the equipment on the vehicles you operate.

Communicating with Passengers and Helpers

Being well trained in how to deal with evacuation emergencies will make it easier for you to remain calm. Remaining calm is crucial!

Time and conditions permitting, tell the passengers in a calm, clear and concise manner that there is an emergency. An explanation of what they are required to do will help to prevent passenger hysteria. Passengers should be advised that help is on the way, but for their safety it is best they leave and/or be assisted from the vehicle. Encourage passengers to adopt a "buddy" for shared support through the emergency. Continued reassurance to passengers while performing your duties will also be helpful in forestalling any panic.

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

BE CALM!

Steps of the Evacuation Process

In most instances evacuation can be reduced to the following steps:

- Release passengers from their passenger restraints or seat belts by unbuckling or cutting. (If passengers are in a wheelchair, do not waste time unbuckling or releasing the wheelchair securement system -- instead, first remove the passenger then if time permits recover the wheelchair).
- Move the passenger from the seat or wheelchair to floor level. (If passenger can walk, assist to a standing position.)
- Move passenger to the "best" usable exit. The term "best" is used since the nearest exit may not work (door is too narrow, lift platform may be blocking doorway, door may be jammed, etc.).
- Move passengers from floor level to ground level.
- Move passenger away from the vehicle to a safe location.
- Assist the passenger back into their wheelchair if wheelchair can be safely recovered and conditions permit.

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

VEHICLE BREAKDOWN PROCEDURES

Follow the same steps you follow in an accident discussed earlier in this chapter. You will not have any injured passengers, but still need to keep them as comfortable as possible; always informing them of the reason for delay and what is being done to correct the problem. Keep the passengers on the vehicle

unless they are to be transferred to another vehicle or will be in danger if they remain on board. The dispatcher will tell you when another vehicle will be sent to transport them to their destinations.

Road Call

A road call is defined as a vehicle which is disabled and requires a technician or the Fleet Manager to travel to the disabled vehicle and either perform safe repairs on the vehicle to allow the vehicle to continue service, or trade a vehicle for service and return the disabled vehicle back to the facility.

The following will be steps that will be followed to assure expedient dispatch of a staff member or technician and return of the service. A vehicle driver calls and states that either their vehicle is disabled or something is not operating properly on their vehicle.

- Dispatch will determine a protocol to refer to if there is an equipment malfunction on the vehicle. If the vehicle is totally disabled or the dispatcher has completed the protocol for the particular piece of equipment malfunctioning, i.e., wheelchair lift, then proceed to the next step.
- Attain a breakdown report and complete the form accurately.
- Submit the report to the Fleet Manager.
- The Fleet Manager will review the description of the problem and determine if a vehicle is needed or if repairs can be made efficiently.
- The Fleet Manager will immediately send a technician to the disabled vehicle to return the vehicle back into service.
- The Fleet Manager will either take a vehicle for the driver to complete their route and repair the vehicle on scene, bringing it back to the facility or, if time permits, repair the vehicle on scene and allow the driver to use that vehicle for service.
- The Fleet Manager will then develop a report that tracks the breakdowns. The breakdowns will be categorized by the following:
 - Power Train
 - Drive Train
 - Electrical system malfunction
 - Suspension and steering system
 - Brake system malfunction
 - Wheelchair lift malfunction
 - Accident
 - Preventable
 - Non preventable
- The Fleet Manager will determine if the cause of the breakdown was preventable or non preventable. If it was felt that this breakdown was preventable, then the Fleet Manager will take steps to inform all who apply, in detail, that the breakdown was preventable, how it was preventable, and what steps are taken to assure that the same type of breakdown will be prevented in the future.

Towing

Towing will be required if the vehicle is disabled and cannot be appropriately repaired at the scene where it is disabled or if there are no technicians available to perform service on the disabled vehicle. In either case the Fleet Manager must be notified prior to any arrangement made for the vehicle to be

towed, unless the Fleet Manager is unavailable. If the Fleet Manager is unavailable, then the decision will be made by the current supervisor, and arrangements will be made to tow the vehicle.

Only use properly authorized towing companies listed by management. All tows will be tracked and analyze reasons towed.

EXPOSURE CONTROL/BLOODBORNE PATHOGENS

Policy Statement and Purpose

Mountain Mobility is committed to providing a safe and healthful work environment for our staff. In pursuit of this endeavor, the following exposure control plan is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA standard 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens" and the "North Carolina Occupational Safety and Health Bloodborne Pathogens Standard."

The Exposure Control Plan (Plan) will assist Mountain Mobility in implementing and ensuring compliance with the standard, thereby protecting employees, and will include:

- 1) Program Administration
- 2) Employee Exposure Determination and Task and Procedures Involving Risk
- 3) Implementation of various methods of exposure control, including
 - a) Universal Precautions
 - b) Engineering and work practice controls
 - c) Personal protective equipment
 - d) Housekeeping
- 4) Hepatitis B vaccination
- 5) Post-exposure evaluation and follow-up
- 6) Communication of hazards to employees and training
- 7) Procedures for evaluating circumstances surrounding an exposure incident
- 8) Recordkeeping

The methods of implementation of these elements of standard are discussed in the following pages of the Plan.

PROGRAM ADMINISTRATION

The Safety Manager of Mountain Mobility is responsible for implementation of the Exposure Control Plan (Plan).

Mountain Mobility employees who are determined to have occupational exposure to blood or Other Potentially Infectious Materials (OPIM) and all other employees must comply with the procedures and work practices outlined in the Plan.

The Safety Officer will ensure that all required medical actions are performed and that appropriate employee health and OSHA records are maintained.

Mountain Mobility's General Manager is responsible for notifying the Safety Officer of any new or modified tasks and procedures that affect occupational exposure and new or revised employee positions that affect occupational exposure so that these changes may be incorporated into the Plan and training.

Mountain Mobility's Operations Manager or General Manager will coordinate with the Safety Officer to establish employee training needs for all classifications, to coordinate employee training and documentation of training, to maintain records of employee Hepatitis B immunization, and to ensure investigation and documentation of circumstances of an employee exposure incident.

The Safety Manager of Mountain Mobility will ensure that all necessary personal protective equipment (PPE) and red bags as required by the standard are provided and maintained in each passenger vehicle and at the Mountain Mobility base.

EXPOSURE DETERMINATION

This policy pertains to Mountain Mobility's job classifications as follows:

- All Transit Drivers

The following is a list of job classifications in which some employees may have occupational exposure risk. It is understood that these employees would have very limited exposure to blood and Other Potentially Infectious Materials (OPIM), and most likely only in extreme emergency situations. The amount of risk varies depending upon the circumstances surrounding tasks done by the employee.

Primary

- Transit Trainer/Safety Manager
- Fleet Manager

Secondary

- Dispatchers
- General Manager
- Operations Manager
- Administration

Tasks and Procedures Involving Risk

The following is a list of tasks or procedures that may involve exposure to bloodborne pathogens.

- Transporting and/or assisting people to and from various locations
- Performing First Aid/CPR on people in emergency situations
- Clean-up of blood or OPIM after an emergency situation has occurred

METHOD OF IMPLEMENTATION

Mountain Mobility will conduct semi-annual inspections and review routing conditions to assure that all exposure to Bloodborne Pathogens and OPIM is minimized and protective measures are put in place.

Spill kits and protective equipment, i.e., goggles, latex gloves, and smock, will be put in all vehicles that have been designated as moderate to high exposure to Bloodborne Pathogens and/or Other Potentially Infectious Materials.

The spill kits and equipment will be inspected on a daily basis as part of the driver's daily vehicle inspection report and twice yearly as part of the van fleet and equipment re-supply.

Universal Precautions

In order to protect our employees from the hazards of bloodborne pathogens, Mountain Mobility practices Universal Precautions (UP) in its regular daily activities. The concept of "Universal Precautions" presumes that the blood and certain body fluids of all individuals are considered potentially infected and must be handled accordingly.

Exposure Control Plan

Employees covered by the bloodborne pathogens standard receive an explanation of the Plan during their initial training session. The Plan is reviewed in their annual training update. A copy of the Plan is available for driver review in the Driver's Room. The Plan is also available in the Mountain Mobility Operations Manager's office, as well as the office of the Safety Officer.

Work Practices

Work practices will be used to prevent or minimize exposure to bloodborne pathogens. The specific work practices used are listed below:

- 1) Hands must be washed thoroughly between each direct contact and after handling soiled or contaminated equipment or material;
- 2) Hands and other skin surfaces must be washed immediately or as soon as feasible if contaminated with blood or OPIM;
- 3) When washing is not feasible, an approved antibacterial hand cleanser may be substituted;
- 4) Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in the work areas where there is reasonable likelihood of occupational exposure to bloodborne pathogens;
- 5) Regulated medical waste is to be placed in red biohazard bags or a biohazard-labeled OSHA approved container;
 - a) Employees are to notify the Operations Manager (via dispatch if observed while transporting passengers) if they observe that blood or OPIM are stored, handled or discarded inappropriately;
 - b) The Operations Manager or any other member of Transit Management will notify the Safety Officer if they observe or receive reports that blood or OPIM are stored, handled, or discarded inappropriately.
- 6) Employees are not to handle or clean up blood or OPIM in any manner inconsistent with how they have been trained and equipped or as articulated above.
- 7) When Management identifies the need for changes in work practices,
- 8) General Manager and the Safety Officer will:
 - a) Initiate corrective action if unsafe situations are observed.
 - b) Solicit/encourage employee input about safety and safe practices.
 - c) Review procedures.

Personal Protective Equipment

Personal Protective Equipment (PPE) is provided to employees at no cost to them. The Transit Trainer/Safety Manager is assigned to orient new employees and provide training in the use of appropriate PPE for tasks or procedures employees will perform.

Examples of types of PPE available to employees are as follows:

1. Disposable gowns and aprons
2. Disposable gloves including non-latex gloves and powder free gloves
3. Disposable face shield, masks, eye shields
4. Disposable shoe/feet covers
5. Disposable CPR masks

PPE is located in each vehicle and other areas where blood or OPIM are likely encountered including; the parking lot/driveways/walkways, headquarters building lobby, Training Room, Driver's Room, posted First Aid Kits, Automatic Defibrillator (AED) Station and the PPE resupply itself.

All employees using PPE must observe the following precautions:

1. Wash hands or use an approved hand cleaner immediately or as soon as feasible after removal of gloves or other PPE;
2. Remove PPE after completing a task or procedure, after it becomes contaminated, when it is torn or no longer able to provide protection, and before leaving the work area;
3. Disposable PPE may be placed in the non-regulated trash unless if squeezed produces a drop of blood or if it is damp with infectious materials or caked with dried blood or OPIM that would flake off if handled. Place the latter in a red bag.
4. Reusable PPE such as resuscitation equipment, including AED parts and medical instruments are to be placed in basins or containers designated for contaminated equipment until cleaned and sanitized.
5. Wear appropriate gloves when it can be reasonably anticipated that there may be contact with blood or OPIM, and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured, contaminated, or if their ability to function as a barrier is compromised;
6. Never wash or decontaminate disposable gloves for reuse;
7. Wear appropriate face and eye protection when splashes, sprays, splatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth;
8. Remove immediately or as soon as feasible any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface.
9. Non-sterile training material may be re-used if labeled as such but not contaminated with OPIM as their medical definitions are different.

Employees are not to take PPE home for cleaning or laundering.

Housekeeping in Building and Vehicles

Daily, without loaded passengers, at the end of a shift (or beforehand if needed) vehicles are swept, litter discarded and windows are cleaned by operators. Any surfaces with possible OPIM are sanitized with cleaning implements and products maintained separately in the Training office away from general housekeeping or janitorial items.

During daily van operations, with concern for passenger exposure, OPIM is contained and cleaned by the assigned driver with the van's Blood Pathogen Exposure Kit. Should the amount of OPIM be beyond the scope or area of the kit, then the Fleet Manager or Safety/Training Manager will assist in clean-up with separated supplies.

Any OPIM spill beyond the scope or area of the supplies provided for the Fleet Manager or Safety/Training Manager will not be cleaned by Mountain Mobility staff, but the vehicle will be parked, passengers discharged, and van tagged with a Bio-Hazard sticker (supplied) on the driver's door and a private clean-up company will be called for contract cleanup.

General van exterior washing is conducted twice monthly by outside contractors and van interiors are detailed once month by outside contractors.

Each work area is cleaned according to a schedule by contracted housekeeping staff.

Contaminated spills are contained and cleaned in a manner to prevent splashing or splattering.

Broken glassware that may be contaminated is picked up using mechanical means, such as a brush and dustpan.

Employees clean contaminated work surfaces when contaminated, as soon as feasible, or at the end of the workday.

Equipment that cannot be decontaminated is covered to prevent contamination.

Reusable equipment is cleaned to remove debris before decontamination. Employees use appropriate work practices.

Bins, pails, and sinks used to collect or clean contaminated articles are inspected, cleaned and decontaminated as soon as feasible after contamination or at the end of the workday.

Equipment used to clean and decontaminate reusable articles is maintained according to manufacturer's recommendations.

Regulated waste is placed in containers, which are constructed to contain all contents and prevent leakage, and closed prior to removal to prevent spillage or protrusion of contents during handling. Non-intact containers or red bags are placed into another container (as described above) before transport.

The procedure for handling other regulated waste is:

1. Regulated waste cans are lined with disposable, leak-proof red bags.
2. When these bags are filled level with the top of the container they are lifted from their container, closed, sealed, taken to the regulated waste storage area, and placed in a red bin.
3. Employees who remove, close and transport bags of regulated waste are careful to avoid touching or handling the sides or bottom of bags.
4. Waste containers are regularly inspected and are decontaminated upon visible decontamination by staff and cleaned by housekeeping staff according to schedule.
5. Employees wear appropriate PPE. Gloves are always worn.

HEPATITIS B VACCINATION

Hepatitis B vaccination is offered to employees according to the guidelines and recommendations of the U.S. Public Health Service.

The Safety Officer, or designee, will provide training to employees on Hepatitis B vaccinations addressing the safety, benefits, efficiency of administration, and availability.

Hepatitis B vaccinations shall be made available after the employee has received the training in occupational exposure and within 10 working days of initial assignment to all employees who have occupational exposure unless the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune, or the vaccine is contraindicated for medical reasons.

Participating in a pre-screening program shall not be a prerequisite for receiving the Hepatitis B vaccination.

If the employee initially declines the Hepatitis B vaccination, but at a later date, while still covered under the standard, decides to accept the vaccination, the vaccination shall then be made available.

All employees who decline the Hepatitis vaccination shall sign a required waiver/declination indicating their refusal. The Operations Manager shall maintain documentation of the employee's declination of the vaccination.

If the U.S. Public Health Service recommends a routine booster dose of Hepatitis B vaccine at a future date, such a booster shall be made available.

The Operations Manager will maintain a record of the employee's Hepatitis B immune status and/or vaccination status. These records are confidential and maintained separately from all employees' personnel or training files.

POST-EXPOSURE AND FOLLOW-UP

All exposure incidents shall be reported, investigated and documented. When an employee incurs an exposure incident, it shall be reported to the dispatch, who will forward the information on to the Operations Manager.

Exposure to blood or OPIM can occur during routine work tasks and during accidents and injuries that are not task related such as when an employee renders first aid or emergency care to a client or fellow employee.

Should an incident involving blood or OPIM occur, employees are to contact the Operations Manager (via dispatch or phone if transporting passenger) who will contact the Safety Officer immediately.

Any employee that responds to a first aid or incident under the following circumstances must report this incident. The Safety Officer will access and determine if an actual exposure occurred.

1. Incident involves the presence of blood or bodily fluids;
2. Incident occurs at the Mountain Mobility office during employee's workday;
3. Incident occurs while the employee is representing Mountain Mobility in an official capacity

When the Safety Officer confirms an exposure, the employee is to follow the instructions of the Safety Officer regarding post-exposure medical evaluation.

For every exposure incident the following procedure applies:

1. Employees will obtain on-the-job first aid.

2. Employee will notify the Operations Manager who will notify the Safety Officer.
3. The Safety Officer will:
4. Respond to employee report of exposure incident and counsel the employee in follow-up procedures.
5. Complete the Mountain Mobility Exposure Report form including documentation of the routes of exposure and how the exposure occurred and other reports as required.
6. Identify and document the source individual if identification is feasible.
7. Follow-up with source individual by obtaining consent and making arrangements to have the source individual tested as soon as possible to determine HIV, HCV, and HBV infectivity, if infectivity is not already known, and ensure that the source individual's test results are conveyed to the health care professional providing evaluation of the exposure.
8. Assure that the exposed employee is provided with the source individual's test results and with information about applicable disclosure laws and regulations concerning the identity and infectious status of the source individual (NC Statute regarding confidentiality).
9. Ensure that if the employee does not give consent for HIV serological testing at the time blood is collected for baseline testing, the blood sample will be preserved by the laboratory for at least 90 days. If the exposed employee elects to have the baseline sample tested during this waiting period, the test will be performed as soon as feasible.
10. Ensure that the laboratory is given a copy of OSHA's bloodborne pathogen standard.
11. Obtain a copy of the health care professional's Written Opinion and provide a copy to the employee within 15 days of the completion of the post-exposure evaluation. The written opinion shall be limited to whether the employee requires the Hepatitis B vaccine and whether the vaccine was administered and, whether the employee was informed of the results of the medical evaluation and has been told about any medical conditions resulting from the exposure that require treatment or follow-up evaluation.
12. Ensure that the health care professional evaluating an employee after an exposure incident receives a copy of Mountain Mobility Exposure Report that contains the following:
 13. A description of the employee's job duties relevant to the exposure incident
 14. Route(s) of exposure
 15. Circumstances of exposure
 16. If possible, results of the source individual's blood test
 17. Relevant employee medical records, including vaccination status

COMMUNICATION OF HAZARDS TO EMPLOYEES AND TRAINING

The Safety/Training Manager shall ensure that training is provided to the employees at the time of initial assignment to tasks where occupational exposure may occur, and that it shall be repeated within twelve months of the previous training. Training shall be provided at no cost to the employee and at a reasonable time and place. Training shall be tailored to the education and language level of the employee. The training will be interactive and cover the following elements:

1. An accessible copy of the standard and an explanation of its contents;
2. A discussion of the epidemiology and symptoms of bloodborne diseases;
3. An explanation of the modes of transmission of bloodborne pathogens;
4. Explanation of Mountain Mobility's Transportation Bloodborne Pathogen Exposure Control Plan, and a method for obtaining a copy;

5. The recognition of tasks that may involve exposure;
6. An explanation of the use and limitations of methods to reduce exposure, for example, work practices, and personal protective equipment;
7. Information on the Hepatitis B vaccination, including efficacy, safety, method of administration, benefits, and that it will be offered free of charge;
8. Information on the types, use, location, removal, handling, decontamination, and disposal of Personal Protective Equipment;
9. Information on the appropriate actions to take and persons to contact in an emergency involving blood or OPIM;
10. An explanation of the procedures to follow if an exposure incident occurs, including the method of reporting and medical follow-up;
11. Information on the evaluation and follow-up required after an employee exposure incident.

The person conducting the training shall be knowledgeable in the subject matter. Employees who have received training on bloodborne pathogens in the twelve months preceding the effective date of this policy shall only receive training in provisions of the policy that were not covered.

Additional training shall be provided to employees when there are any changes to tasks or procedures affecting the employee's occupational exposure.

PROCEDURE FOR EVALUATING THE CIRCUMSTANCES SURROUNDING AN EXPOSURE INCIDENT

The Safety Officer along with the Operations Manager will review the circumstances of all exposure incidents to determine:

1. Work practices followed
2. Protective equipment or clothing that was used at the time of the exposure incident
3. Location of the incident
4. Procedure being performed when the incident occurred
5. Employee's training

They will then determine if changes and revisions need to be made in work place controls or procedures and complete the Mountain Mobility Review of Circumstances Surrounding Employee Exposure to blood or OPIM.

The Safety Officer:

1. Ensures that the circumstances of the exposure are investigated;
2. Ensures that appropriate changes are made in work practice if it is determined that changes need to be made;
3. Maintains documentation of the review of circumstances and recommendations and ensures that the exposed employee is not identified in the documentation;
4. Ensures that appropriate changes are made to the Plan if it is determined that revisions need to be made.

RECORDKEEPING

Training Records

Training records are completed for each employee upon conclusion of training. Copies of these documents will be included in the training files for Mountain Mobility employees. They are also required to be maintained for three years by the Safety Officer.

The training records include:

1. The dates of the training sessions
2. The contents or a summary of the training sessions
3. The names and qualifications of the persons conducting the training
4. The names and job titles of all persons attending the training sessions

Employee training records are provided upon request to the employee or the employee's authorized representative within 15 working days. Such requests should be addressed to the General Manager, 2000 Riverside Drive, Suite 17, Asheville, NC 28804.

Medical Records

Medical records are maintained for each employee with occupational exposure in accordance with 29 CFR 1910.1020, "Access to Employee Exposure and Medical Records".

The Operations Manager is responsible for maintenance of the required medical records. These confidential records are kept in the office of the Safety Officer for at least the duration of employment plus 30 years.

Employee medical records are provided upon request to the employee or to anyone having written consent of the employee within 15 working days. Such request should be made to the General Manager.

OSHA Recordkeeping

The Contractor is responsible for OSHA Recordkeeping Requirements (29 CFR 1904) and also maintains those records.

PASSENGER RELATIONS

PASSENGER ASSISTANCE POLICY

Drivers and child care aides will provide passenger assistance to all passengers. Except for deviated routes, drivers shall assist passengers door to door. Drivers are not permitted to enter a passenger's home for any reason, except in an extreme emergency. Drivers must render assistance to passengers who use the wheelchair lift. Drivers are also expected to render assistance while passengers board or disembark from vehicle and to passengers who need help getting seated and secured. Drivers must visually check to make sure all passengers have seat belts on before proceeding on the route.

Passengers are asked to be ready for pick up at least an hour before their appointment time. Passengers should wait at a main entrance or curbside. Mountain Mobility will not phone passengers to provide pick-up times or to alert a passenger of the vehicle's arrival. Passengers should board the van upon its arrival. Drivers will sound a short blow on the vehicle horn immediately upon arrival. If the passenger does not come out within five (5) minutes, the driver will knock on the passenger's door to notify them of their presence. Return trip pick-ups will be at the original drop-off location unless other arrangements

are made in advance. Drivers are not allowed to enter private homes, apartments, doctors' offices, grocery stores, office buildings, etc.

While Mountain Mobility will encourage a passenger in a wheelchair to have a ramp from their house or porch to ground level, under no circumstances are drivers to assist wheelchair passengers up or down more than two (2) steps.

Service animals are allowed on all vehicles.

Passengers are allowed to bring as many "grocery bag size" packages on the vehicle as they can carry themselves. Drivers shall assist passengers in unloading packages from the vehicle providing curb-to-curb service, and, if noted on the manifest, in carrying the packages to the door of their residence.

A PASSENGER

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

A passenger is not dependent on us...we are dependent on him/her.

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

A passenger is not an outsider to our business...he/she is it.

A passenger is not a cold statistic...he/she is flesh and blood, a human being with feeling and emotions like you and me...and with biases and prejudices...likes and dislikes.

A passenger is not someone to argue with or match wits with...or even try to outsmart. No one ever won an argument with a passenger.

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

BASIC PASSENGER RELATIONS SKILLS

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

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

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

- Depart on time and try to stay on schedule, but never at the expense of passenger safety and comfort.
- Drive safely and smoothly at all times
- Adjust temperature controls for the comfort of passengers whenever possible.
- Supply accurate information about the service.
- Answer questions politely and completely.
- When giving directions or other information - speak clearly, calmly and with respect.

Be courteous and patient.

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

Avoid arguments.

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

DRIVER'S PERSONAL APPEARANCE AND HYGIENE

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

DRIVER ATTITUDE AND DEMEANOR

Your attitude may very well determine just how pleasant, or unpleasant, a passenger's ride is going to be. Even though some passengers don't always show it, a nice smile and a pleasant "hello" or other friendly greeting is appreciated. It's possible that passengers have had a terrible day until they board your vehicle and you have the opportunity to be their first pleasant experience of the day.

PASSENGER COMPLAINTS

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

Additional information is provided in the "Customer Service" training section.

EATING OR DRINKING ON THE VEHICLE

For safety reasons, neither you nor your passengers may eat or drink on the vehicle when it is in service. In some states, consumption of food and drink on transit vehicles is against the law. Even when it is not against the law, consumption of food and drink could be dangerous. If a passenger is permitted to eat or drink on a vehicle due to medical reasons, the daily manifest will include that information under the "Comments" section.

If any food or drink gets spilled on the vehicle, it could cause someone to get burned or wet and it could cause a passenger (or you) to slip and fall. If a passenger attempts to bring food or drink aboard for

consumption on your vehicle, you have three options that can assist you in solving the problem. They are:

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

or

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

or

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

PROHIBITED ACTIVITIES ON VEHICLES (SMOKING/CONCEALED WEAPONS)

Smoking of any tobacco product or other substance and the carrying of a lighted cigar, cigarette, or pipe at any time in a Mountain Mobility vehicle is prohibited. In most areas, smoking on transit vehicles is prohibited by law. It presents a health danger to passengers with respiratory problems and creates an unnecessary fire hazard. Improper use of smokeless tobacco products can result in slips and falls as well as unsanitary vehicles.

Concealed weapons are prohibited in the facility, in any Mountain Mobility vehicle, and on any employee or passenger served.

These policies shall apply to drivers, escorts, and passengers on a vehicle.

HANDLING PASSENGERS IN PAIN

Many elderly and/or disabled persons must live with pain on a daily basis. Even with medication, some persons still experience considerable pain. Since people in pain may be difficult to deal with, you must be very patient with them. A comfortable ride can greatly improve a passenger's attitude. For example, passengers with arthritis can receive considerable pain every time your vehicle hits a bump or chuckhole at a higher than necessary speed. Since some road bumps cannot be avoided, you should at least slow down before hitting them. Sometimes, arthritic passengers can minimize the effect of road bumps by

BLIND AND VISUALLY IMPAIRED PASSENGERS

There are about 1 1/2 million legally blind persons and over 5 million visually impaired persons in the United States. Persons considered to be legally blind may carry one of two types of white canes. The white canes are generally not used as support but assist the blind in feeling their way. One cane is a rigid type while the other kind folds up for storage while the passenger is seated. Some simple but important techniques to use with blind and sight impaired passengers are:

If you must escort or lead the passenger to your vehicle, you should:

1. Remain on the side opposite the white cane and have them hold your arm.
2. Don't touch the passenger until you tell them who you are and what you intend to do, and they have granted permission for you to touch them.
3. Have them walk next to you and you should lead them by about half a step or half a pace. This way, if you forget to tell them the direction of travel or distance up or down (such as 6 inches, 8 inches, one foot, etc.) they will still be able to follow your lead by holding your arm.

4. If you must escort them through a narrow space, tell them ahead of time and drop your arm back so that they can walk almost directly behind you.
5. Call out all turns or other maneuvers well in advance, at least 20 feet.
6. Be sure to advise them of any changes, such as hard to soft ground or small steps to large steps.
7. You must be absolutely sure that the stop command will be immediately obeyed by the blind person during the escorting process. You may not have time to explain the potential hazards before giving the stop command.
8. Before boarding the person, take their hand and show them the top, bottom, and sides of the door opening as well as the seat and any possible hazards between the door and the seat.
9. If it is necessary to store the person's cane that cannot be folded, tell the person before you touch the cane and explain what you are going to do and why.
10. If the passenger uses a guide dog, it may be helpful for you to learn the name of the dog for future reference. While most guide dogs usually have a gentle nature, you should still avoid any sudden or abrupt movements toward the dog or the passenger.
11. When possible, visually impaired or blind persons should be seated against vehicle walls or in seats with arm rests. This helps them avoid falls during sudden vehicle movements, such as emergency braking or swerving of the vehicle.
12. Since most blind persons usually have an exceptional sense of hearing, it is not necessary to shout when communicating with them.
13. When possible, advise blind or visually impaired passengers about upcoming road problems such as chuckholes or railroad tracks.

DEAF/HEARING IMPAIRED PASSENGERS

There are over 14 million people in the United States that suffer from deafness or a significant hearing loss. While some passengers rely on hearing aids, you should remember that hearing aids amplify all noises, not just voices. Most deaf or hearing impaired passengers will communicate by lip reading with an oral response or by use of hand signs and finger spelling.

When communicating with deaf passengers that read lips, you should:

- Look directly at them so they can see your lips.
- Talk normally and don't exaggerate your speech or lip movements. (Note: accents, such as drawls, do not normally affect lip reading.)
- Speak with moderate speed, don't rush your words.
- Be prepared to repeat yourself. Even expert lip readers will only understand about 75 percent of what you say the first time.
- Get another person to talk to them if the lip reader has trouble reading your lips.

When communicating with persons using hand signals and finger spelling, you should:

- Remember that it takes practice to become skillful in using hand signals and finger spelling.
- Use a pad and pencil when necessary.
- Keep your messages as clear and simple as possible.
- Remember that not all hearing impaired persons can speak well.
- Never shout at a totally hearing impaired person. They can't hear you.

SPEECH IMPAIRED PASSENGERS

There are many different reasons for speech impairment or total loss of speech, including cancer and stroke. When possible, keep a pad and pencil available for the speech impaired. Some techniques for dealing with the speech impaired are:

- Do not lead them to believe that you understood what they said if, in reality, you did not understand.
- If you think you understood what they said, repeat it so that they can either confirm or deny what was said.
- Persons with speech impairments are used to not being understood, so don't hesitate to ask them to repeat the parts you didn't understand. They will appreciate your willingness to try to understand.
- Be patient with them. Almost any type of speech impairment will become aggravated if the person gets frustrated or uncomfortable.

DEVELOPMENTALLY DISABLED PASSENGERS

When dealing with persons who are developmentally disabled, the following points should be kept in mind.

- They may have a reduced ability to understand instructions.
- They may experience disorientation.
- They may become easily excited or agitated.
- New rules and routines of riding in the system may be difficult for them to adjust to.

When communicating with the developmentally disabled persons, remember:

- To repeat instructions if necessary.
- To be patient and caring. It demonstrates PROFESSIONALISM.
- To be firm, if they insist on wanting to do something that will endanger you, them or the other passengers.

PASSENGERS IN WHEELCHAIRS

If your system transports passengers who use wheelchairs, there are several points of information and guidelines you should know. They are:

- Always check the grips on the push handles. They should not be loose. If they are loose, you could lose control of the chair.
- ALWAYS treat the wheelchair as if the brakes didn't function at all.
- Any time wheelchair passengers attempt to stand, sit, or transfer, the wheelchair should be prevented from moving or tipping by some means in addition to the brakes.
- Never lift a wheelchair by its wheels. Lifting the chair by the wheels will cause it to spin and eject the occupant or damage the chair itself.

When possible, do not restrain the wheelchair and its occupant with the same belt. By using the same belt, you could bring the full weight of the chair against the passenger in an emergency stop or accident, and cause serious or even fatal injuries to the occupant.

- Wherever possible, place yourself on the downhill side of the chair when going up or down curbs, steps, and ramps. This will minimize the risk of losing control of the passenger and the chair.
- Wear shoes with anti-slip soles to avoid any chance of slipping or falling and losing control of the chair.
- Use trained and qualified help in taking wheelchair passengers up or down multiple steps.
- Never attempt to lift a wheelchair by the foot rests when going up or down multiple steps. It takes only a minimal amount of lifting force to pull them off the chair.
- When negotiating a wheelchair up or down multiple steps, make sure your qualified assistant obtains a grip on the frame of the wheelchair.
- Before moving the chair up or down a vehicle ramp, make sure the ramp is securely attached to the vehicle.
- When boarding a wheelchair passenger on a lift, make sure:
 - That access to the lift is clear.
 - That the safety rail is securely in place.
 - That the passenger's feet are clear of the toe guard flap.
 - That the passenger keeps arms and hands in their lap.
 - That there is sufficient room for the passenger to bend the neck to clear the top of the vehicle loading doorway. If the passenger's neck cannot be bent, the chair may have to be tilted to get safely aboard the vehicle from a lift.
 - That they are boarded and then properly secured.
- Always secure a wheelchair if there is a passenger in it. Also, if you stow an empty wheelchair, make sure it is also secured from moving about, especially in an emergency braking situation or defensive maneuver.

PASSENGERS WITH EPILEPSY

While most persons with epilepsy are born with it, it can also be acquired as the result of a head injury. As a driver, you need to understand what happens to a person with epilepsy if they have a seizure. There are basically three kinds of seizures you are apt to encounter as a driver. They are:

Psychomotor Seizure

This is characterized by seemingly inappropriate or meaningless behavior. It can last anywhere from 2-5 minutes and may occur once a week, a month, or yearly. The person suffering the seizure may not remember the episode.

Petit Mal Seizure

This is simply a staring spell similar to day dreaming and usually will last only a few seconds or less than a minute. These can happen hourly. This seizure may also be followed by a grand mal seizure.

Grand Mal Seizure

This seizure is characterized by a full body spasm or convulsion. It involves violent shaking of the entire body along with temporary unconsciousness, both lasting from 2 to 5 minutes. They can occur several times a day or as infrequently as once a year or longer. Sometimes, a person with epilepsy will experience what is called an aura which is generally followed by the seizure. The seizure can also be triggered by such things as heat, fatigue, or flickering or flashing lights. This seizure has the greatest potential for injury to the person with epilepsy and could present a problem for the driver. The Epilepsy

Foundation of America makes the following recommendations for dealing with persons suffering a grand mal seizure:

- Clear the area around the person so that injuries are not incurred by rough or sharp objects. Cushion the head and remove eyeglasses.
- Do not attempt to restrain the person. The seizure must run its course.
- Contrary to some opinions, don't put anything in the person's mouth.
- Keep other passengers from crowding in.
- Remember, the person has expended a lot of energy during the seizures and may need to rest after the seizure.
- Notify the dispatcher by radio and tell any employee where you are and about the seizure.

DO NOT CALL 911 unless further injury occurs as a result of the seizure.

The dispatcher will contact management and/or call the rider's referring agency to determine whether the rider's agency and/or caregiver has further instructions.

TRANSPORTATION OF CHILDREN

No person under the age of fourteen (14) will be authorized to ride without being accompanied by a responsible caretaker age eighteen (18) or older. All persons under the age of eighteen (18) shall be required to have an up-to-date Authorization for the Transportation of Children form on file with Mountain Mobility.

In addition, G.S. 110-91, effective January 1986, as amended, more particularly Rules .1001 through .1004, sets forth mandatory standards for the transportation of children to child care centers. These standards are applicable regardless of whether the center operates its own transportation program or whether it contracts with any outside provider (agency, coordinated, transit, school systems, taxi-cab company, volunteer network, etc.) to transport children to the center. Exceptions would be applicable in instances where vehicles utilized are exempt by federal or state law (e.g., school buses), as defined within the mandatory standards.

Notwithstanding or limiting other requirements, Mountain Mobility shall adhere to the following procedures and guidelines when transporting children who are between the ages of 0 to 8 and when transporting children with disabilities who are between the ages of 0 and 14:

- In addition to the driver, Mountain Mobility is required to meet the requirements for and employ sufficient child monitors when transporting children to/from child care centers and developmental day care centers for children. The number of required child monitors shall comply with the staff/child ratio requirements for child day care/developmental day care services in North Carolina. Mountain Mobility and Buncombe County Child Care Services will work cooperatively to determine and maintain compliance with mandatory standards.
- An appropriate child passenger restraint device (car seat) shall be used for each child as required under law. Each restraint device shall be of a type and installed in a manner approved by the Commissioner of Motor Vehicles. The number of children transported on one vehicle shall never exceed the number of seat belts available to secure car seats or each child.
- The driver (or the child monitor if one is required) shall be responsible for ensuring that the children are safely received at drop-off points. The driver (or the child monitor if one is required) shall be

responsible for ensuring that all children are secured and remain in appropriate safety restraints. The driver (or the child monitor if one is required) shall be responsible for ensuring that the child's behavior does not disrupt the safe operation of the vehicle or the safety of other passengers. The driver (or the child monitor if one is required) shall be responsible for ensuring that all children are received by a specified parent or other responsible designated person or agency.

- The driver shall be responsible for the safe operation of the vehicle and all equipment utilized thereon.
- Children shall not be left unattended in a vehicle.
- Children shall enter and leave the vehicle from the curbside unless the vehicle is in a protected parking area or driveway.
- On-board equipment (first-aid kits, fire extinguishers, etc.) shall be located in each vehicle and will be firmly mounted or otherwise secured. There shall be no loose, heavy objects in the passenger area of any vehicle. Under no circumstances shall items such as anti-freeze, oils, lubricants, etc., be carried on a vehicle that is transporting children.
- All doors shall be kept locked whenever the vehicle is in motion.
- Children shall not be allowed to be transported on trips or routes which require more than sixty (60) minutes of riding.
- Vehicle climate shall be maintained between 65 and 85 degrees Fahrenheit in the passenger compartment.
- All vehicles used to transport children in snow and ice shall be equipped with snow tires and/or chains.
- Except in emergency cases, all children shall be received at pick-up points and drop-off points by a parent or other responsible person as designated by the parent, guardian, or contracting agency. Children shall not be released to other persons not so designated in writing.
- In emergency cases, Mountain Mobility may accept verbal requests from a parent or guardian to provide alternate service to/from the residence of one of the designated responsible persons. Children shall not be released to other persons not so designated in writing by the parent or guardian.
- If a parent or the designated responsible person alternatively specified is not present to receive a child, the child shall be returned to the agency or facility from which the child was picked up. If no one is present at the agency/facility to receive the child, the child shall be referred and taken to the Department of Social Services and placed in Child Protective Services.
- Parents, guardians, and/or contracting agencies shall adhere to the guidelines and procedures established if transportation services for children are requested.
- In accordance with Rule .1003, drivers and child monitors who transport children shall be fingerprinted and have a local criminal background check.

CHILD CAR SEAT POLICY

This policy pertains to all children transported by Mountain Mobility and should be used as guideline for all Mountain Mobility employees when transporting children.

An appropriate child passenger restraint device (car seat) shall be used for each child as required under law. Each restraint device shall be of a type and installed in a manner approved by the Commissioner of Motor Vehicles. The number of children transported on one vehicle shall never exceed the number of seat belts available to secure car seats or each child.

Mountain Mobility drivers and child monitors are required to only transport children within child passenger restraint devices (car seats) provided by Mountain Mobility.

No Mountain Mobility driver or Child monitor is to ever use a child passenger restraint device (car seat) provided by passengers, doctor's offices, day-care centers, etc.

VEHICLE ORIENTATION

DAILY VEHICLE INSPECTIONS

All drivers are required to perform daily inspection on their unit. All defects on the unit will be recorded or marked as such on the Daily Vehicle Inspection (DVI) report. Drivers will write legibly and submit their DVI report every day with the correct information on the DVI report.

[Processing DVI Reports](#)

All DVI reports follow a certain process to assure that a vehicle does not go out in an unsafe condition. It is important to follow this process.

[Drivers](#)

The driver will perform the following steps:

- Drivers will review the previous days DVI report prior to inspection vehicle.
- Perform a complete pre-inspection as instructed by Mountain Mobility.
- Complete the DVI inspection report form by marking as indicated on the DVI report sheet. Sign any areas indicating you have performed your DVI report correctly prior to operating the vehicle.

Note: If you mark an item on your DVI report unsatisfactory, and it is in "Boldface" type letters, do not drive the vehicle until someone has inspected the vehicle defect. All "Boldface" type lettering indicates a safety related item.

- Perform a post-inspection after the day is done and you have completed your shift. Mark your DVI report to reflect any problems or defects that may have occurred during the operation of the vehicle on your route.
- Check your DVI report for proper mileage, date, legibility and accuracy.
- Submit your completed DVI report to the dispatch staff for review.

[Fleet Manager](#)

The Fleet Manager will perform the following steps regarding DVI report process:

- Review and investigate all DVI complaints.
- Sign the DVI reports indicating if complaint has been resolved, noted for repair, could not duplicate problem, or has been reviewed.
- Attain information needed for reports.
- Retain original DVI reports for 90 days in file. File will be set by vehicle and DVI reports will be placed in the vehicle file by descending date, most current date at the front of the file folder.

RADIO PROCEDURES

Drivers and dispatchers must monitor radio communications at all times while in service. All dispatchers and drivers must use proper radio etiquette in order to maintain a professional working atmosphere at Mountain Mobility. The following procedures will apply:

- It is part of the driver's pre-trip inspection to check their assigned van's radio for any problems. All drivers must call in to dispatch for a radio check before departing from the Mountain Mobility base. Drivers must report any radio problems to the dispatcher before beginning service.
- Radio traffic should be kept to a minimum. All drivers and dispatchers should communicate over the radio using Radio 10-Codes (see following list). Drivers or dispatchers shall not use the radio for non-business or personal communications.
- Make sure that the radio volume is loud enough to hear all transmissions. Never turn off a mobile radio at any time.
- Drivers and dispatchers should understand that passengers on board can hear the communications made between the driver and dispatcher. Efforts should be made to minimize radio communications about complaints or other difficulties being encountered in the provision of passenger services.
- Drivers and dispatchers should avoid using a passenger's name in communications over the radio unless it is an emergency. Confidentiality guidelines apply to radio communications also.
- No profanity or vulgarity is allowed during radio communications.
- All drivers must radio the dispatcher if they will be out of service for any length of time due to a scheduled break or restroom stop.
- There are dead spots in radio communications in different areas of Buncombe County. If a driver is out of radio range at any time, the driver must radio the dispatcher immediately upon re-establishing radio communications.
- Drivers must check with the dispatch office throughout the day and, if out of radio range then immediately upon re-establishing radio communications, to determine if any cancellations have been received for passengers shown on their manifest.
 - Cancellation policies require a two-hour notification by the passenger. Even if a driver is out of radio range when a cancellation is received by dispatch, the driver should be able to re-establish communications within a two-hour period. There is no reason why a driver should not be able to receive cancellations prior to proceeding to a scheduled trip if the passenger calls in to cancel. (See also No-Shows-Not Ready-Missed Trips.)
- Drivers who are out of radio range and need dispatch assistance should use their personal cell phone or a pay phone if necessary. Drivers can be reimbursed for business-related calls if needed. Documentation of the expense will be required if a personal cell phone is used.
- Cellular telephones are only to be used when the vehicle is parked.
- If a driver is out of radio range and is having difficulty locating an address, call into the office instead of continuing to drive around. Adding deadhead miles to your schedule greatly affects productivity!
- The dispatcher shall notify the Operations Manager of any driver who does not follow the above radio procedures. If a dispatcher tries to reach a driver for more than ten (10) minutes, and the driver is not on an approved break, the dispatcher shall notify the Assistant Manager indicating that the driver did not follow radio procedures.
- Management will decide appropriate disciplinary actions that will be taken with dispatchers or drivers in the event that radio procedures are not followed.

VEHICLE CLEANLINESS AND APPEARANCE

Vehicles must be clean and free of all dirt and litter. Drivers will help ensure that vehicles are kept clean and neat on the interior and exterior, and the interior of each vehicle shall be swept, wiped down, windows cleaned, and trash removed daily.

Mountain Mobility will provide a thorough cleaning and scrubbing of the interior and exterior of vehicles at least once every two weeks or more often as necessary. In inclement weather, vehicles may require more frequent washing; however, cleaning will have to be performed as weather permits.

DAILY FUELING PROCEDURES

Service and Inspection

Involves using the daily fueling/fluid log and procedures. This process will be performed daily on all equipment that has been in service for that day.

Process:

- Vehicle will be moved to the designated fueling area and mileage recorded in the fuel log.
- Vehicle ignition will be shut down and emergency brake applied.
- Hood will be unlatched.
- Fuel door will be opened and cap removed.
- Fuel nozzle will be placed in the fueling port, pump turned on and begin fueling.
- Hood will be raised and a visual inspection of fluids will begin.
- Antifreeze overflow tank will be inspected for proper level. You should never remove the radiator cap to fill the antifreeze. Removing the cap may cause burns due to pressure in the system.
- Windshield wash tank will be inspected.
- Engine oil level will be inspected by removing the dipstick, wiping it off, reinstalling and again removing to check level.
- Once fueling is complete, hang up nozzle and shut pump off accordingly. You can then secure fuel tank cap, close access door and record gallons used in the log.
- Start vehicle and move to the front of the vehicle to check transmission fluid level.
- Remove transmission dipstick, wipe off, reinstall and again remove to check level.
- Once all fluids have been checked and needs noted, the hood can then be latched.
- Note fluid needs and upon return to base.

Upon return to base:

- Coolant will be added accordingly to the overflow tank only. Note quart usage in log.
- Add windshield washer fluid accordingly.
- Add engine oil as needed. Note quart usage in log.
- Add transmission fluid as needed. Note quart usage in log.
- Once all fluids have been added and recorded in the log, the hood can then be latched.
- You will then remove the parking brake and move the vehicle to its designated parking area.
- Log will be turned in to the Dispatcher daily.

Fuel Card Security and Issue Procedure

General Requirements

1. Fuel cards shall be used only at approved locations for the purchase of motor fuel and oil for Mountain Mobility vehicles (see list at the end of this section). Unauthorized use of the fuel card

is strictly forbidden. Under no circumstances shall these cards be used to purchase fuel for personal vehicles. No personal items such as food shall be purchased with the card.

2. Cards are to be used only for the vehicle whose number appears on the card. Under no circumstances is a card to be transferred from one vehicle to another. Card swapping, loaning between vehicles, and using the wrong card to charge fuel are not acceptable. If a card is missing it must be immediately reported to a Manager. A Master Card will be authorized for emergency use.
3. Fuel cards shall be assigned by vehicle and shall be issued to drivers only at the beginning of his/her daily assignment. Drivers shall make sure the card is kept in a secure place at all times. Cards shall not be left in the vehicle. Cards must be turned in to the dispatcher at the end of each assignment.
4. Cards shall not be used at any other service station in the City of Asheville or Buncombe County, nor shall they be used for any purchase outside of Buncombe County.
5. If a fuel card is lost or stolen, it is the responsibility of the driver to notify the Operations Manager on the same day the loss is discovered.

Purchase of Fuel or Oil

1. Drivers shall use self-service pumps. Drivers shall use regular unleaded only. The purchase of motor oil is allowable if approved by the Fleet Manager.
2. The fuel card shall be presented to the attendant at the time of purchase. Drivers will be asked to enter the Driver ID/PIN # on the PIN Pad (The ID/PIN # is imprinted on the credit card. Enter the last four digits of the vehicle # as embossed on the credit card. If there are only 3 digits, add a leading 0 [zero]).
3. You will be asked to enter the odometer reading. Enter the correct mileage without decimal amounts.
4. The driver is required to write the time and odometer reading at fuel stops on their trip sheet.
5. The driver shall be given the invoice to sign. By signing the invoice, the driver certifies that the information is correct and that the purchase is authorized.
6. The driver must leave the signed ticket with the attendant.

ALTERNATIVE FUELS

Propane/LP

Propane vehicles must be filled at the on-site filling station at the end of each shift. Gasoline tanks must be filled at the end of each shift if needed.

CNG

CNG Vehicle Drivers shall take the WEX Card assigned to their vehicle at the beginning of their shift. At the end of their shift the CNG tanks must be filled at the City CNG Station on Biltmore Avenue. The gasoline tanks must be filled if used during the shift.

APPROVED LOCATIONS FOR PURCHASE OF FUEL

Please use only the following Citgo locations:

Eblen Short Stop #2

217 Amboy Road

Eblen Short Stop

79B Fairview Road (Oakley)

Asheville

Hours: 6:00 a.m. - 2:00 a.m.

Ph: 252-6624

Asheville, NC 28803

Hours: 24 hours/day

Ph: 274-3445

Eblen Short Stop #8

1438 Tunnel Road

Asheville

Hours: 24 hours/day

Ph: 298-9269

Eblen Short Stop #7

210 Biltmore Avenue

Asheville

Hours: 24 hours/day

Ph: 236-0760

Eblen Short Stop

875 Brevard Road

Asheville

Hours: 5:00 a.m. - 12:00 a.m.

Ph: 665-0574

Country Food Store #8

479 Weaverville Hwy

Hours: Mon.-Sat. 5:00 a.m. - 1:00 a.m. Asheville, NC 28806

Sunday 7:00 a.m. – Midnight

Ph: 645-9212

Sand Hill Grocery

901 Sand Hill Road

Hours: Mon-Fri 6:30 a.m.-10:00 p.m.

Sat 8:00 a.m.-10:00 p.m.

Sun 9:00 a.m.-9:00 p.m.

Ph: 667-1750

SERVICE TRAINING

NO SHOWS - NOT READY TRIPS - MISSED TRIPS

Dispatchers will assign the proper code to the appropriate trips.

A no-show trip occurs when a passenger elects not to take a scheduled trip and does not cancel the trip a minimum of two hours prior to their appointment time.

A not-ready trip occurs when the passenger is not ready to go from the designated pickup address.

A missed trip is when the driver is more than 30 minutes past the scheduled pick-up time of a passenger.

When the driver arrives at the pickup location and the passenger is not there, the driver will call into dispatch and inform the dispatcher of his/her arrival and the absence of the passenger.

The next step is for the driver to ask the dispatcher to call the passenger at home or the return location of the passenger, if available. The dispatcher will call the passenger to see if the passenger plans to take the scheduled trip. The dispatcher will advise the driver if the passenger will ride. The driver will wait up to five minutes past the scheduled pick-up time for the passenger to board. If the passenger was not reached by phone, the dispatcher will inform the driver to wait 5 minutes past the scheduled pick up time. If the passenger elects not to go, the dispatcher will advise the driver to mark the trip as a no-show and proceed to the next pick up. The dispatcher will mark the trip as a no-show trip and inform the driver to do the same and proceed to the next pick up. **The driver will not no-show a trip and depart until cleared to do so by the dispatcher via telephone or radio.**

If the passenger is not ready to go from a pick-up for a return trip home, the driver and dispatcher will follow the above steps, but will mark the trip as not-ready. If the passenger is not ready to go, the dispatcher should obtain the time that the passenger will be ready for pick up and must reschedule the return trip at a later time. Good judgment should be used to ensure the trip is coordinated with other trips if possible.

Drivers should never get more than 10-15 minutes behind on their schedule. If a driver anticipates continued delays that will affect later trips more than 10-15 minutes from the scheduled pick-up time, the driver should inform the dispatcher. The dispatcher will attempt to reassign trips from that driver's schedule to other vehicles if available. If necessary, the dispatcher shall inform the Operations Manager if no vehicles are available.

If a driver is unable to pick up a passenger from their home within 30 minutes of the scheduled pick up time, the driver should inform the dispatcher. The dispatcher will call the passenger and inform them of the delays. Efforts will be made by the dispatcher to assign another vehicle to pick up the passenger if possible and if time permits for the passenger to still arrive by their appointment time.

If a passenger is not picked up for a scheduled trip and if the trip is not provided at all, the driver and dispatcher will record the trip as a missed trip.

The dispatcher will then note the occurrence on the Dispatch Log. The Dispatch Log will include the time the driver arrived and left as well as what measures were taken to contact the passenger.

Fare Policy and Collection Procedures

(Also Included in "Passenger Guidelines")

1. Presently the fare for a RGP trip is \$3.00 per one-way trip (\$6.00 round trip). The fare for an ART trip is \$2.00 per one-way trip (\$4.00 round trip)*. Fare amounts are subject to change.
(*Effective 11/06/2006.)
2. Fares must be paid when a passenger boards the vehicle. Fares can only be paid by cash or fare ticket. Round trip payment of fares can only be made during the initial trip. If the return trip is

cancelled, no money/ticket(s) can be refunded after it has been paid. Passengers cannot pay for round trip fares on the return trip home.

3. Fare tickets are available to be purchased in quantity and may be purchased with cash or a check. Passengers should request fare tickets by calling 828-250-6750 x6 and/or mailing cash or check to: Mountain Mobility, 2000 Riverside Drive, Suite 17, Asheville, NC 28804. Receipts for the purchase of coupons may be provided upon request.
4. A service fee of \$25.00 will be charged on all returned checks. Any passenger that has a check returned will not be permitted to pay by check in the future.
5. All passengers are responsible for having correct change that will be collected by the driver. Drivers do not carry change. If a passenger pays more than the required fare, no change will be refunded to the passenger.
6. Passengers may have one personal care attendant (as defined under the ADA) ride with them. Personal care attendants are not charged a fare. Passengers may travel with an escort, but they will be required to pay a fare.
7. Children age 14 and under may ride as a general public passenger only if accompanied by an adult (age 18 or older). Children age 8 and under are not charged a fare. Proof of age may be required. Other information may be required of any rider under age 18.

COLLECTING FARES

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

If a passenger can't find money or a pass after a reasonable period of time, follow the procedures below. If, on the other hand, you suspect that someone is truly trying to avoid paying a fare, notify your supervisor so that the system's policies can be clearly discussed with the passenger.

Passengers that Do Not Have the Fare

To ensure that Mountain Mobility services are customer-oriented and to ensure that drivers are able to resolve fare collection problems quickly and effectively, the following procedures are applicable to passengers who need to be transported but who do not have the required fare:

The driver should ask whether or not the passenger can pay the fare at some point during the current trip (not later, another day, or to another driver). If the passenger can pay the fare after they get change or get to their destination, then the driver should allow the passenger to ride and pay the fare at the destination.

If the passenger cannot pay the fare, the driver is authorized to allow the passenger to ride. Note on the Fare Reconciliation Sheet, Did Not Pay (DNP). While the driver should make every effort to collect the fare if possible, this policy is available so that:

- The passenger CAN ride;

- The situation CAN be easily resolved between the driver and passenger;
- The route CAN proceed with minimal time delays; and
- The service CAN be provided with little or no anxiety for the passenger or concern by a driver who is trying to do a good job and enforce transit system policies.

If a driver authorizes a DNP fare, the driver should mark DNP on the fare reconciliation sheet next to the passenger's name.

Administrative staff will follow-up with passengers to attempt to collect unpaid fares without involving the driver.

BEHIND-THE-WHEEL TRAINING

The Behind the Wheel (BTW) Trainer's evaluation is crucial and indicates when the training operator (or Cadet driver) has comprehended their duties and can be released, or needs more time to complete their training. This is determined by Demonstration, Coaching, and Observation.

DAY #1 TRAINER DEMONSTRATES – CADET OBSERVES

- The BTW Trainer should concentrated on explanation and narration.
- Trainer will be provided with the Cadet's completed Classroom agenda.
- The Trainer will conduct and explain a pre-trip Daily Vehicle Inspection (DVI), including a proper radio check call. Final equipment adjustments, especially lift operability, should be made before leaving base.
- Trainers insure add-on sheets, fare reconciliation sheets, gas logs, and other attached pages will be completed.
- Route orientation, highway direction, and county road travel with crossroad or reference locations, will be discussed.
- Trainer will demonstrate and discuss proper radio use and proper use of on-board terminals.
- The Trainer will demonstrate the first wheelchair lift and securement; during others the Cadet will assist with lift, wheelchair, and securements.
- Trainer will demonstrate proper child and infant seat installation.
- Trainer will explain fuel-purchase and pump procedures for all fuel types used during the shift.
- Trainer will demonstrate door-to-door passenger service.

DAY #2 TRAINER AND CADET SHARE DRIVING – TRAINER COACHES

- Trainer and Cadet alternate driving, but Trainer completes on-board terminal to allow Cadet to concentrate of safe vehicle operation using Smith System. Session will not include artificial addition of stressors by Trainer.
- Trainer's focus is on re-assurance through the pre-trip inspection, customer service, and monitoring radio traffic – coaching and suggestion as needed. Behind the wheel, the Cadet will describe and assist with routing.
- To familiarize the Cadet with county orientation, routes traveled should be regular and traditional – without shortcuts.
- When available, Cadet does full wheelchair or child seat securement.

DAY #3 CADET PERFORMS – TRAINER OBSERVES ONLY

- Cadet completes all operations without assistance. Trainer will interrupt only in emergencies or for apparent policy violations.
- Cadet will be shown route alternatives and how to navigate side roads.
- Neither the BTW Trainer nor the Cadet will sacrifice safety for schedule.

DISPATCH PROCEDURES

Open/Close Procedures

Opening Procedure

- Safety Procedures upon arrival:
- ☑ Circle parking area before parking in front of the building
- ☑ Park in front of the building closest to the front door
- ☑ Lock door from inside until the arrival of the first driver
- Walk through the facility to make sure that it remained secure from the previous night.
- Turn on lights, computer and two-way radio.
- Make coffee for the drivers.
- Check voicemail for messages that have come in after closing the night before.
- Log into the computer, email and Routematch
- Check tickets, if tickets need to go out, write the van number on the ticket envelope, put the envelope with the keys for the driver. Note the tickets to go out in the ticket log book.
- Check daily log for additional trip cancelations.
- Perform any trip cancelations.
- Log into telephone.
- Open Daily Dispatch Log and create the file for that day.
- Review any unsigned trips from the Unscheduled Trip List (i.e., Zero Route).
- Cover any opens routes resulting from drivers calling out, etc.
- Check off drivers as they arrive for their routes.

Closing Procedures

- Check off drivers, keys, gas cards and fare bags as they come in.
- Collect blue bags from fare box.
- Complete the fare reconciliation process.
- Create Daily Dispatch Log for the next day.
- Log off computer and shut down completely.
- Log off telephone
- Turn off two-way radio and coffee machine. Rinse out coffee pots.
- Check to see if anyone is left in the building. Do a final walk through of the building turning off lights and looking for anything unusual.
- Lock the door behind you as you leave with the last driver.
- Conduct a visual inspection of the fleet to ensure that no lights are left on and all vehicles are secure.

Key Security and Issue Procedure

The on-duty dispatcher is responsible for making sure all vehicle keys are turned in at the end of a driver's shift.

General Requirements

- The evening dispatcher must retrieve all keys from the daily shifts.
- Keys are to be visually checked and returned to the hanger board.
- Checking keys consists of making sure the vehicle numbers are readable and that the key chain is intact.
- Each vehicle key must be assigned with the proper fuel card for the appropriate route on the following day.
- All keys and fuel cards must be retrieved from drivers as they come in from their daily shifts. If this is not done, it may result in delays for the morning drivers and dispatcher.
- Drivers who have mistakenly taken keys home should be called by the dispatcher and asked to return them as soon as possible. This is also applicable to fuel cards.
- If any fuel cards are considered to be lost or missing, it is imperative that the dispatcher notifies the Manager immediately of the situation. The Manager will determine how to resolve the matter and advise the dispatcher.
- The vehicle keys and fuel cards are the property of Buncombe County Government and are not to be removed from the premises except during operational route hours while they are in use. During these hours, drivers are responsible for the keys while operating their assigned vehicle.
- A driver's request to switch vehicles must be approved by dispatch and the Fleet Manager. Vehicles that are placed out of service will not be assigned due to their maintenance or other issues.

Fuel Card Security and Issue Procedure

The on-duty dispatcher is responsible for making sure all fuel cards are turned in at the end of a driver's shift.

General Requirements

1. Fuel cards shall be used only at approved locations for the purchase of motor fuel and oil for Mountain Mobility vehicles. Unauthorized use of the fuel card is strictly forbidden. Under no circumstances shall these cards be used to purchase fuel for personal vehicles. No personal items such as food shall be purchased with the card.
2. Cards are to be used only for the vehicle whose number appears on the card. Under no circumstances is a card to be transferred from one vehicle to another. Card swapping, loaning between vehicles, and using the wrong card to charge fuel are not acceptable.
3. Fuel cards shall be assigned by vehicle and shall be issued to drivers only at the beginning of his/her daily assignment. Drivers shall make sure the card is kept in a secure place at all times. Cards shall not be left in the vehicle. Cards must be turned in to the dispatcher at the end of each assignment.
4. Cards shall not be used at any other service station in the City of Asheville or Buncombe County, nor shall they be used for any purchase outside of Buncombe County.
5. If a fuel card is lost or stolen, it is the responsibility of the driver to notify the Manager on the same day the loss is discovered.

Purchase of Fuel or Oil

1. Drivers shall use self-service pumps. Drivers shall use regular unleaded only. The purchase of motor oil is allowable if approved by the fleet manager.
2. The fuel card shall be presented to the attendant at the time of purchase. Drivers will be asked to enter the Driver ID/PIN # on the PIN Pad (The ID/PIN # is imprinted on the credit card. Enter the last four digits of the vehicle # as embossed on the credit card. If there are only 3 digits, add a leading 0 [zero]).
3. You will be asked to enter the odometer reading. Enter the correct mileage without decimal amounts.
4. The driver is required to write the time and odometer reading at fuel stops on their trip sheet.
5. The driver shall be given the invoice to sign. By signing the invoice, the driver certifies that the information is correct and that the purchase is authorized.
6. The driver must leave the signed ticket with the attendant.

Radio Procedures

- The dispatcher must make sure that the radio is left on and monitored at all times during Mountain Mobility's regular hours of operation. All dispatchers and drivers must use proper radio etiquette in order to maintain a professional working atmosphere at Mountain Mobility.
- It is part of the driver's pre-trip inspection to check their assigned van's radio for any problems. All drivers must call in to dispatch for a radio check before departing from the Mountain Mobility base. Drivers must report any radio problems to the dispatcher before beginning service.
- Make sure that the radio volume is loud enough to hear all transmissions. Never turn off a mobile or base radio at any time.
- Dispatchers must make sure that all radio traffic is kept to a minimum.
- Drivers or dispatchers shall not use the radio for non-business or personal communications.
- Drivers and dispatchers should understand that passengers on board can hear the communications made between the driver and dispatcher. Efforts should be made to minimize radio communications about complaints or other difficulties being encountered in the provision of passenger services.
- Drivers and dispatchers should avoid using a passenger's name in communications over the radio unless it is an emergency. Confidentiality guidelines apply to radio communications also.
- No profanity or vulgarity is allowed during radio communications.
- All drivers must radio the dispatcher if they will be out of service for any length of time due to a scheduled break or restroom stop.
- There are dead spots in radio communications in different areas of Buncombe County. If a driver is out of radio range at any time, the driver must radio the dispatcher immediately upon re-establishing radio communications.
- Drivers must check with the dispatch office throughout the day and, if out of radio range then immediately upon re-establishing radio communications, to determine if any cancellations have been received for passengers shown on their on-board terminals.
 - Cancellation policies require a two-hour notification by the passenger. Even if a driver is out of radio range when a cancellation is received by dispatch, the driver should be able to re-establish communications within a two-hour period. There is no reason why a driver should not be able to receive cancellations prior to proceeding to a scheduled trip if the passenger calls in to cancel. (See also No-Shows-Not Ready-Missed Trips.)

- Drivers who are out of radio range and need dispatch assistance should use their personal cell phone or a pay phone if necessary. Drivers can be reimbursed for business-related calls if needed. Documentation of the expense will be required if a personal cell phone is used.
- If a driver is out of radio range and is having difficulty locating an address, the driver should radio or call the dispatch office instead of continuing to drive around. Adding deadhead miles to schedules greatly affects productivity.
- The dispatcher shall notify the Operations Manager of any driver who does not follow the above radio procedures. If a dispatcher tries to reach a driver for more than ten (10) minutes, and the driver is not on an approved break, the dispatcher shall notify the Operations Manager indicating that the driver did not follow radio procedures.
- Management will decide appropriate disciplinary actions that will be taken with dispatchers or drivers in the event that radio procedures are not followed.

Changes in Passenger Information

- The Operations Manager or the General Manager must decide upon changes to passenger information. If a person needs to be picked up or dropped off at a different location than scheduled, prior permission from the operations manager or general manager must be received before dispatch can notify the driver of the change.
- If changes are made, the dispatcher will create a new trip and send it to the driver and advise the driver on how to handle the original trip.
- Any information that passengers convey to dispatch during telephone conversations needs to be forwarded to the Operations Manager or the General Manager.
 - Examples of these types of situations are: a passenger is in the hospital, a new telephone number, address changes, a passenger changed from ambulatory to wheelchair, extra riders for trip, infant/toddler car seat issues, etc.

Lost and Found Procedures

- All drivers are to check their vans at the end of each shift for lost and found items. These items should be turned in to the on-duty dispatcher who will then log the item(s) in. The description and the date in which the item was found is to be documented in the lost and found log. The item(s) will then be stored for future identification by its rightful owner.
- A lost and found log will be kept in the dispatch office for documentation on all items turned in.
- All items will be tagged and placed in the safety office.
- No employee is to remove any item from the safety office without consent from the on-duty dispatcher. Drivers wanting to remove any item(s) from the safety office will be required to inform dispatch of their proposed action. The driver must know who the item(s) belongs to before attempting to remove and return the item(s). The driver must then sign the item out and return the item(s) to the rightful owner.
- Lost and found items will be held for 60 days to be claimed; after that the item(s) will be donated to charity.

Fare Reconciliations

General Procedures

- Each regular workday the on-duty dispatcher receives fare bags from drivers as they complete their routes. If the on-duty dispatcher has time, they are to process the fare bags as they are turned in.

Otherwise, the fare bags are to be locked in the strong box located in the dispatch office and processed later in the shift, prior to closing.

Processing the Fare Bags

- Each fare bag consists of fare reconciliation sheets which will be used to process the fare bags.
- All items are removed from the bag. The fares are removed and checked against the driver's fare reconciliation sheet and Routematch to see that they have been recorded properly.
- ART fares are counted separately from the RGP fares and must be recorded as such. If the fare reconciliation sheet reveals passengers who have not paid and a return fare cannot be found on another driver's fare reconciliation sheet, the passenger's name must be listed in the appropriate space on the aggregate fare reconciliation form.
- After the fares have been checked against the fare reconciliation sheet, they are counted for a total. Tickets are counted as well as money, and both must match the total from the reconciliation sheets.
- The fares are then recorded on the fare reconciliation report. This report must be saved on the computer and two copies must be printed. Both copies must be signed by the on-duty dispatcher.
- The fare report is wrapped around the blue bags containing the totaled fares and placed in the fare box and the fare box is then locked. This packet will be picked up by an administrative staff member the following business day.

Inclement Weather Procedures

General Requirements

- Dispatch is a very valuable aspect to Mountain Mobility's successful operation, so when inclement weather arrives, dispatch needs to be extra efficient.
- When inclement weather occurs in the Buncombe County area it is the on-duty morning dispatchers job to observe the road conditions on the way to work as well as to check the WLOS website upon arrival.
- Should the on-duty dispatcher not be able to get to work safely the Operations Manager or General Manager needs to be contacted immediately.
- Upon arrival at the office, dispatch needs to log onto the WLOS Channel 13 website to obtain the area agency closings and delays. After opening the website, it will need to be refreshed every 5 minutes to get the complete updated listing.
- If the weather is so treacherous that the NC Highway Patrol is advising no travel, dispatch must immediately alert the General Manager of the conditions.
- All staff are to report to work unless they have been contacted by a manager or a dispatcher letting them know they do not need to report to work.

Specific Details

- The General Manager and Operations Manager will be responsible for communication with many agencies we serve.
- Should Mountain Mobility continue to transport in inclement weather, some area agencies that are normally transported will be affected by certain school closings (i.e., If City Schools are closed, then Heart Path and Child Transportation will be closed as well, an updated copy of this list is maintained in the dispatch office.

- When inclement weather has affected travel in the area, the General Manager may delay transportation services until the roads are considered safe for travel. This will give NC DOT time to salt and sand the main roads for those people who absolutely must travel.
- When dispatch receives cancels and closings, it is important to immediately relay the cancelations to the drivers so that they will not be unnecessarily traveling to dangerous locations.
- Once the vehicles are on the roads, a driver may call in and alert dispatch if they are not able to travel to a location due to ice or snow. In this case dispatch will contact the rider to determine if they will be able to walk to reach the vehicle. If this is possible, dispatch will notify the driver to remain where they are until the passenger reaches the vehicle.
- If a passenger is unable to board a vehicle due to inclement weather conditions, the trip will be documented as a missed trip or a cancelation depending on the circumstance, and not as a no-show trip.

INCLEMENT WEATHER PROCEDURES

REMEMBER: MOUNTAIN MOBILITY DOES NOT CLOSE IN INCLEMENT WEATHER

ALL STAFF SCHEDULED MUST REPORT TO WORK AS SOON AS SAFELY POSSIBLE

Assigned Duties:

AM Dispatcher

- Call General Manager with update on current road issues
- Alert General Manager of any staffing issues due to inclement weather
- Let General Manager and/or Operations Manager know upon their arrival what trips need to be canceled based on the WLOS listing
- Handle multi-tasks as usual including answering phones, taking cancelations, and making proper referrals to staff
- Print copy of school closings listed on www.wlos.com at 9:30 a.m. (or several times throughout the morning) and attach to fare rec sheets and/or summary sheets

General Manager

- Make early determination of system operation status with assistance from Asheville Transit System, Dialysis Centers, and other agencies.
- Coordinate with Buncombe County staff to determine closures or delays
- Call Operations Manager and AM Dispatcher with status as soon as determined
- Answer phones, assist with handling cancelations that are called in

Operations Manager

- Assist with phones and/or dispatch (as needed) handling cancelations that are called in
- Speak with all drivers calling in regarding work schedules
- Cancel all trips to and from closed agencies or agencies with delayed openings and move all remaining trips to unscheduled (this should be done from the dispatch screen because there are functions built-in to sort by destination and other functionality that will make these cancelations and re-optimization processes faster)
- Coordinate with Dispatch to create new schedules by optimizing or hand-placing by 6:30 a.m.

CUSTOMER SERVICE

Mountain Mobility is a community transportation system that provides safe, reliable and responsive community transportation for hundreds of Buncombe County citizens each day. The system provides transportation for the elderly, the disabled and others to medical and educational facilities, nutrition centers, employment and social and recreational activities. As a service provider, it is the intent of this agency that employees treat all passengers with respect and courtesy.

The passengers, agencies, and public served by Mountain Mobility are our customers. When we come in contact with customers in person or on the phone, we are provided with a tremendous opportunity to reinforce and grow the relationship. It makes good sense to take the extra time and effort to make these calls as meaningful and service oriented as possible. Attention to customer service will go a long way in helping you to satisfy our customers and make them feel as if they are truly special.

Customer Service Tips and Techniques

1. Always tell your customer what you CAN do for them. Don't begin your conversation by telling them what you CAN'T do.
2. Allow irate customers to vent. Do not interrupt them or start to speak until they have finished having their say.
3. Diffuse anger by saying "I'm sorry or "I apologize."
4. Use your customer's name at different points in the call.
5. Make certain that your "solution" to the customer's problem is acceptable to them. Get their approval and agreement.
6. Always conclude each call with a "Thank you" or a verbal message of appreciation for their business.
7. Make certain that your tone of voice is in sync with your words. Remember, your tone of voice can completely contradict your message.
8. Listen attentively! There is nothing worse than asking an irate or troubled customer to REPEAT what they have just said.
9. Go the extra step by following up on your solution. Re-contact the customer to make certain that everything has been handled in a satisfactory manner, and they are pleased with the outcome.
10. Remember to ask if there is anything else that you can do for a customer. Taking the time to ask the question often results in increased satisfaction and a more committed customer.

COMPLAINT MANAGEMENT PROCEDURES

Complaints or other service concerns shall be directed to and received by the General Manager. All complaints will be recorded in the Mountain Mobility Complaint Tracking spreadsheet.

The spreadsheet shall include a description of complaints/comments received. Mountain Mobility staff will review and provide a respond to each complaint. The response shall include an explanation, corrective action, or other response as appropriate.

Employees should ask the passenger or the complainant to call the General Manager with complaints. Employees may also suggest that the person fill out a "What Do You Think" customer service card that is available on each vehicle. If any employee should receive a complaint from a passenger or anyone else regarding the transportation system or any part of it, the employee will report the complaint to

management immediately. The information necessary to provide a response is the person's name, address and telephone number, if possible, as well as the specifics of the complaint. If the complainant would prefer to call the office, provide them with the telephone number (250-6750 Option 6).

SUGGESTIONS AND COMMENTS

Suggestions and comments are also welcome from anyone and will be treated with the same action as a complaint.