

**PASCO COUNTY  
PUBLIC TRANSPORTATION**



**SYSTEM SAFETY  
PROGRAM PLAN**

Revised  
October 2012

# System Safety Program Plan

## **Transportation Manager Statement**

Pasco County Public Transportation (PCPT) is committed to maintaining the highest level of safety and security to its employees, contract operators, and the public it serves. To demonstrate our commitment to safe and effective operations and to meet the requirements of Florida Administrative Code 14-90, PCPT has developed this System Safety Program Plan (SSPP). This plan describes the policies, procedures and processes to be followed by management and staff to ensure a safe, secure environment for the public, agency personnel and contract operators. It is imperative that all personnel, vehicles, and equipment, meet minimum established standards of safety as provided in the most current, approved SSPP. Therefore, all subject personnel are mandated to adhere to the policies, procedures, and requirements established herein and to properly and diligently perform safety-related functions as a condition of employment or contract service.

Name: Michael H. Carroll

Title: Transportation Manager

Signature:

Michael H. Carroll

Date:

10/1/12

**PASCO COUNTY PUBLIC TRANSPORTATION (PCPT)**

**System Safety Program Plan Revision History**

Date	Revisions	Description of Change
Jul-09	5	<ol style="list-style-type: none"><li>1. Added Transportation Manager Statement</li><li>2. Added requirement #16 on page 2 of SSPP</li><li>3. Correction on page 4 of SSPP</li><li>4. Correction on page 8 of Operations Manual</li><li>5. Added "Reading Materials" policy on page #24 of the Operations Manual</li></ol>
Mar-10	3	<ol style="list-style-type: none"><li>1. Updated Transit Training Checklist</li><li>2. Added memo PT09-319</li><li>3. Added memo "Emergency Radio Communications"</li></ol>
May-12	1	<ol style="list-style-type: none"><li>1. Major update.</li></ol>
Oct-12	1	<ol style="list-style-type: none"><li>1. Major Update - Incorporated all memos within the document</li></ol>

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## **I. MANAGEMENT COMMITMENT TO SAFETY**

Pasco County Public Transportation (PCPT), functioning under the auspices of the Pasco County Board of County Commissioners, offers both specialized and public transportation services. PCPT provides safe, reliable and responsive transportation service to all Pasco County residents.

PCPT shall strive to operate as safely as possible. All personnel are charged with the responsibility of ensuring the safety of employees, property, passengers, and those who come in contact with the system.

PCPT shall devise, implement, and administer a comprehensive and coordinated System Safety Program Plan (SSPP) with specific procedures and activities to prevent, control, and resolve unsafe conditions that may occur as a result of service operations. This authority includes the right to suspend an operation which may be determined potentially hazardous or unsafe.

It is the duty of each PCPT employee to cooperate with management and provide them with requested information to help in any investigation or inspection they may undertake.

## **II. PURPOSE**

The SSPP describes the functions and responsibilities necessary to achieve and maintain the highest degree of safety possible. It provides a means of improving communication, documentation, and coordination within the entire system and can reduce actual and potential incidents of injuries, property damage, and delays in service. The SSPP applies to all areas of the transportation system, including design, procurement, administration, operations and maintenance.

### **A. Goal and Objectives**

The overall goal of PCPT is to provide nonemergency transportation services in a safe, effective and efficient manner. The objectives for attaining the safest operating conditions are as follows:

1. Identify unsafe conditions.
2. Develop methods to control or eliminate hazards.
3. Determine the simplest, most effective means in controlling hazards.
4. Estimate the cost to eliminate or control the hazard.
5. Estimate losses as a result of the hazard.
6. Determine or estimate the cost savings or benefits as a result of eliminating or controlling the hazard.

## B. Additional Objectives

The following specific objectives are incorporated in managerial and administrative activities to ensure safety requirements are incorporated in all aspects of daily operational tasks:

1. Revise the SSPP as needed to remain current. SSPP revisions are forwarded to concerned parties including PCPT employees, contracted operators and the Florida Department of Transportation (FDOT), District Seven, prior to implementation.
2. Assure the existence of all safety considerations in the SSPP.
3. Direct compliance by the operation with the SSPP.
4. Assure completion of annual safety inspections of all operational vehicles.
5. Assure annual safety certifications are submitted to FDOT.
6. Establish guidelines for suspension of any system service not believed safe or which may pose potential danger to public safety.
7. Establish methods to validate commercial driver's licenses for Class B with a Passenger and Air Brakes Endorsement or other endorsements as required.
8. Require the establishment and completion of training and testing programs for all new employees.
9. Establish written operational and safety procedures to be provided to all employees.
10. Document each driver's work period, including days and hours worked.
11. Require a medical examination for all new employees and current employees.
12. Adhere to policies prohibiting the use of alcoholic beverages or controlled substances by any employee.
13. Establish policies preventing the unsafe operation of any equipment.
14. Require daily written bus safety inspections by all drivers.
15. Facilitate the establishment of a maintenance and preventative maintenance program and establish standards to ensure all buses operated are regularly and systematically inspected, maintained and lubricated, and documentation of all maintenance functions is complete.

16. PCPT shall retain relevant system safety program documents for a period of four (4) years.

#### C. System Applicability

These objectives shall be applied to all aspects of the system in an effort to reduce the potential for accidents and will be presented to all employees during training.

### III. REGULATORY AGENCIES

State law requires PCPT to develop a transit system safety program plan that complies with the State's minimum equipment and operational safety standards established pursuant to Subsection 341.061, Florida Statutes (FS) (*Attachment 1*), and to annually inspect all equipment operated in accordance with established standards. Minimum standards are contained in Rule Chapter 14-90, Florida Administrative Code (FAC) (*Attachment 2*). It is the Division's intent to comply with these standards and annually certify the following to FDOT:

- An SSPP has been developed in accordance with Rule Chapter 14-90, FAC.
- Compliance by PCPT.
- Safety inspections have been performed on all equipment pursuant to Rule Chapter 14-90, FAC. PCPT shall suspend system operations or any portion thereof that poses an immediate danger to public safety.

### IV. SYSTEM DESCRIPTION

#### A. History

##### Specialized Transportation for Area Residents (STAR)

In early 1972, a group of Pasco County residents formed the Pasco Citizens Council on Aging, a nonprofit volunteer organization whose purpose was to focus on the unmet needs of the elderly. One of the major concerns was a need for specialized transportation in Pasco County. STAR became a Division of Pasco County Government in 1977 with an expanded mission to meet the transportation needs for all transportation disadvantaged persons throughout Pasco County. Although STAR was initially designed more toward specialized transportation, service was accessible to the public on a space available basis. In 1982, STAR was designated as the lead agency to fulfill the coordinated transportation requirements under Chapter 427, Rule 41, FS.

##### Pasco Area Transportation Service (PATS)

During December 1990, PATS was formed to replace the Pasco Shuttle, a fixed route contracted transit service project that was concluded in June 1990. PATS provided demand-response public transportation service in the urbanized area of Pasco County, located along the west coast of the county.

## Pasco County Public Transportation (PCPT)

In October 1993, the PCPT was reorganized to serve as one integrated and comprehensive transportation system. The acronyms PATS and STAR were replaced with PCPT.

### B. Transportation Service

#### 1. Fixed Route Transit

Public transit service has evolved extensively since it was initiated in June 1996 and currently consists of 10 fixed routes on a fixed schedule. Service is provided Monday through Saturday in the West Pasco coastal area as well as in the municipality areas of Dade City and Zephyrhills in East Pasco. Service hours vary, but are generally from 5:00 a.m. to 8:30 p.m. As of March 5, 2012, a cross county route was established along the S.R. 54 corridor to link the East and West systems.

#### 2. Advance Reservation Paratransit

Paratransit is provided throughout Pasco County. This directly operated service consists of door-to-door, curb-to-curb, or corner-to-corner, depending on the needs of the passenger and limitations imposed by the geographical layout and/or equipment features. Requests for trip reservations are made primarily by telephone through the Reservation and Dispatch Center, located in Port Richey, between 5:30 a.m. and 7:30 p.m., the day before service is needed. Demand response and subscription trips are offered to shopping centers, medical and mental health facilities, social service agencies, adult daycare, elderly nutrition programs, training locations and other destinations. This directly operated service is generally offered between 5:00 a.m. and 8:30 p.m., Monday through Friday, while contract service augments after-hours service. Paratransit is primarily provided for sponsored agency clients and Americans with Disabilities (ADA) eligible persons.

### C. Contract and Coordinated Transportation

In October of 1990, PCPT was appointed the Community Transportation Coordinator (CTC) by the local Metropolitan Planning Organization (MPO). In this role, PCPT coordinates the transportation services to the transportation disadvantaged with participating local private profit and nonprofit transportation providers operating in Pasco County. In this capacity, contracts are established with private and nonprofit transportation operators. These contractors and coordination providers are required to comply with this SSPP if they receive federal, state or local funding for transportation disadvantaged activities. They may also establish their own SSPP, which must meet all State requirements and be approved by the Pasco County CTC.

Since March of 1992, the County has contracted with several private companies to transport passengers who scheduled trips through PCPT. Trips provided by these companies are funded through several funding sources, including the Transportation

Disadvantaged Trust Fund, Community Development Block Grant (CDBG), Older Americans Act Title III-B and Medicaid. This program has expanded service for the transportation disadvantaged to 24 hours per day, seven days a week.

#### D. Safety Training

Each new driver shall receive a minimum of 40 hours of preservice training, focusing on customer service, to include: defensive driving, passenger assistance techniques, substance abuse awareness, operation of special equipment, and applicable policies and procedures.

Additional and refresher training will be provided on safety and relevant topics as needed. Individual and group driver meetings are conducted as needed to discuss safety, vehicle operation and operator maintenance. Training sessions are provided to discuss and review other operational issues including the condition of the equipment and vehicles, customer service and safety, and road and traffic concerns.

Training requirements are contained in *Attachment 3*. In addition to the minimum 40 hours training, a bus driver shall be instructed in the use of CPR and/or basic first aid. Other areas addressed during training include emergency procedures, passenger assistance and vehicle lift and securement operations. The New Employee Training/Orientation Checklist is completed on each driver. A copy of this form is located in *Attachment 3*.

#### E. Facilities and Locations

PCPT operates from two separate operational centers. The East Pasco site is strictly an operational location providing secure parking and a drivers' preparation facility. The physical address is 30904 Warder Road, San Antonio. This is not a mailing address, as all mail is channeled through the administrative facility in West Pasco.

The West Pasco site serves as an operational center as well as the administrative and dispatch center facility. The current address is 8620 Galen Wilson Boulevard, Port Richey, Florida 34668.

The Vehicle Maintenance site for East Pasco vehicles is located next to the operational center. The Vehicle Maintenance site for West Pasco is located at the rear of the Government Center in New Port Richey, 7530 Little Road, New Port Richey for buses and for sedans and vans at 6911 Fox Hollow Drive, Port Richey, Florida.

## V. ORGANIZATIONAL STRUCTURE

There are two organizational charts, which appear in *Attachment 4*. The first depicts Pasco County Government under jurisdiction of the Board of County Commissioners and the interrelationships between all of the County departments and divisions. The other organizational chart illustrates the structure and relationships of PCPT positions.

## **VI. SYSTEM SAFETY TASKS AND IMPLEMENTATION**

### **A. Tasks**

The primary task for ensuring operational safety is to properly identify and assess hazards or conditions that result or could result in accidents. The method of identifying, analyzing, assessing, and resolving causes of accidents is done by all sections and areas of the system, using all available information and resources. Immediate efforts shall be made to resolve the more severe potential hazards that could result in accidents. Assessment of hazards shall result in resolution by either eliminating or negating the hazard through the use of safety devices and/or new, improved procedures. Safe operations and a reduction in the potential for hazards are accomplished through proper and adequate training of new employees and refresher training courses for incumbent employees. Random inspections of operational functions shall be made by management to identify hazards not normally identified in day-to-day activities.

### **B. Implementation**

The requirements of this SSPP are consistently and continuously applied as required. It is the responsibility of PCPT management to maintain, update, and make the necessary revisions to the SSPP on a recurring basis. The plan is submitted to FDOT for review of appropriate compliance with Chapter 14-90, FAC.

## **VII. SERVICE DESCRIPTION**

PCPT is a vital element of service under the Pasco County Board of County Commissioners. PCPT provides transportation services throughout the county, serving the general public, as well as the mobility impaired. Service to the transportation disadvantaged and the general public is available on a "fee-for-service" or fare basis. Specialized transportation, as provided to those requiring a higher level of assistance or unique scheduling, is primarily subsidized in whole through agreement or contract with the sponsoring agency. In addition, because of eligibility criteria, client registration and accountability are necessary program requirements.

PCPT is also the Community Transportation Coordinator (CTC) and a designated provider of disadvantaged transportation operating under a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged. The vehicle fleet is appropriately equipped to meet the needs of individuals with disabilities in the operating area. Private nonprofit agencies that are members of the coordinated transportation system primarily provide transportation service to meet the needs of their program participants.

Private operators are used to augment transportation and perform most of the trips, which have a destination outside the service area or are scheduled for nonduty hours.

Any new service or projects for which the system is applying is presented to the Board of County Commissioners. These presentations are open to comment from public providers

and concerned citizens. This procedure ensure that the private sector and general public have an opportunity to express their views and concerns to the Board for their consideration prior to final determination on adding or changing service.

Currently, private, nonprofit and public providers are participating in the provision of transportation within the service area.

The PCPT transportation system delivery structure consists of transit, paratransit, subscription service, group transportation, and specialized or individual transportation to include ADA transportation. Service characteristics include:

- Intercounty transit between Pasco, Pinellas and Hillsborough Counties.
- Local transit routes.
- Express commuter service.
- Route transfer connections.
- Advance registration/reservation.
- Door-to-door accessibility.
- Expanded destination access.
- A wide range of activity destinations.
  - Transit access to most major attractors including, employment centers, medical facilities, shopping, and recreation.
  - Paratransit access to locations outside the transit service area.
  - Scheduled recurring service for ADA and TD persons to dialysis, grocery shopping and other essential destinations, i.e., training, support, and social service programs.

Transit service is provided to efficiently accommodate the majority of public mobility needs in the more densely populated areas of Pasco. This service is provided on a fixed schedule, operating over fixed routes, Monday through Saturday. Paratransit service is prearranged to provide sponsored transportation in those locations outside the transit service area and for those persons within the service area who cannot access the transit service because of a certified disability. Contract providers allow coordinated transportation to operate on a 24-hour basis, seven days per week.

In order for an individual to access sponsored transportation, the customer must register by mail, telephone, or in person, at the PCPT Registration/Information Center in Port Richey. The applicant is asked to provide information as required by the sponsoring agency to

assist in registering the person properly. Some eligibility information may need to be documented, certified, and/or provided to PCPT prior to determining service eligibility. In addition, special needs, to include wheelchair use, car seat requirements, and service animals, are determined and noted to ensure appropriate accommodation. Once a sponsored client is registered, one can make use of the system within 24 hours.

## **VIII. BASIC OPERATIONAL REQUIREMENTS**

- 1. Any driver receiving a notice of license suspension, cancellation, or revocation, or a moving traffic violation (on or off duty), shall report such action to their supervisor immediately, but not later than the beginning of the first day of duty following the day received.*
- 2. Drivers shall not operate a transit vehicle with a suspended, canceled, or revoked CDL.*
- 3. Drivers shall not drive more than 12 hours in any one 24-hour period, drive after being on-duty for 16 hours in any one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days.*
  - Drivers shall have a minimum of eight hours of cumulative off-duty time within any one 24-hour period.*
  - The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions resulting from weather, road, traffic, or medical emergencies and disasters.*
  - One additional driving hour may be allowed to reach a regularly established relief point.*
- 4. A driver shall not drive if their ability is impaired by fatigue, illness, or medication making it unsafe for the driver to drive or continue driving.*
- 5. No driver shall operate their bus in darkness without providing interior lighting for boarding or exiting the bus.*
- 6. PCPT enforces a no-standing policy for paratransit service while the bus is in motion.*
- 7. Buses shall not be refueled in a closed building. The fueling of buses, when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.*
- 8. Drivers shall make a daily inspection of the assigned bus which shall include the following information:*
  - Vehicle identification number, driver's name, dates, and route identification.*

- *Inspection and check of the following for satisfactory operating conditions:*

<i>Service Brakes</i>	<i>Windshield Wipers</i>
<i>Parking Brakes</i>	<i>Rear Vision Mirrors</i>
<i>Tires and Wheels</i>	<i>Passenger Doors</i>
<i>Steering</i>	<i>Exhaust System</i>
<i>Horn</i>	<i>Fire Extinguisher</i>
<i>Lighting Devices</i>	<i>Equipment for wheelchairs</i>
<i>Safety, Security &amp; Emergency Equipment</i>	<i>Surveillance Cameras</i>

9. *All drivers shall be secured by the driver's restraining belt while operating the bus.*
10. *Drivers shall request permission from the Dispatch Center to depart their vehicle for any reason when in revenue service, with or without passenger aboard.*
11. *Drivers shall not leave their bus unattended for an extended period of time - no longer than ten minutes with passengers aboard.*
12. *Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.*
13. *All drivers shall comply with the provisions of Chapter 316, Florida Statutes, in regard to stopping at railroad crossings.*
14. *Drivers shall display the proper reflective lights and warning devices when disabled on the highway.*
15. *Drivers shall assure all emergency exit doors that can be locked by a key are unlocked during passenger operations.*
16. *During darkness, wheelchair lifts shall be properly lighted when in use.*
17. *Drivers shall assure that wheelchair passengers are properly secured in the appropriate positions whenever the bus is in motion.*
18. *Drivers shall be instructed that when in doubt about any aspect of a procedure or process, they are not to proceed until they have requested and received instructions from an authorized supervisor.*
19. *All vehicles are equipped with two-way radios, and each driver is trained on proper radio operation, use and discipline. Through the use of the equipped radios, drivers are apprised of road conditions as reported and have the capability to request assistance and report schedule status and accidents or incidents.*

*In the case of an accident involving a PCPT vehicle, the Dispatch Center is notified and will, in turn, contact the appropriate law enforcement accident investigating office and ambulance service as required. A supervisor reports to the scene of the*

*accident upon the direction of the Operations Manager to assess and manage the situation as necessary. The supervisor will subsequently complete a Supervisory Follow-Up Accident/Vandalism Form. This form, along with the Operator's Report Motor Vehicle Accident/Vandalism Form, the Investigating Officer's Report Form and other pertinent documentation are forwarded to the County Risk Management Office through the Community Services Director. The Accident Review Board will subsequently convene, review the accident documentation and make recommendations regarding the prevention of future similar accidents. Refer to the Accident Package found in the Operations Manual, Exhibit 5.*

## **IX. VEHICLE MAINTENANCE AND PROCUREMENT OF EQUIPMENT AND DEVICES**

- A. All buses operated shall be regularly inspected by means of a preventive maintenance program to ensure that all buses are properly equipped with all required parts and accessories in good, safe working order. *Any defects, which may adversely affect operational safety, or which may cause further damage to the vehicle when placed in operation, will not be authorized for use under any circumstances.*
- B. All preventive maintenance and repair actions shall be documented and include a positive means of bus identification, date, mileage, type, and description of maintenance or inspection.
- C. All records shall include the name and address of the entity performing any maintenance action and be kept on file for at least four years.
- D. A safety compliance inspection, under the provisions of Chapter 14-90, FAC, will be performed on the following equipment:

Horn	Door/Interlock Devices
Windshield Wipers	Step-Wells and Flooring
Mirrors	Emergency Exits
Wiring/Battery(s)	Tires and Wheels
Service/Parking Brakes	Suspension System
Warning Devices	Steering System
Directional Signals	Exhaust System
Lighting System	Safety Equipment
Signaling Devices	Wheelchair Lift Equipment/Ramp
Handrails and Stanchions	Standee Line/Warning
Hazard Warning Signals	Safety Belts/Restraint Systems
Speedometer	

- E. Management shall ensure applicable vehicle safety inspections are performed and documented by qualified entities or persons in compliance with Chapter 14-90, FAC.

- F. Law enforcement officers or persons designated by FDOT shall be permitted to perform system reviews for compliance with Chapter 14-90, FAC.
- G. All buses procured for PCPT will meet the minimum requirements standards as listed in Chapter 14-90, FAC, Section 14-90.007.

Refer to *Attachment 5* for Vehicle Maintenance Plan.

## **X. VEHICLE INVENTORY**

The vehicle inventories for PCPT and its contract operators will be updated and submitted annually to be retained by the CTC.

## **XI. PREEMPLOYMENT/OPERATIONS**

PCPT supports Equal Employment Opportunity (EEO) for all persons, regardless of race, color, age, religion, sex, national origin or disability. Employment policies are in compliance with the Civil Rights Act of 1964 and the Americans with Disabilities Act. This program is designed to allow all persons; including minorities, women, and those with disabilities, to achieve their employment aspirations and, at the same time, provide PCPT with the mechanism to effectively and properly utilize all of the available human resources.

PCPT makes a conscious and deliberate effort to ensure that all personnel-related decisions are based solely on job-related factors and to provide all applicants and/or employees equal employment opportunities.

All applicants and employees are protected by federal law against harassment, coercion, intimidation, interference, or discrimination in employment, for filing complaints, or assisting in an investigation of a complaint of alleged discrimination. For further information, see PCPT's EEO Affirmative Action Policy.

Prior to employment, a prospective driver will need to file an electronic application for employment through NeoGov Services of Florida. The application will be reviewed by applicable supervisory personnel to ensure each applicant is qualified to fill the position of bus driver. The driver also, upon application, presents a valid Commercial Driver's License (CDL), Class "B" or higher as determined applicable, with Passenger "P" and Air Brakes "A" Endorsement. Other endorsements will be added as required. PCPT retains a copy of each driver's license on file.

After an applicant has been preliminarily selected for a bus driver position, the Personnel Department will obtain a copy of the applicant's driving record for the proceeding seven years, perform a background check on the applicant prior to employment. PCPT will review the driving record to ensure there is no history of flagrant violations or negative trends and a Department of Elderly Affairs Level II background check.

Each bus driver, prior to final selection, is required to undergo a complete preemployment physical, including an eye examination and drug-screening test. After selection, each driver shall be required to repeat the physical examination process no less than every two years.

The medical and eye examination must indicate that the driver is in such physical condition that compliance with all laws governing standards for driver physical capabilities has been met. A licensed Doctor of Medicine or Osteopathy will conduct the medical and eye examination. PCPT utilizes the FDOT Medical Examination Report (Form 725-030-11) to document the results of this examination (See *Attachment 6*).

As part of preemployment examination process, a urine analysis is required to test for the presence of prohibited drugs. Refer to the Substance Abuse Policy found in *Attachment 7, Exhibit 1*. The cost of the examination is paid by PCPT.

Full compliance with the Federal Transit Administration Anti-Drug and Alcohol Abuse Program is required.

Documentation on drivers is maintained to include:

1. Total hours worked.
2. On-duty hours.
3. Driving hours.
4. Time reporting on and off duty each day.

**A driver receiving notice of license suspension, cancellation, or revocation is required to notify his/her supervisor "of the contents of the notice immediately, or no later than the end of the business day following the day he or she received it" (Chapter 14-90, FAC). Under no circumstances is a driver to operate a vehicle without having the appropriate and valid Commercial Driver's License in their possession.**

Each new driver shall be made aware of operational rules and procedures in compliance with Chapter 14-90, FAC. Each driver receives a copy of the PCPT Operations Manual - *Attachment 7*.

## **ATTACHMENT 1**

### **CHAPTER 341.061, FS - PUBLIC TRANSIT**

(Available through the link below)

[http://www.leg.state.fl.us/Statutes/index.cfm?App mode=Display Statute&Search String=&URL=0300-0399/0341/Sections/0341.061.html](http://www.leg.state.fl.us/Statutes/index.cfm?App%20mode=Display%20Statute&Search%20String=&URL=0300-0399/0341/Sections/0341.061.html)

Select Year:  

## The 2012 Florida Statutes

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[Title XXVI](#)  
PUBLIC TRANSPORTATION

[Chapter 341](#)  
PUBLIC TRANSIT

[View Entire Chapter](#)

### **341.061 Transit safety standards; inspections and system safety reviews.—**

(1)(a) The department shall adopt by rule minimum safety standards for governmentally owned fixed-guideway transportation systems and privately owned or operated fixed-guideway transportation systems operating in this state which are financed wholly or partly by state funds. Standards must be site-specific for fixed-guideway transportation systems and shall be developed jointly by the department and representatives of the affected systems, giving full consideration to nationwide industry safety norms relating to the development and operation of fixed-guideway transportation systems.

(b) Each fixed-guideway transportation system shall develop a safety program plan that complies with established standards and shall certify to the department that the plan complies with the standards. Following certification to the department, the fixed-guideway transportation system shall implement and comply with the plan during the development and operation of the system. Each fixed-guideway transportation system shall verify annually in writing to the department that it has complied with its adopted safety program plan.

(c) Before beginning passenger service operations, a fixed-guideway transportation system must certify in writing to the department that the system is safe for passenger service. Further, before a fixed-guideway transportation system the operations of which have been suspended as a result of noncompliance with established standards returns to service, the system must certify in writing to the department that the system is safe for passenger service.

(d) If a fixed-guideway transportation system does not comply with paragraph (b) or paragraph (c) or if, upon certification by a fixed-guideway transportation system, the department has good cause to believe that the system is not complying with its adopted safety program plan or is not safe for passenger service, the department may conduct a review of the system for safety compliance. Upon completion of its review, the department shall provide a copy of the review report to the affected system. Any adverse findings and any corrective actions required and the time allowed for such actions must be stated in the report. If at any time continued operation of the system, or a portion thereof, poses an immediate danger to public safety, the system operator shall suspend affected system service until corrective action is taken. If the system operator fails to take corrective action or fails to suspend service when immediate danger to the public exists, the department may require the affected system service to be suspended.

(2)(a) The department shall adopt by rule minimum equipment and operational safety standards for all governmentally owned bus transit systems and privately owned or operated bus transit systems operating in this state that are financed wholly or partly by state funds, all bus transit systems created pursuant to chapter 427, and all privately owned or operated bus transit systems under contract with any of the foregoing systems. Standards for bus transit systems shall be developed jointly by the

department and representatives of the transit systems. Each such bus transit system shall develop a transit safety program plan that complies with established standards and shall certify to the department that the plan complies with the standards. Following certification to the department, the bus transit system shall implement and comply with the plan during the operation of the transit system.

(b) Each bus transit system shall, as part of the safety program plan, require that all transit buses operated by the system be inspected at least annually in accordance with established standards. Qualified personnel of the bus transit system or public or private entities qualified by the bus transit system shall perform safety inspections. Each bus transit system shall certify annually in writing to the department that it has complied with its adopted safety program plan and, as part of that plan, that safety inspections have been performed by a qualified entity at least once that year on all transit buses operated by such system.

(c) If a bus transit system does not comply with paragraph (a) or paragraph (b) or if, upon certification by a bus transit system, the department has good cause to believe that the system is not complying with its adopted safety program plan or is not safe for passenger service, the department may conduct a review of the system for safety compliance. Upon completion of its review, the department shall provide a copy of the review report to the affected system. Any adverse findings and any corrective actions required and the time allowed for such actions must be stated in the report. If at any time continued operation of the system, or a portion thereof, poses an immediate danger to public safety, the system operator shall suspend affected system service until corrective action is taken. If the system operator fails to take corrective action or fails to suspend service when immediate danger to the public exists, the department may require the affected system service to be suspended.

History.—s. 6, ch. 84-340; s. 37, ch. 86-243.

**ATTACHMENT 2**  
**CHAPTER 14-90, FAC**  
**EQUIPMENT AND OPERATIONAL SAFETY**

(Available through the link below)

<https://www.flrules.org/gateway/chapterhome.asp?chapter=14-90>

**CHAPTER 14-90**  
**EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS**

- 14-90.002 Definitions
- 14-90.004 Bus Transit System Operational Standards
- 14-90.0041 Medical Examinations for Bus Transit System Drivers
- 14-90.006 Operational and Driving Requirements
- 14-90.007 Vehicle Equipment Standards and Procurement Criteria
- 14-90.009 Bus Safety Inspections
- 14-90.010 Certification
- 14-90.012 Safety and Security Inspections and Reviews

**14-90.002 Definitions.**

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

- (1) "Bus" means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:
  - (a) Type I means over 22 feet in length, including bumpers.
  - (b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.
- (2) "Bus Transit System" means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.
- (3) "Community Transportation Coordinator" means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.
- (4) "Department" means the Florida Department of Transportation.
- (5) "Drive" or "Operate" means all time spent at the controls of a bus in operation.
- (6) "Driver" means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.
- (7) "FMVSS" means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.
- (8) "For Compensation" means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.
- (9) "Manufacturer" means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.
- (10) "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.
- (11) "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:
  - (a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.
  - (b) Inspecting, servicing, or conditioning any vehicle.
  - (c) Driving.
  - (d) Remaining in readiness to operate a vehicle (stand-by).
  - (e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.
- (12) "Passenger" means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.
- (13) "Paratransit" means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the

service. Paratransit service is provided by taxis, limousines, "dial-a-ride" buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) "Safe Condition" means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) "Safety Review" means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) "Security" means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) "Security Program Plan" or "SPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) "Security Review" means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) "Taxicab" means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) "Trailer Bus" means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) "Twenty-four Hour Period" or "24-Hour Period" means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) "Unsafe Condition" means anything which endangers human life or property.

(24) "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) "Use of a wireless communications device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

(26) "Wireless communications device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

*Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

#### **14-90.004 Bus Transit System Operational Standards.**

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.
6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.
7. Vehicle maintenance.
8. Investigations of events described under subsection 14-90.004(5), F.A.C.
9. Hazard identification and resolution.

10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.
12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:
  - a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
  - b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:
  - a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
  - b. The use of a wireless communications device does not interfere with the operator's safety related duties.
14. The Bus Transit System shall develop a driver educational training program addressing:
  - a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and
  - b. The hazards associated with driving and utilizing a wireless communications device.
15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
  - (b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.
  - (c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.
  - (d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:
    1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.
    2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.
  - (e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.
    - (2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.
      - (a) The SPP shall address the following security requirements:
        1. Security policies, goals, and objectives.
        2. Organization, roles, and responsibilities.
        3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
        4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
        5. Procedures for the establishment of interfaces with emergency response organizations.
        6. Procedures for interagency coordination with local law enforcement jurisdictions.
        7. Employee security and threat awareness training programs.
        8. Security data acquisition and analysis.
        9. Emergency preparedness drills and exercises.
        10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
        11. Procedures for SPP maintenance and distribution.
      - (b) Each bus transit system shall implement and comply with the SPP during the operation of the system.
      - (c) Bus transit systems that engage in a contract with a private contract transit provider shall:
        1. Establish minimum security requirements which apply to private contract transit providers.
        2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.
      - (d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.
      - (3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The

criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.
- (b) Driving and criminal background checks for all new drivers.
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:

- 1. Bus transit system safety and operational policies and procedures.
- 2. Operational bus and equipment inspections.
- 3. Bus equipment familiarization.
- 4. Basic operations and maneuvering.
- 5. Boarding and alighting passengers.
- 6. Operation of wheelchair lifts and other special equipment.
- 7. Defensive driving.
- 8. Passenger assistance and securement.
- 9. Handling of emergencies and security threats.
- 10. Security and threat awareness.
- 11. Driving conditions.

(e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:

- 1. Communication and handling of unsafe conditions, security threats, and emergencies.
- 2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
- 3. Application and compliance with all applicable federal and state laws, rules, and regulations.

(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

- 1. Records of bus driver background checks and qualifications.
- 2. Detailed descriptions of training administered and completed by each bus driver.
- 3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at

least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
3. If not owned by the bus transit system, the name of any person furnishing a bus.
4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.
- (5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:
  - (a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
  - (b) Injuries requiring immediate medical attention away from the scene for two or more individuals.
  - (c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.
  - (d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.
- (6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.
  - (a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.
  - (b) The bus transit system shall monitor and track the implementation of each corrective action plan.
- (7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

*Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.0041 Medical Examinations for Bus Transit System Drivers.**

- (1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.
- (2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at [www.dot.state.fl.us/transit](http://www.dot.state.fl.us/transit).
- (3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.
  - (a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.
  - (b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.
  - (c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months.

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

*Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.006 Operational and Driving Requirements.**

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22), and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions

such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.007 Vehicle Equipment Standards and Procurement Criteria.**

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit

systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual

alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than  $4/32$  ( $1/8$ ) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than  $2/32$  ( $1/16$ ) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S.

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within  $3\frac{1}{2}$  inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.

2. The month and year of manufacture.

3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.009 Bus Safety Inspections.**

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

(a) Horn.

(b) Windshield wipers.

(c) Mirrors.

(d) Wiring and batteries.

(e) Service and parking brakes.

(f) Warning devices.

(g) Directional signals.

(h) Hazard warning signals.

(i) Lighting systems and signaling devices.

(j) Handrails and stanchions.

(k) Standee line and warning.

(l) Doors and brake interlock devices.

(m) Stepwells and flooring.

(n) Emergency exits

(o) Tires and wheels.

(p) Suspension system.

(q) Steering system.

(r) Exhaust system.

(s) Seat belts.

(t) Safety equipment.

(u) Equipment for transporting wheelchairs.

(v) Working speedometer.

(4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:

(a) Identification of the individual(s) performing the inspection.

(b) Identification of the bus transit system operating the bus.

(c) The date of the inspection.

(d) Identification of the bus inspected.

(e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.

(f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of

four years by the bus transit system for compliance review.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

#### **14-90.010 Certification.**

(1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

(a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.

(b) Compliance with its adopted SSPP and SPP.

(c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.

(d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

(2) The certification shall include:

(a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.

(b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.*

#### **14-90.012 Safety and Security Inspections and Reviews.**

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

(a) Identification of the findings, including a detailed description of any deficiency.

(b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

(c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.*

**ATTACHMENT 3**

**NEW EMPLOYEE TRAINING/ORIENTATION CHECKLIST**



**PASCO COUNTY PUBLIC TRANSPORTATION**

**\*\*\*Paratransit Training Checklist\*\*\***

**INSTRUCTIONS:** Each item must be reviewed and annotated to ensure that the employee receives the necessary preliminary information prior to starting in a new assignment.

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

**PHASE I – ORIENTATION TO PCPT**

	Trainee Initials	Instructor Initials	Date Complete
<b>1. Complete the Following Actions:</b>			
a. Introduce PCPT Personnel			
b. Arrange introduction with Department Head			
c. Review/Explain the Purpose Statement of PCPT (Attachment 7, Section 1)			
d. Review/Explain the Organizational Structure, to include:			
1) Organizational Chart (Attachment 4, p.16)			
2) Chain of Command			
3) Name of Supervisor			
4) Advise specifically where to go for help or information under normal circumstances and during the absence of designated person			
e. Open Door Policy			
<b>2. Safety System Program Plan (SSPP) Containing the Following:</b>			
a. Chapter 14-90 Florida Administrative Code (F.A.C.) (Attachment 2)			
b. Operational Procedures/Policies/Requirements on Paratransit Services (Attachment 3)			
c. Operations Manual (Attachment 7)			
c.1 Substance Abuse Policy 2011 (Operations Manual - Exhibit 1)			
<b>3. Issued Items List (Provided by Supervisor)</b>			

**PASCO COUNTY PUBLIC TRANSPORTATION**

\*\*\*Paratransit Training Checklist\*\*\*

**PHASE I – ORIENTATION TO PCPT**

<b>4. Review/Explain Rules and Regulations, to Include:</b>	<b>Trainee Initials</b>	<b>Instructor Initials</b>	<b>Date Complete</b>
<b>a. Dress and Appearance</b> (Reference: Operations Manual - Section V.C., p.3)			
<b>b. Attendance</b> (Reference: Operations Manual - V.D, p.4)			
<b>c. Leave of Absences</b> (Reference: Career Service Manual) (Reference: Operations Manual - Section V.D-E., pp.4-6)			
1) Types: Vacation/Sick/Without Pay/Other (Form)			
2) Overtime Policy/Procedures (Forms)			
3) Call-off Policy			
4) Accrual			
5) Application Request			
6) Operational Conditions Affecting Requests for Absences			
7) Time Sheet (Provided by Supervisor) VIII.A., p.23			
<b>d. Paycheck - Distribution</b>			
<b>e. Lunch Periods/Break During Service</b> (Ref: Operations Manual - Section V.L., p.17)			
<b>f. Use of Telephone</b> (Policy on Personal, Long Distances and Collect Calls/Cell Phone Use)			
<b>g. Donation/Fare Collection/Tips and Gratuities Policy</b> (Ref: Operations Manual - Section VII.A & B, pp.23-25 and Section V.I., p.10)			
<b>h. Accident/Incident Reporting</b> (Ref: Operations Manual - Sections V.M-N., pp. 17-20; IX., p.31; X., p.31) Films - 1, 2, 3, 4, 6, 8			
<b>5. Review/Explain Job Duties/Tasks, to Include:</b>			
<b>a. Duties/Standards</b> (Reference: Operations Manual - Section III., p. 1 Basic tenant; V.G., p.9, V.H., p.10 V.J., p. 11; VIII. B-D, pp. 25-26; XII., pp. 33-41; Exhibit 6)			
<b>b. Use of Forms Required on the Job</b>			
1) Forms contained in the Operations Manual - Exhibits 4, 5, 6, 7, 8, 9, 11			
2) Incident and Accident Handling Procedures - Operations Manual, Sections IX & X, p.31			
3) Worker's Compensation Process (Form) - Exhibit 9, p.62			
4) Driver Daily Report Completion (Operations Manual - Section XI., p.32; Attachment 5, Section IV)			
<b>c. Professionalism, Proper Behavior and Appropriate Image with the Public/Appropriate and Acceptable Relationships with Passengers</b> (Reference: Operations Manual - Section V.F., p.6; XIV., p.49)			
<b>c.1. Door Hanger Policy</b>			
<b>d. Radio Operations - Procedures/Discipline Training</b>			
1) Guidelines/Policy			
2) Provide Reference Material (Reference: Operations Manual - Section VI., pp. 20-23)			
<b>e. Vehicle Defect/Breakdown Procedures</b> (Reference: Attachment 5, Section VI)			
<b>f. Vehicle Parking</b>			
<b>g. Trip Manifest Procedures</b>			
<b>h. Trip Count Procedures</b>			

# PASCO COUNTY PUBLIC TRANSPORTATION

## \*\*\*Paratransit Training Checklist\*\*\*

### PHASE II – PROFICIENCY TRAINING

	Trainee Initials	Instructor Initials	Date Complete
<b>1. Classroom/Knowledge Requirements:</b>			
<b>a. Customer Service/Sensitivity/Passenger Assistance</b> <i>(Reference: Operations Manual - Section XIII., pp. 42-48)</i>			
1) Guidelines and Policy			
2) Films 9, 14, 22			
<b>b. Drug/Alcohol Prevention Training</b> <i>(Reference : Operations Manual - Exhibit 1, p. 54)</i>			
1) Guidelines/Policy <b>(Minimum 60 minutes of training)</b>			
2) Films 15, 21			
<b>c. Bus Evacuation Training</b>			
1) Guidelines			
2) Films 12, 13			
<b>d. Defensive Driving Class</b>			
1) Distracted Driving/Wireless Communication Video 23			
<b>e. CPR/First Aid</b>			
<b>f. National Incident Management System Training (NIMS) -ICS 100</b>			
<b>g. System Security Awareness</b>			
1) Guidelines/Policy			
2) Films 7, 20			
3) Provide Reference Material			
<b>h. Safety Belts/Child Restraint Policy</b> (VIII, F. p.26; XIII.B.12, p.46; XIV, p.49)			
<b>i. American with Disabilities Act (ADA) Service Requirement</b> <i>(Reference: Operations Manual- Section XV., pp. 50-52; Exhibit 12, p.65)</i>			
Film 5			
<b>j. HIPAA Requirement</b> (see handouts)			
<b>2. Equipment/Hands-On Training Requirements:</b>			
<b>a. Fire Extinguisher Training</b>			
1) Guidelines/Policy/Demonstration			
<b>b. Hazardous Waste/Spill Clean-up Training</b>			
1) Guidelines/Policy/Demonstration			
<b>c. Vehicle Refueling Procedures</b>			
1) Demonstration/Application			
2) Film 18			
<b>d. Wheelchair Handling</b>			
1) Guidelines/Policy			
2) Films 10, 11, 16, 19			
3) Provide Reference Material (Exhibit 10, p.63)			
4) Demonstration/Practical Application			
<b>e. Vehicle Operating Procedure</b> <i>(Demonstration/Application/Proficiency Test)</i>			
1) Modified Van(s) - <b>list of vehicle #'s</b>			
2) Bus(es) - <b>list of vehicle #'s</b>			
3) Bus Evacuation (Demonstration) - <b>list of vehicle #'s:</b>			
<b>f. Wheelchair Lift/Ramp Operation</b> <i>(Demonstration/Application/Proficiency Test)</i>			
1) Modified Van(s) - <b>list of vehicle #'s</b>			
2) Bus(es) - <b>list of vehicle #'s</b>			

**PASCO COUNTY PUBLIC TRANSPORTATION**

**\*\*\*Paratransit Training Checklist\*\*\***

**PHASE II – PROFICIENCY TRAINING**

<b>2. Equipment/Hands-On Training Requirement: (Cont')</b>	<b>Trainee Initials</b>	<b>Instructor Initials</b>	<b>Date Complete</b>
<b>g. Wheelchair Restraint System Operations (Demonstration/Application/Proficiency Test)</b>			
1) Modified Van(s) - list of vehicle #'s			
2) Bus(es) - list of vehicle #'s			
<b>h. Bus Wash Facility Training.</b>			
<i>(Requires explanation, demonstration, guidance, proficiency testing)</i>			
<b>3. Paratransit Route Training:</b>	<b>Trainee Initials</b>	<b>Instructor Initials</b>	<b>Date Complete</b>
<b>a. Route:</b> _____ <i>(Trainer: _____ Vehicle # _____)</i>			
<b>a. Route:</b> _____ <i>(Trainer: _____ Vehicle # _____)</i>			

**Certification by Employee** : This checklist has been used to help you understand and perform your new assignment. Your signature below signifies that you have received sufficient information and training to undertake your new position.

\_\_\_\_\_  
**Signature of Employee**

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

**Certification by Supervisor/Trainer** : This employee has received sufficient information and training to begin his/her new assignment.

\_\_\_\_\_  
**Signature of Supervisor/Trainer**

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

\_\_\_\_\_  
**Signature of Operations Manager**

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

List of Films/Videos/CD	Minutes
1 Traffic & Knowledge RTAP	21
2 Trafic Perceptual Skills RTAP	25
3 Driver Risk RTAP	18
4 Driver Environment RTAP	20
5 Safe Transport Under ADA	30
Paratransit Driver Training MoDOT	90
6 Watching Out	12
7 Warning Signs is System Security Awareness	18
8 Vehicle Inspections STARTS	9
Defensive Driver STARTS	28
Customer Courtesy STARTS	22
9 Problem Passengers RTAP	25
Understanding Needs of Special Passengers	33
Alzheimer's Desiese	20
10 Trading Places	21
Passenger Assistance Paratransit	24
11 In Your Hands	28
12 Emergency Evacuations	30/80
13 TSI Fire Video	10
14 Puppies For Sale	7
Fish	18
15 Drugs at Work	25
16 Braun Millenium	7
17 Bikes on Bus	5
18 Fuel Card	8
19 Qstraint	4
20 The Mark	21
21 Clean & Sober	24
22 ACCESS Matters	28
23 Distracted Driving/Wireless Communication Video	

NIMS IS-100b

NIMS IS-700a



**PASCO COUNTY PUBLIC TRANSPORTATION**

**\*\*\*Transit Training Checklist\*\*\***

**INSTRUCTIONS:** Each item must be reviewed and annotated to ensure that the employee receives the necessary preliminary information prior to starting a new assignment.

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

**PHASE I – ORIENTATION TO PCPT**

	Trainee Initials	Instructor Initials	Date Complete
<b>1. Provide Employee Packet Containing the Following:</b>			
<b>a. Operations Manual (SSPP Attachment 7)</b>			
<b>b. Pertinent Current Procedures/Policies on Operational Requirements/ Programs for Transit Service (SSPP Attachment 3)</b>			
<b>c. Operational Forms (Provided by Supervisor)</b>			
1) Daily Logs for Transit Service and Relief Transit Service			
2) Operational Shift Structure for Regular and Holiday Service			
3) Packet of Individual Route Schedules and Pocket System Map			
4) Route Directions for Drivers			
5) Deadhead Directions for Drivers			
6) Bus Stop Announcements by Route			
7) Bus Stop Sign and Bench Discrepancy Notice			
<b>2. Review/Explain Rules and Regulations, to Include:</b>			
<b>a. Shift Selection and Work Schedule</b> (Reference: Operations Manual, VIII.L., p. 28)			
<b>b. Duties/Standards</b> (Reference: Operations Manual)			
<b>b.1. Operational Standards Violations</b> (Reference: Exhibit 6)			
<b>c. Professionalism, Proper Behavior, Appropriate Image with the Public and Appropriate and Acceptable Relationships with Passengers</b> (Reference: Operations Manual - Section V.F., p.6; VII.B., p.24; XIII., pp. 42-48; XIV., pp. 49-51)			
<b>d. Americans with Disabilities Act (ADA) Service Requirements</b> (Reference: Operations Manual - Section XV., p.50; Exhibit 12)			
<b>e. Open Door Policy</b>			

**PASCO COUNTY PUBLIC TRANSPORTATION**  
**\*\*\*Transit Training Checklist\*\*\***

<b>1. Classroom/Knowledge Requirements:</b>	<b>Trainee Initials</b>	<b>Instructor Initials</b>	<b>Date Complete</b>
<b>a. Professionalism/Customer Service</b>			
1) Guidelines/Policy			
<b>b. Security</b>			
1) Guidelines/Policy/Proficiency Testing			
2) System Security Awareness for Transit Employees (CD) 7			
<b>c. Reading/Understanding Bus Schedules and Connections</b>			
<b>d. Layover Procedures</b>			
<b>e. Daily Log Procedures</b>			
<b>f. Safety Belt/Wheelchair Restraint Policy (VIII.F. p.26; XIII.B.12., p.46)</b>			
<b>g. Farebox Training/GFI: Fare Collection/Passes/Password/Log On-Off/Passenger Counter (VII.B., p.24)</b>			
<b>h. Deadhead/Revenue Route Directions</b>			
<b>i. Refueling Responsibilities</b>			
<b>j. Vehicle Parking/Securement/Cleaning/Restocking Schedule &amp; Flyer Holders</b>			
<b>k. Lost Articles</b>			
<b>l. National Incident Management System (NIMS)</b>			
<b>2. Equipment/Hands-On Training Requirements:</b>			
<b>a. Vehicle Operation and Driver Controls</b>			
<i>(Requires explanation, demonstration, guidance, proficiency testing)</i>			
1) Two-Way Radio Settings			
3) Front/Side Destination Signs			
4) Intercom (Internal and External)			
5) Kneeler System			
6) Front/Rear Door Operation			
<b>b. Bikes on Buses Program</b>			
1) Guidelines/Policy (XVI., p.52)			
2) Film 17			
<b>c. Wheelchair Lift Operation</b>			
<i>(Requires explanation, demonstration, guidance, proficiency testing)</i>			
<b>d. Wheelchair Restraint Operation</b>			
<i>(Requires explanation, demonstration, guidance, proficiency testing)</i>			
<b>e. Bus Wash Facility Training.</b>			
<i>(Requires explanation, demonstration, guidance, proficiency testing)</i>			

PASCO COUNTY PUBLIC TRANSPORTATION

\*\*\*Transit Training Checklist\*\*\*

**PHASE II – PROFICIENCY TRAINING**

3. <i>Transit Route Familiarization:</i>	Trainee Initials	Instructor Initials	Date Complete
a. Route: _____ Trainer: _____			
b. Route: _____ Trainer: _____			
c. Route: _____ Trainer: _____			
d. Route: _____ Trainer: _____			
e. Route: _____ Trainer: _____			

**Certification by Employee** : This checklist has been used to help you understand and perform your new assignment. Your signature below signifies that you have received sufficient information and training to undertake your new position.

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

\_\_\_\_\_  
Date

**Certification by Supervisor/Trainer** : This employee has received sufficient information and training to begin his/her new assignment.

\_\_\_\_\_  
Signature of Supervisor/Trainer

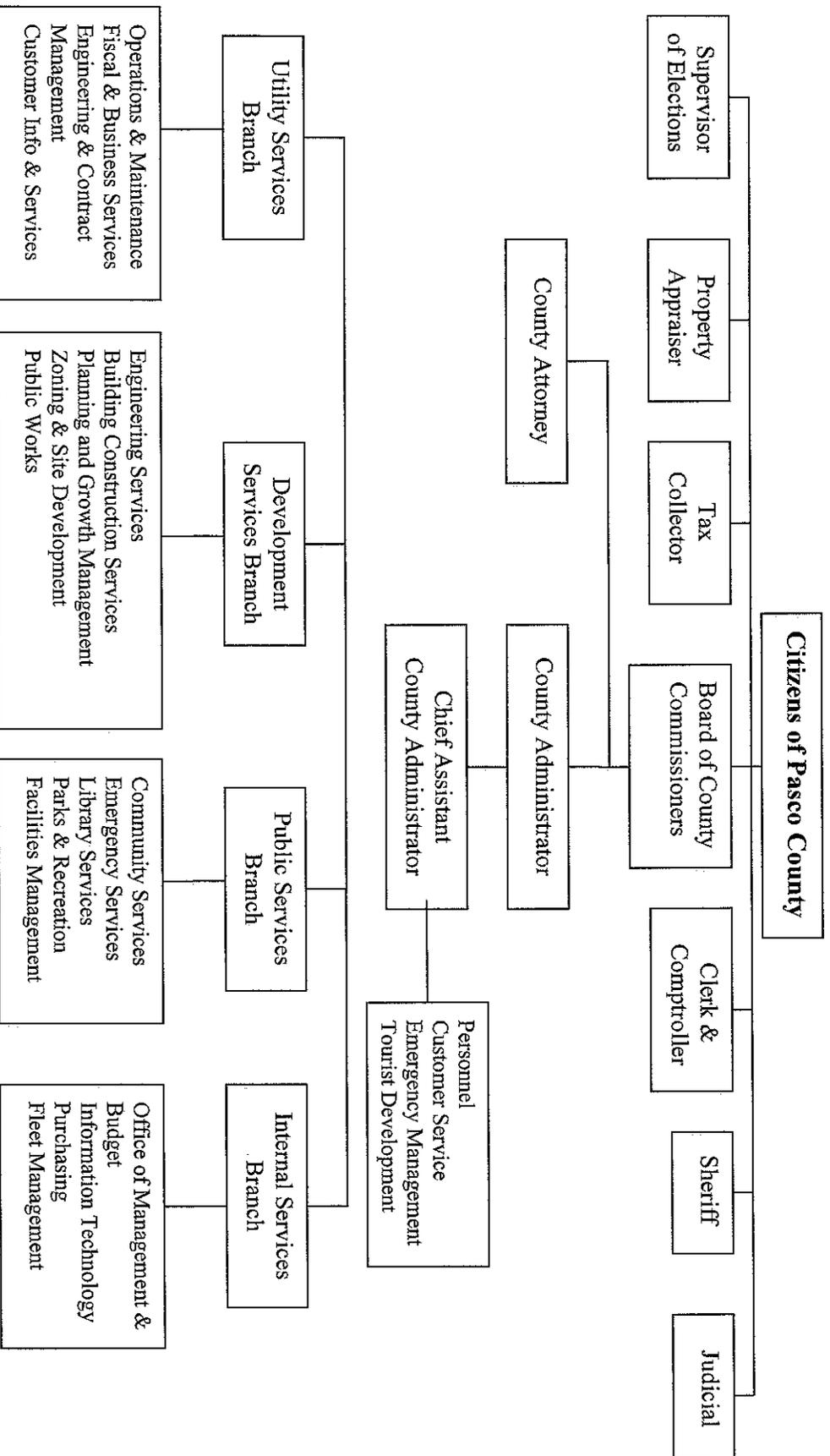
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Operations Manager

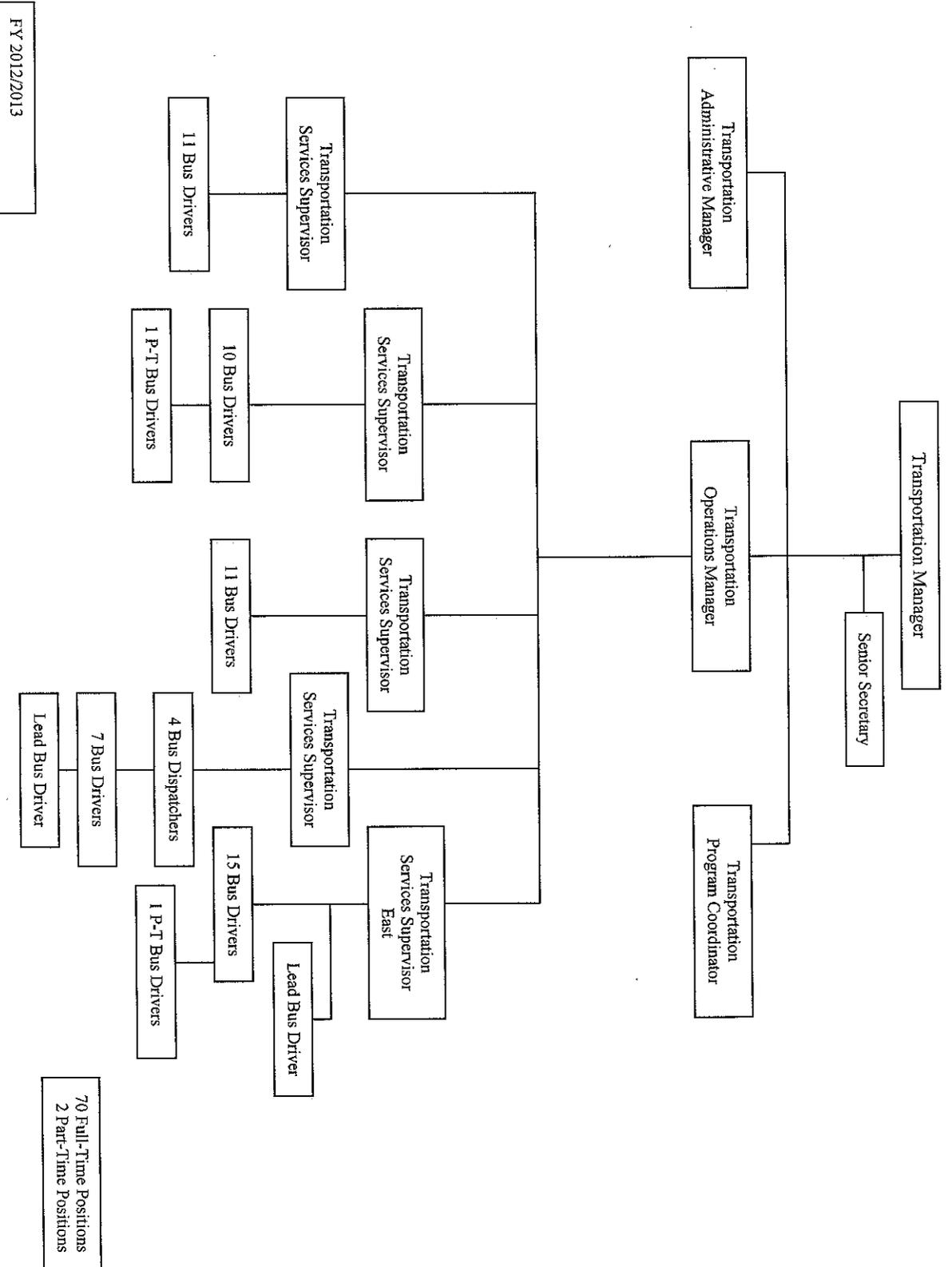
\_\_\_\_\_  
Date

**ATTACHMENT 4**  
**ORGANIZATIONAL CHARTS**

# Organizational Chart of Pasco County



# PCPT ORGANIZATIONAL CHART



FY 2012/2013

70 Full-Time Positions  
2 Part-Time Positions

**ATTACHMENT 5**  
**VEHICLE MAINTENANCE PLAN**

# **Pasco County Public Transportation PCPT Vehicle Maintenance Plan**

## **I. Maintenance Goals**

- Remain compliant with Chapter 14-90 Florida Administrative Code (FAC).
- Ensure a safe, serviceable and efficient public transportation vehicle fleet.
- Maintain a cost-effective preventive maintenance program.
- Ensure complete and comprehensive reporting of defective equipment.
- Ensure driver proficiency in proper and thorough pre- and post-trip inspections.
- Maintain full, accurate scheduling of preventive maintenance inspections to remain 100 % compliant on all equipment.
- Improve quality assurance through clear written and verbal communication with Fleet Maintenance, particularly during delivery and pick-up of the vehicles.

## **II. Vehicle History**

- PCPT will maintain the following current and historical fleet data:
  - Vehicle year, make, model, license number and county identification number.
  - Copies of current registration.
  - Operator handbooks.
  - Manufacturer's owner/operator guides and information.
  - Date, mileage and description of each inspection, maintenance repair or lubrication performed.
  - Name and address of any business firm performing and inspection maintenance, lubrication or repair on that vehicle.
- Fleet Services will maintain an electronic and/or hard copy of each vehicle's history and other required data as required by Chapter 14-90 FAC. In addition, they will maintain copies of work orders and warranty repairs and other detailed repair information on vehicles.

## **III. Preventive Maintenance**

- Mileage Intervals for Preventive Maintenance Inspections (PMI):
  - Cutaway style buses will be scheduled for a required PMI every 3 months or at 5,000 mile intervals, whichever occurs sooner. A variance of no more than 10% of the mileage (plus or minus) is allowable.
  - Transit heavy-duty buses will be scheduled for a required PMI every 3 months or at 7,500 mile intervals, whichever occurs sooner. A variance of no more than 10% of the mileage (plus or minus) is allowable.

- Contingency vehicles will be scheduled for a required PMI every 6 months or at 5,000 mile intervals, whichever occurs sooner. A variance of no more than 10% of the mileage (plus or minus) is allowable.
- PCPT will utilize the Pasco County Fleet Maintenance Department to perform all services to PCPT vehicles.
- Vehicles will remain out of service for the duration of the PMI service.
- All defects will be noted on the repair orders that PCPT supplies to Fleet for servicing. Any and all safety related issues will be noted and vehicle removed from service immediately.
- A copy of the PMI checklist is attached – **Form 1**. Requirements meet or exceed FDOT guidelines and OEM service manual recommendations.

#### IV. Daily Pre-trip/Post-trip Inspections

- All vehicles must be determined safe and serviceable prior to use in public transportation service.
- All drivers are required to perform a vehicle inspection prior to operating their assigned vehicle using a Pre-trip Inspection Report. Defects noted are documented and reported to a supervisor, who will determine vehicle status, replace the vehicle, if needed, and arrange for the repairs. The Pre-trip Inspection Report consists of the applicable portion of the Daily Driver Report, **Form 2**.
- The Pasco County Fleet Maintenance Service Request form is found in **Form 3**. The vehicle and this form will be turned over to Fleet Maintenance for corrective action. The vehicle will remain out-of-service until deemed to be safe and serviceable by a qualified technician.
- All safety/ADA items are repaired immediately. Minor defects that do not effect the safe operation of the vehicle or result in further damage will be completed at the PMI service or as soon as a replacement vehicle can be exchanged.
- Any defects, which may adversely affect operational safety, or which may cause further damage to the vehicle when placed in operation, will not be authorized for use under any circumstances.
- The following items should be given particular attention because of their importance to the safety and serviceability of the vehicle:
  1. Brake Lights  
Drivers must verify that the brake lights come on when the pedal is depressed and turn off when the pedal is released.
  2. Exterior Lights  
Drivers must clean and check the headlights, both high and low beams, taillights, parking and clearance lights. They must check the directional signal indicators and equipment on the vehicle such as flashers that should be used when loading and unloading passengers.

3. Brakes  
Drivers must thoroughly check all aspects of the vehicle braking system: free play in the brake pedal, brake fluid level, unusual brake noise, grabbing brakes, or increased stopping distance. Also, the parking brake must be checked to ensure it is in proper working order.
4. Steering  
Drivers must check for excessive play in the steering wheel and for wheel alignment problems such as pulling to one side.
5. Horn  
Drivers must ensure that the horn responds and is loud enough.
6. Tires  
Drivers must check for proper tire inflation, cuts and tread wear, irregular wear patterns, and out-of-balance tires.
7. Windshield Wipers  
Drivers must check for cracks or dry rot in the wiper blades and ensure they are functioning properly.
8. Mirrors  
Drivers must check all their mirrors for cleanliness, cracks, broken glass, and proper adjustment.
9. Passenger Doors/Emergency Exits  
Both passenger doors and emergency exits must be checked to ensure proper operation and pathways remain unobstructed.
10. Lubrication  
Drivers must check the engine oil level, transmission fluid level, power steering fluid level, and the oil level of the hydraulic system of wheelchair lifts.
11. Safety/Emergency Equipment  
Drivers must check to ensure their vehicle is properly equipped with a serviceable fire extinguisher, highway warning kit, bio-hazard cleanup kit and all the required forms, including accident and incident forms, insurance letter, and emergency telephone numbers.
12. Cleaning  
Drivers must clean the interior and exterior of the vehicle, paying particular attention to all the windows, floors, and seats. Place all seat belts in position for easier passenger access and use and to prevent them from tripping someone.

13. Exhaust System

After you have started the vehicle, walk around it and listen for exhaust leaks. Also be alert to any exhaust fume smells while in operation.

14. Vehicle Windows and Doors

Drivers must check windows and doors for cracks or looseness. Clean windows are a necessity for clear and unobstructed visibility.

15. Lift Equipment/Restraint System

Proper operation of the wheelchair lift must be assured before leaving the parking area. Also, a complete check and accountability of the wheelchair tie downs and wheelchair passenger safety belts (lap belt and shoulder harness) must be completed. Do not depart the yard if any of these items are missing or inoperable without prior supervisory permission.

16. Other items:

- Check the fan belts and radiator hose for cuts, frays, and tightness.
- Check the suspension system for unusual noises and sagging.
- Check the cooling system for proper coolant level.
- Check the interior for worn or broken parts such as torn seat belts; ripped upholstery; torn carpet or rubber flooring that could trip passengers; etc.
  
- If you encounter difficulty or discover a defect, notify a supervisor for assistance or guidance.
  
- If you are taking over a vehicle, which is already in operation, you are required to visually inspect the vehicle for damage or defects and to receive a debriefing on the operating condition from the driver you relieve. This procedure should take no longer than a couple of minutes.
  
- Perform a vehicle inspection at the end of each trip.

**V. Vehicle Defects**

- Procedural process when a vehicle defect is discovered:
  1. Annotate the defect on the Daily Driver Report form.
  2. Report the defect to a supervisor. They will determine if the vehicle can remain in service and direct the appropriate action.
  3. The supervisor will complete the "Pasco County Fleet Maintenance Service Request Form." *See Form 3.*
  4. When directed to take a vehicle to the maintenance facility for repairs or service:
    - Park and secure the vehicle on the "down line."
    - Fill in the ending mileage on the "Service Request Form."

- Take the keys and the "Service Request Form" to the Shop Foreman. Provide additional verbal information as requested on the defect(s).
- When directed to pick up a vehicle that has been repaired:
  - See the Shop Foreman for the keys and obtain the completed copy of the "Service Request Form." Ensure that the items listed under the "Repairs Maintenance Requested" column have a corresponding response noted under "Repairs Made or Checked" column.
  - Conduct a thorough pretrip inspection. Ensure that the repairs requested on the Service Maintenance Request Form have been completed.
  - If you encounter any difficulties, contact your supervisor.
  - Return all paperwork to a supervisor.

Vehicles that have any defects that could adversely affect operational safety or cause further damage when placed in operation will not be authorized for use under any circumstances.

## **VI. Vehicle Breakdown Procedures**

- If a driver experiences equipment failure while enroute, he/she will report the problem by radio to the Dispatch Center. Use your emergency warning kit as required. Relay the necessary information to Dispatch and complete the Service Interruption/Road Call Form. *See Form 4.*
- When appropriate, the applicable supervisor will arrange for another driver and vehicle to complete the route and notify the maintenance facility of the vehicle's location and problem. You will remain with the vehicle until properly relieved by a supervisor or relief driver. If a transfer of passengers is required, ensure it is done safely, account for each passenger, and assist as needed.
- Ensure the keys are in the authorized custody of you, a relief driver, a supervisor, or the tow truck driver or mechanic. Do not leave the keys unattended. However, the driver may be instructed to proceed to the maintenance facility if safety or further mechanical damage is not jeopardized.
- If the service mechanic determines tire repair can be conducted in the field or a tow is required, Fleet Maintenance will make those arrangements.

## **VII. Lift Maintenance**

- All operators are required, as part of their pre-trip inspection, to complete a cycle with all lifts/ramps to ensure proper and safe operation.
- A Fleet Services technician performs a complete visual and functional inspection during PMI service.

### **VIII. Annual Safety Inspections**

- All annual safety inspections will be performed by a Fleet Maintenance technician in accordance with Chapter 14-90, FAC (**See Form 5**).
- Safety inspections are completed on every Schedule “C” level PMI.
- Completed annual safety inspections are filed with the County’s Fleet Maintenance Department.

**PASSO COURT FLEET MAINTENANCE  
PUBLIC TRANSPORTATION VEHICLE  
PREVENTIVE MAINTENANCE CHECK LIST**

VEHICLE ID# \_\_\_\_\_ DATE \_\_\_\_\_  
 MILES \_\_\_\_\_ TECH. # \_\_\_\_\_ WORK ORDER# \_\_\_\_\_  
 Technician Signature: \_\_\_\_\_

Indicate condition of item in space before Item name as follows

check if item is OK (0) Adjustment Made (X) Repairs needed (Write up on work order)

<b>"A" Service</b>		<b>Initials</b>	<b>"B" SERVICE</b>		<b>Initials</b>	<b>"C" SERVICE</b>	
<b>Visually Inspect</b>			<b>All "A" Service Requirements</b>			<b>Brake System</b>	
Cab and Body			Wheel Bearings			Linkages	
Undercarriage			Seals			Cables	
Drivetrain			Brake Linings			Emergency Brake	
Brake System			Fuel Tank & Cap			Hydrovac	
<b>Tires</b>			<b>"C" SERVICE</b>			Master Cylinder	
Tread Depth						Brake Lines	
Wear Pattern						Hoses	
Air Pressure			<b>All "A" &amp; "B" Service Requirements</b>			Connectors	
<b>Lube Chassis</b>			<b>Rear axle, Springs &amp; Fuel Tanks</b>			Air Tanks	
			Axle			Compressor	
<b>Engine &amp; Transmission</b>			Spring Leaves			Slack Adjusters	
Change engine oil & filter			Center Bolts			Brake Chambers	
Check for Leaks			Rebound Clips			Wheel Cylinders	
Inspect all Hoses & Belts			U Bolts			<b>Engine &amp; Transmission</b>	
Coolant Level & Condition			Shackles			Change Trans Fluid	
<b>Batteries</b>			Brackets			Change Trans Filter	
Connections			Shock Absorbers & Linkage			Test Charging System	
Water Level			<b>Cab and Body</b>			Mountings	
<b>Emergency Exits</b>			Lube Window Tracts & Guides			<b>Drive Line</b>	
Operation			Lube Door Hinges			Universal Joints	
Warning Lights			Inspect Headliner			Yokes and Splines	
<b>Lighting</b>			Hood Fenders			Flange Bolts	
Internal Lights			Steps			Center Bearing	
External Lights			Bumpers			Drive Shaft Guard	
Warning Lights			Two Hooks			<b>Drive Axle</b>	
Signal Lights			License Plates			Repack or replace Bearing	
Marker Lights			Glass			Replace Wheel Seals	
<b>Wheel Chair Lift System</b>			Mirrors			<b>Steering Axle</b>	
Operation			Door Stops			Repack or replace Bearing	
Fluid Level			Latches			Replace Wheel Seals	
Abnormal Play or Movement			Handles			King Pin	
Leaks			Window Regulators			<b>Wheel Chair Lift System</b>	
Lube			Hand Rails			Weight Test	
<b>Kneeling System</b>			Seats and Upholstery			<b>Batteries</b>	
Operation			Seat Belts			Load Test	
Leaks			Escape Hatch			Inspect Tray and Rollers	
<b>Intercom System</b>			Floors			<b>Air Conditioning System</b>	
Operation			<b>Chassis and Frame</b>			Test Condenser Fans	
<b>Air Conditioning System</b>			Muffler			Clean Evaporator Filter	
Operation			Exhaust Pipe			Clean Condensers	
<b>Destination Sign</b>			Hangers			Check Air Flow and Temp	
Operation			Frame Rails			Check Ducting For Leaks	
<b>Windshield Wipers</b>			Cross Member			<b>Air Tanks</b>	
Operation			Brackets			Leaks	
Condition			Mounting and Body Bolts			Dryer If Required	
			Undercoating			Drain If Required	



**DAILY DRIVER REPORT -  
TRANSIT SERVICE - ROUTE 14**



Farebox Sign-On Information: Route: 14 Run: 141

**Run 141 Name:** \_\_\_\_\_ **Radio Call Sign:** \_\_\_\_\_

**DATE & DAY OF WEEK:** \_\_\_\_\_ **VEHICLE:** \_\_\_\_\_

**Cash Vault No.** \_\_\_\_\_ **Probed? Yes No (Circle One)** **Replaced With Vault No.** \_\_\_\_\_

**TIME** (Note any changes to preprinted locations or times)

**Shift Start:** \_\_\_\_\_

Leave PCPT \_\_\_\_\_ Start Route (PHCC) **5:25**

Stop Route (K-Mart) **12:00** Leave K-Mart (Transit Relief) \_\_\_\_\_

or Arrive PCPT (In Bus) \_\_\_\_\_ **Shift End:** \_\_\_\_\_

**MILEAGE** (Note any changes to preprinted locations)

Leave PCPT \_\_\_\_\_ Start Route PHCC) \_\_\_\_\_

Stop Route (K-Mart) \_\_\_\_\_ Leave K-Mart (Transit Relief) \_\_\_\_\_

or Arrive PCPT (In Bus) \_\_\_\_\_

**Circle or note reason for any deviation from the schedule - time and/or mileage:**

- |   |            |
|---|------------|
| <b><u>Deadhead or Route</u></b> <i>(circle one)</i> |            |
| Accident/breakdown                                  | Congestion |
| Directed detour                                     | Refuel     |

**Other (Explain):** \_\_\_\_\_

-----  
**Sticker Mileage** \_\_\_\_\_ **Sticker Date** \_\_\_\_\_

**Fuel (Gals.)** \_\_\_\_\_ **Mileage** \_\_\_\_\_

**Fare box issues**

**Time** \_\_\_\_\_ **Problem** \_\_\_\_\_ **Repaired by** \_\_\_\_\_

**Time** \_\_\_\_\_ **Problem** \_\_\_\_\_ **Repaired by** \_\_\_\_\_

-----  
**\*\*Check your bus interior/exterior at layovers - Clean up trash/report suspicious items left on bus.\*\***

**\*\*Don't forget to display your County I.D.\*\***

Place a checkmark (✓) next to each item if okay or note problem as applicable.  
Complete and attach a defect report for vehicle discrepancies.

**FUELS/FLUIDS**

Fuel \_\_\_\_\_  
Oil \_\_\_\_\_ Qts  
ATF (Trans) \_\_\_\_\_ Pts  
Power Steering \_\_\_\_\_ Pts  
Brake Fluid (Non Air Brake Vehicles) \_\_\_\_\_ Pts  
Coolant \_\_\_\_\_ Qts  
Windshield Washer \_\_\_\_\_  
Fluid leaks under bus \_\_\_\_\_

**LIGHTS**

Tail Lights \_\_\_\_\_  
Brake Lights \_\_\_\_\_  
Head (High/Low/Park) Lights \_\_\_\_\_  
Back-up Lights \_\_\_\_\_  
Turn Signals \_\_\_\_\_  
Flashers \_\_\_\_\_  
Markers \_\_\_\_\_  
Interior \_\_\_\_\_  
License Plate Light \_\_\_\_\_

**VEHICLE DAMAGE/CLEANLINESS**

Interior \_\_\_\_\_  
Exterior \_\_\_\_\_

**SAFETY EQUIPMENT**

Fire Extinguisher \_\_\_\_\_  
Emergency Reflectors \_\_\_\_\_  
Spill Clean-up Kit \_\_\_\_\_  
Standee Line/warning \_\_\_\_\_  
Automatic External Defibrillator (AED)  
w/First Response Kit # \_\_\_\_\_  
Emergency (Panic) Button \_\_\_\_\_  
Air Tanks Drained \_\_\_\_\_  
Video Cameras \_\_\_\_\_

**TIRES/WHEELS**

Tread Wear \_\_\_\_\_  
Pressure \_\_\_\_\_  
Wheel \_\_\_\_\_  
Lugs \_\_\_\_\_

**OTHER ITEMS**

Fuel Card \_\_\_\_\_  
Seat Belts \_\_\_\_\_  
Horn \_\_\_\_\_  
W/S Wipers \_\_\_\_\_  
A/C, Heater, Defroster \_\_\_\_\_  
Accident Package \_\_\_\_\_  
Mirrors \_\_\_\_\_  
Radio \_\_\_\_\_  
Doors \_\_\_\_\_  
Stop Request Light & Cord \_\_\_\_\_  
Emergency Exits \_\_\_\_\_  
Exhaust System \_\_\_\_\_  
W/C Lift & Jack Handle \_\_\_\_\_ /Ramp \_\_\_\_\_  
Number of Wheelchair:  
-Securements \_\_\_\_\_ -Restraints \_\_\_\_\_  
Belts/Hoses \_\_\_\_\_  
Battery \_\_\_\_\_  
Gauges \_\_\_\_\_  
Parking Brakes \_\_\_\_\_  
Service Brakes \_\_\_\_\_  
Steering \_\_\_\_\_  
Destination Signs - Front \_\_\_\_\_ Side \_\_\_\_\_  
Public Address System \_\_\_\_\_  
Fare Box \_\_\_\_\_  
Operator Control Unit \_\_\_\_\_  
Interlock with Doors Open \_\_\_\_\_  
Route Schedules \_\_\_\_\_  
Information Sign \_\_\_\_\_  
Kneeler \_\_\_\_\_  
Bike Rack \_\_\_\_\_

**EXPLAIN DEFECTS ON A VEHICLE REPAIR REQUEST FORM:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Driver's signature indicates that driver has performed all required pre-trip inspections and found all items in the condition noted on this form.

**Run 141 Signature:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
(6/17/11)



**PASCO COUNTY PUBLIC TRANSPORTATION  
SERVICE INTERRUPTION/ROAD CALL FORM**

(Complete for breakdowns that interrupt the start or continuation of your route.  
Include Accidents/Incidents – Complete the Associated Documents for these.)

Date \_\_\_\_\_ Transit/Rt. Nr. \_\_\_\_\_ Paratransit \_\_\_\_\_ Deadhead \_\_\_\_\_ Revenue Service \_\_\_\_\_

Driver Name and # \_\_\_\_\_ Vehicle # \_\_\_\_\_ Mileage \_\_\_\_\_

Exact Location \_\_\_\_\_

**Time of Interruption** \_\_\_\_\_ **Time Dispatch Notified** \_\_\_\_\_

**Time Route Resumed** \_\_\_\_\_ **Time Mechanic Arrive** \_\_\_\_\_

**Total Route Down Time** \_\_\_\_\_

Number of Passengers on board \_\_\_\_\_ Passengers Transferred Yes \_\_\_\_\_ No \_\_\_\_\_

Mileage when Route Resumed (If same bus) \_\_\_\_\_

Vehicle Problem (Circle the applicable problem and add comments if needed):

- |                                    |                       |
|------------------------------------|-----------------------|
| - Engine Related                   | - Brakes/Air Pressure |
| - Transmission/Drive Train         | - Coolant System/     |
| - Electrical/Battery/Lights/Wipers | - Wheels/Tires        |
| - Lift/Ramp                        | - Fluid Leaks         |
| - Other _____                      |                       |
| - Additional Explanation _____     |                       |

Vehicle Towed? Yes \_\_\_\_\_ No \_\_\_\_\_

**TSS HANDLING INTERRUPTION TO FILL OUT THIS SECTION**

How was route/schedule continued? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If Route Driver did not continue explain why. \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Reviewing Supervisor Signature

\_\_\_\_\_  
Date of Review

**SYSTEM SAFETY AND SECURITY CERTIFICATION**

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

**NAME:** Pasco County Public Transportation (PCPT)

**ADDRESS:** 8620 Galen Wilson Boulevard  
Port Richey, Florida 34668

**THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) in accordance, at a minimum, with established FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) safety standards set forth in Chapter 14-90, Florida Administrative Code (FAC).
2. The adoption of a Security Program Plan (SPP) in accordance, at a minimum, with established FDOT safety standards set forth in Chapter 14-90, FAC.
3. Compliance with the adopted standards of the SSPP AND SPP.
4. Performance of security assessments on all PCPT transit properties operated in accordance with Rule 14-90.009, FAC.
5. Performance of safety inspections on all buses/vehicles operated in accordance with Rule 14-90.009, FAC.

**SIGNATURE:** \_\_\_\_\_  
Suzanne Salichs, Ph.D.

**TITLE:** Assistant County Administrator  
For Public Services

**NAME AND ADDRESS OF ENTITY, WHICH HAS PERFORMED VEHICLE SAFETY INSPECTIONS:**

**NAME:** Pasco County Fleet Maintenance  
Stephen McNaughton, Fleet Management Director

**ADDRESS:** Pasco County Fleet Management  
8835 Government Drive  
New Port Richey, Florida 34654

**ATTACHMENT 6**  
**FDOT MEDICAL EXAMINATION REPORT**

**FLORIDA DEPARTMENT OF TRANSPORTATION  
MEDICAL EXAMINATION REPORT FOR BUS TRANSIT SYSTEM DRIVER**

<b>1. DRIVER'S INFORMATION</b> Driver completes this section.						
Driver's Name (Last, First, Middle)		Birthdate / / MM/DD/YY	Age	Sex <input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> Preemployment <input type="checkbox"/> Biennial <input type="checkbox"/> Follow Up <input type="checkbox"/> Return to Duty	Date of Exam / /
Address	City, State, Zip Code		Work Tel: ( ) - Home Tel: ( ) -	Driver License No.  License Class <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Other		Date Issued / /

<b>2. HEALTH HISTORY</b> Driver completes this section indicating any below described illness, medical condition, or injury that currently exists or has occurred. The medical examiner is encouraged to discuss with driver.																																																												
<table border="0"> <tr><td><input type="checkbox"/> YES <input type="checkbox"/> NO</td><td><input type="checkbox"/> Head/Brain injuries, disorders or illness</td></tr> <tr><td><input type="checkbox"/> Seizures, epilepsy</td><td><input type="checkbox"/> medication _____</td></tr> <tr><td><input type="checkbox"/> Eye disorders or impaired vision (except corrective lenses)</td><td></td></tr> <tr><td><input type="checkbox"/> Ear disorders, loss of hearing or balance</td><td></td></tr> <tr><td><input type="checkbox"/> Heart disease or heart attack; other cardiovascular condition</td><td><input type="checkbox"/> medication _____</td></tr> <tr><td><input type="checkbox"/> Heart surgery (valve replacement/by pass, angioplasty, pacemaker)</td><td></td></tr> <tr><td><input type="checkbox"/> High blood pressure</td><td><input type="checkbox"/> medication _____</td></tr> </table>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Head/Brain injuries, disorders or illness	<input type="checkbox"/> Seizures, epilepsy	<input type="checkbox"/> medication _____	<input type="checkbox"/> Eye disorders or impaired vision (except corrective lenses)		<input type="checkbox"/> Ear disorders, loss of hearing or balance		<input type="checkbox"/> Heart disease or heart attack; other cardiovascular condition	<input type="checkbox"/> medication _____	<input type="checkbox"/> Heart surgery (valve replacement/by pass, angioplasty, pacemaker)		<input type="checkbox"/> High blood pressure	<input type="checkbox"/> medication _____	<table border="0"> <tr><td><input type="checkbox"/> YES <input type="checkbox"/> NO</td><td><input type="checkbox"/> Muscular disease</td></tr> <tr><td><input type="checkbox"/> Shortness of breath</td><td></td></tr> <tr><td><input type="checkbox"/> Lung disease, emphysema, asthma, chronic bronchitis</td><td></td></tr> <tr><td><input type="checkbox"/> Kidney disease, dialysis</td><td></td></tr> <tr><td><input type="checkbox"/> Liver disease</td><td></td></tr> <tr><td><input type="checkbox"/> Digestive problems</td><td></td></tr> <tr><td><input type="checkbox"/> Diabetes or elevated blood sugar controlled by:</td><td></td></tr> <tr><td><input type="checkbox"/> diet</td><td></td></tr> <tr><td><input type="checkbox"/> pills</td><td></td></tr> <tr><td><input type="checkbox"/> insulin</td><td></td></tr> <tr><td><input type="checkbox"/> Nervous or psychiatric disorders, e.g., severe depression</td><td></td></tr> <tr><td><input type="checkbox"/> medication _____</td><td></td></tr> </table>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Muscular disease	<input type="checkbox"/> Shortness of breath		<input type="checkbox"/> Lung disease, emphysema, asthma, chronic bronchitis		<input type="checkbox"/> Kidney disease, dialysis		<input type="checkbox"/> Liver disease		<input type="checkbox"/> Digestive problems		<input type="checkbox"/> Diabetes or elevated blood sugar controlled by:		<input type="checkbox"/> diet		<input type="checkbox"/> pills		<input type="checkbox"/> insulin		<input type="checkbox"/> Nervous or psychiatric disorders, e.g., severe depression		<input type="checkbox"/> medication _____		<table border="0"> <tr><td><input type="checkbox"/> YES <input type="checkbox"/> NO</td><td><input type="checkbox"/> Loss of, or altered consciousness</td></tr> <tr><td><input type="checkbox"/> Fainting, dizziness</td><td></td></tr> <tr><td><input type="checkbox"/> Sleep disorders, pauses in breathing while asleep, daytime sleepiness, loud snoring</td><td></td></tr> <tr><td><input type="checkbox"/> Stoke or paralysis</td><td></td></tr> <tr><td><input type="checkbox"/> Missing or impaired hand, arm, foot, leg, finger, toe</td><td></td></tr> <tr><td><input type="checkbox"/> Spinal injury or disease</td><td></td></tr> <tr><td><input type="checkbox"/> Chronic low back pain</td><td></td></tr> <tr><td><input type="checkbox"/> Regular, frequent alcohol use</td><td></td></tr> <tr><td><input type="checkbox"/> Narcotic or habit forming drug use</td><td></td></tr> <tr><td><input type="checkbox"/> Any illness or injury not described by this section</td><td></td></tr> </table>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Loss of, or altered consciousness	<input type="checkbox"/> Fainting, dizziness		<input type="checkbox"/> Sleep disorders, pauses in breathing while asleep, daytime sleepiness, loud snoring		<input type="checkbox"/> Stoke or paralysis		<input type="checkbox"/> Missing or impaired hand, arm, foot, leg, finger, toe		<input type="checkbox"/> Spinal injury or disease		<input type="checkbox"/> Chronic low back pain		<input type="checkbox"/> Regular, frequent alcohol use		<input type="checkbox"/> Narcotic or habit forming drug use		<input type="checkbox"/> Any illness or injury not described by this section	
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For any YES answer, indicate onset date, diagnosis, treating physician's name and address, and any current limitation. List all medications (including over-the-counter medications) used regularly or recently. _____ _____																																																												

I certify that the above information is complete and true. I understand that inaccurate, false or missing information may invalidate the examination and qualification by the Medical Examiner.

_____ Driver's Signature	_____ Date
Medical Examiners Comments on Health History (The medical examiner must review and discuss with the driver any "yes" answers and potential hazards of medications, including over-the-counter medications, while driving.) _____ _____	

**TESTING (Medical Examiner completes Section 3 through 7)**

<b>3. VISION</b> Standard. A person is qualified if that person meets the vision standard established by the State of Florida for a Class A, B, C, or D driver license, as applicable. The use of corrective lenses should be noted by the Medical Examiner.		
INSTRUCTIONS: When other than the Snellen chart is used, give test results in Snellen-comparable values. In recording distance vision, use 20 feet as normal. Report visual acuity as a ratio with 20 as numerator and the smallest type read at 20 feet as denominator. If the applicant wears corrective lenses, these should be worn while visual acuity is being tested. If the driver habitually wears contact lenses, or intends to do so while driving, sufficient evidence of good tolerance and adaptation to their use must be obvious.		
Numerical readings must be provided.		
<b>ACUITY</b>	<b>UNCORRECTED</b>	<b>CORRECTED</b>
Right Eye	20/	20/
Left Eye	20/	20/
Both Eyes	20/	20/
Applicant can recognize and distinguish among traffic control signals and devices showing standard red, green, and amber colors? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Applicant meets visual acuity requirement only when wearing: <input type="checkbox"/> Corrective Lenses		
Monocular Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No		

Complete next line only if vision testing is done by an Ophthalmologist or Optometrist  
\_\_\_\_\_  
Date of Examination Name of Ophthalmologist or Optometrist (print) Tel No. License No./State of Issue Signature

<b>4. HEARING</b> Standard: a) Must first perceive forced whispered voice $\geq$ 5ft., with or without hearing aid, or b) average hearing loss in better ear $\leq$ 40dB					
<input type="checkbox"/> Check if hearing aid used for tests.			<input type="checkbox"/> Check if hearing aid required to meet standard.		
INSTRUCTIONS: To convert audiometric test results from ISO to ANSI, -14 dB from ISO fro 500 Hz, -8.5 dB for 2,000 Hz. To average, add the readings for 3 frequencies tested and divide by 3.					
Numerical readings must be recorded.					

a) Record distance from individual at which forced whispered voice can first be heard.	Right Ear	Left Ear	b) If audiometer is used, record hearing loss in decibels. (acc. To ANSI Z24.5-1951)	Right Ear			Left Ear		
	Feet	Feet		500 Hz	1000 Hz	2000 Hz	500 Hz	1000 Hz	2000 Hz
				Average:			Average:		

5. BLOOD PRESSURE EVALUATION / PULSE RATE				Numerical readings must be recorded.	
Blood Pressure	Systolic	Diastolic	Driver qualified if $\leq$ 160/90 on initial exam.	Pulse Rate	<input type="checkbox"/> Regular <input type="checkbox"/> Irregular

On initial exam	Within 3 months	Certify
If 161 – 180 and/or 91 – 104. qualify 3 mos. only.	If $\leq$ 160 and/or 90, qualify for 1 yr. Document Rx & control the 3 <sup>rd</sup> month	Annually if acceptable BP is maintained
If > 180 and/or 104, not qualified until reduced to < 181/105. Then qualify for 3 mos. only.	If $\leq$ 160 and/or 90, qualify for 6 mos. Document Rx & control the 3 <sup>rd</sup> month	Biannually

Medical examiner should take at least 2 readings to confirm blood pressure.

6. LABORATORY AND OTHER TEST FINDINGS				Numerical readings must be recorded.			
Urinalysis is required. Protein, blood or sugar in the urine may be an indication for further testing to rule out any underlying medical problem.				SP.GR.	PROTEIN	BLOOD	SUGAR
				URINE SPECIMEN			

**Diabetes. Pre-employment Medical Examination:** If, during a pre-employment examination, it is noted that a driver applicant has a medical history or clinical diagnosis of diabetes mellitus requiring insulin for control, the person shall not be qualified to drive a bus. **Biennial Medical Examination:** If diabetes is noted for an existing driver at the time of his or her examination, excluding pre-employment, and the diabetic condition is stabilized or controlled by insulin, oral medication and/or diet that can be obtained while the driver is on duty, then the driver may be qualified. Notwithstanding, the driver must remain under medical supervision as determined by the medical examiner. Other Testing (Describe and record)

**7. PHYSICAL EXAMINATION**      Height: \_\_\_\_\_ (in.)    Weight: \_\_\_\_\_ (lbs.)

The presence of a certain condition may not necessarily disqualify a driver, particularly if the condition is controlled adequately, is not likely to worsen or is readily amenable to treatment. Even if a condition does not disqualify a driver, the medical examiner may consider deferring the driver temporarily. Also, the driver should be advised to take the necessary steps to correct the condition as soon as possible particularly if the condition, if neglected, could result in more serious illness that might affect driving.

Check YES if there are any abnormalities. Check NO if the body system is normal. Discuss any YES answers in detail in the space below, and indicate whether it would affect the driver's ability to operate a bus safely. Enter applicable item number before each comment. If organic disease is present, note that it has been compensated for. See Instructions To The Medical Examiner for guidance.

BODY SYSTEM	CHECK FOR:	YES	NO	BODY SYSTEM	CHECK FOR:	YES	NO
1. General Appearance	Marked overweight, tremor, signs of alcoholism, problem drinking, or drug abuse.	<input type="checkbox"/>	<input type="checkbox"/>	7. Abdomen and Viscera	Enlarged liver, enlarged spleen, masses, bruits, hernia, significant abdominal wall muscle weakness.	<input type="checkbox"/>	<input type="checkbox"/>
2. Eyes	Pupillary equality, reaction to light, accommodation, ocular motility, ocular muscle imbalance, extraocular movement, nystagmus, exophthalmos, strabismus uncorrected by corrective lenses, retinopathy, cataracts, aphakia, glaucoma, macular degeneration.	<input type="checkbox"/>	<input type="checkbox"/>	8. Vascular system	Abnormal pulse and amplitude, carotid or arterial bruits, varicose veins.	<input type="checkbox"/>	<input type="checkbox"/>
3. Ears	Middle ear disease, occlusion of external canal, perforated eardrums	<input type="checkbox"/>	<input type="checkbox"/>	9. Genito-urinary system	Hernias.	<input type="checkbox"/>	<input type="checkbox"/>
4. Mouth and Throat	Irremediable deformities likely to interfere with breathing or swallowing	<input type="checkbox"/>	<input type="checkbox"/>	10. Extremities-Limb impaired	Loss of impairment of leg, foot, toe, arm, hand, finger. Perceptible limp, deformities, atrophy, weakness, paralysis, clubbing, edema, hypotonia. Insufficient grasp and prehension in upper limb to maintain steering wheel grip. Insufficient mobility and strength in lower limb to operate pedals properly.	<input type="checkbox"/>	<input type="checkbox"/>
5. Heart	Murmurs, extra sounds, enlarged heart, pacemaker.	<input type="checkbox"/>	<input type="checkbox"/>	11. Spine, other musculoskeletal	Previous surgery, deformities, limitation of motion, tenderness.	<input type="checkbox"/>	<input type="checkbox"/>
6. Lungs and chest, not including breast examination.	Abnormal chest wall expansion, abnormal respiratory rates, abnormal breath sounds including wheezes or alveolar rates, impaired respiratory function, dyspnea, cyanosis. Abnormal findings on physical exam may require further testing such as pulmonary tests and/or xray of chest.	<input type="checkbox"/>	<input type="checkbox"/>	12. Neurological	Impaired equilibrium, coordination or speech pattern; paresthesia, asymmetric deep tendon reflexes, sensory or positional abnormalities, abnormal patellar and Babinski's reflexes, ataxia.	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: \_\_\_\_\_

Note certification status here and on the Medical Examination Certificate. See Instructions to the Medical Examiner and qualification criteria for guidance.

<input type="checkbox"/> Meets standards (Re-examine in 2 years)	<input type="checkbox"/> Wearing corrective lenses
<input type="checkbox"/> Does not meet standards	<input type="checkbox"/> Wearing hearing aid
<input type="checkbox"/> Meets standards, but periodic evaluation required.	
Due to _____ driver qualified only for: <input type="checkbox"/> 3 months <input type="checkbox"/> 6 months <input type="checkbox"/> 1 year <input type="checkbox"/> Other	<input type="checkbox"/> Temporarily disqualified due to (condition or medication):

Return to medical examiner's office for follow up on:  Please provide a completed Medical Examination Certificate to the driver's employer in accordance with 14-90.0041.  Driver may request a copy of his/her completed Medical Examination Report from the medical examiner.	Medical Examiner's Signature: _____ Medical Examiner's Name (print): _____ <input type="checkbox"/> MD <input type="checkbox"/> DO <input type="checkbox"/> Physician Assistant <input type="checkbox"/> Advanced Registered Nurse Practitioner Address: _____ Telephone Number: _____
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**MEDICAL EXAMINATION CERTIFICATE**

for **Bus Transit System Driver**

I certify that I have examined \_\_\_\_\_ in accordance with the requirements in Rule 14-90.0041, Florida Administrative Code, and referenced FDOT Form 725-030-11, and with knowledge of driving duties, I find that this person:

Note certification status here and on the medical examination form.

<input type="checkbox"/> MEETS STANDARDS (RE-EXAMINE IN 2 YEARS)	If applicable, only when: <input type="checkbox"/> Corrective Lenses <input type="checkbox"/> Wearing hearing aid <input type="checkbox"/> Temporarily disqualified due to:
<input type="checkbox"/> DOES NOT MEET STANDARDS	
<input type="checkbox"/> MEETS STANDARDS, BUT PERIODIC EVALUATION REQUIRED	

DRIVER IS QUALIFIED ONLY FOR:

3-MONTHS     6-MONTHS     1 YEAR     OTHER

Return to medical examiner's office for follow-up on \_\_\_\_\_

The information I have provided regarding this physical examination is true and complete. A complete examination form with any attachments embodies my findings completely and correctly, and is on file in my office.

Medical Examiner's Signature: _____ Date: _____	Telephone: _____
Medical Examiner's Name: (Print) _____ Issuing State: <input type="checkbox"/> MD <input type="checkbox"/> Physician Assistant <input type="checkbox"/> Advanced Registered Nurse Practitioner <input type="checkbox"/> DO	Medical Examiner's License or certificate number _____
Office Address: (Print) _____ CITY _____ COUNTY _____ STATE _____ ZIP _____	
Name of Driver: (Print) _____ Driver License No. _____	Issuing State: _____
Signature of Driver: _____	Date: _____

## INSTRUCTIONS TO THE MEDICAL EXAMINER

### General Information

The purpose of this examination is to determine a driver's physical qualification to operate a bus according to the requirements in Rule 14-90.0041, Florida Administrative Code, and referenced Department Form 775-030-01, including the qualification criteria set forth below. The medical examiner must be knowledgeable of these requirements and instructions to assist the medical examiner in making the qualification determination. The medical examiner should be familiar with the driver's responsibilities and work environment. In addition to reviewing the Health History section with the driver and conducting the medical examination, the medical examiner should discuss common prescriptions and over-the-counter medications relative to the side effects and hazards of these medications while driving and educate the driver to read the warning labels on all medications. History of certain conditions may be cause for rejection, as determined by the medical examiner. The medical examiner may indicate the need for additional laboratory tests or more stringent examination perhaps by a medical specialist. These decisions should be made in light of the driver's job responsibilities, work schedule, and potential for the conditions to render the driver unsafe. Medical conditions should be recorded even if they are not cause for denial, and they should be discussed with the driver to encourage appropriate remedial care. This advice is especially needed when a condition, if neglected, could develop into a serious illness that could affect driving. If the medical examiner determines that the driver is fit to drive, the medical examiner signs and dates the Medical Examiner's Certificate. The certificate is valid for two years, unless the driver has a medical condition that does not prohibit driving but does require more frequent monitoring. In such situations, the medical examiner shall determine if the medical certificate should be issued for a shorter length of time. The medical examination should be done carefully and at least as complete as indicated by the indicated advisory and qualification criteria.

### Advisory and Qualification Standards

**Extremities.** Carefully examine upper and lower extremities. Note any and all deformities, the presence of atrophy, semi-paralysis or paralysis, or varicose veins. Record the loss or impairment of a hand or finger which interferes with prehension or power grasping; or an arm, foot, or leg which interferes with ability to perform normal tasks associated with operating a bus; or any other significant limb defect or limitation which interferes with ability to perform normal tasks associated with operating a bus. If a hand or finger deformity exists, determine whether sufficient grasp is present to enable the driver to secure and maintain a grip on the steering wheel. If a leg deformity exists, determine whether sufficient mobility and strength exist to enable the driver to operate pedals properly. Particular attention should be given to and a record should be made of, any impairment or structural defect that may interfere with the driver's ability to operate a bus safely.

**Diabetes.** Pre-employment Medical Examination: If, during a pre-employment examination, it is noted that a driver applicant has a medical history or clinical diagnosis of diabetes mellitus requiring insulin for control, the person shall not be qualified to drive a bus. Biennial Medical Examination: If diabetes is noted for an existing driver at the time of his or her examination, excluding pre-employment, and the diabetic condition is stabilized or controlled by insulin, oral medication and/or diet that can be obtained while the driver is on duty, then the driver may be qualified. Notwithstanding, the driver must remain under medical supervision as determined by the medical examiner.

**Cardiovascular Condition.** A person is qualified if that person has no current clinical diagnosis of myocardial infarction, angina pectoris, coronary insufficiency, thrombosis or any other cardiovascular disease of a variety known to be accompanied by syncope, dyspnea, collapse or congestive heart failure. The term "has no current clinical diagnosis of" is specially designed to encompass: "a clinical diagnosis of" (1) a current cardiovascular condition, or (2) a cardiovascular which has not fully stabilized, regardless of the time limit. The term "known to be accompanied by" is defined to include a *clinical diagnosis* or cardiovascular disease (1) which is accompanied by symptoms of syncope, dyspnea, collapse or congestive cardiac failure; and/or (2) which is likely to cause syncope, dyspnea, collapse or congestive cardiac failure. The subjective decision of whether the nature and severity of an individual's condition will likely cause symptoms of cardiovascular insufficiency is on an individual basis and qualification rests with the medical examiner and the bus transit system. In those cases where there is an occurrence of cardiovascular insufficiency (myocardial infarction, thrombosis, etc.), it is suggested before a driver is certified that he or she have a normal resting and stress electrocardiogram (ECG), no residual complications and no physical limitations, and is taking no medication likely to interfere with safe driving. Coronary artery bypass surgery and pacemaker implantation are remedial procedures and thus, not disqualifying. Coumadin is a medical treatment that can improve the health and safety of a driver and should not, by its use, medically disqualify the driver. The emphasis should be on the underlying medical conditions that require treatment and the general health of the driver.

**Respiratory Dysfunction.** A person is qualified if that person has no established medical history or clinical diagnosis of a respiratory dysfunction likely to interfere with the ability to control and drive a bus safely. Since a driver must be alert at all times, any change in his/her mental state is in direct conflict with highway safety. Even the slightest impairment in respiratory function under emergency conditions (when greater oxygen supply is necessary for performance) may be detrimental to safe driving. There are many conditions that interfere with oxygen exchange and may result in incapacitation, including emphysema, chronic asthma, carcinoma, tuberculosis, chronic bronchitis and sleep apnea. If the medical examiner detects a respiratory dysfunction, which is in any way likely to interfere with the driver's ability to safely control and drive a bus, the driver must be referred to a specialist for further evaluation and therapy. Anticoagulation therapy for deep vein thrombosis and/or pulmonary thromboembolism is not disqualifying once optimum dosage is achieved, provided lower extremity venous examinations remain normal and the treating physician gives a favorable recommendation.

**Hypertension.** A person is qualified if that person has no current clinical diagnosis of high blood pressure likely to interfere with the ability to operate a bus safely. A blood pressure of greater than 161-180 and/or 91-104 diastolic is considered mild hypertension, and the driver is not necessarily unqualified during evaluation and institution of treatment. The driver is given a 3-month period to reduce his/her blood pressure to less than or equal to 160/90; the certifying physician should state on the medical certificate that it is only valid for that 3-month period. If the driver is subsequently found qualified with a blood pressure less than or equal to 160/90, the certifying physician may issue a medical certificate for a 1-year period, but should confirm blood pressure control in the third month of this 1-year period. The individual should be certified annually thereafter. The expiration date must be stated on the medical certificate. A blood pressure greater than 180 systolic and/or greater than 104 diastolic is considered moderate to severe. The driver may not be qualified, even temporarily, until his/her blood pressure has been reduced to less than 181/105. The examining physician may temporarily certify the individual once the individual's blood pressure is below 181 and/or 105. For blood pressure greater than 180 and/or 104, documentation of continued control should be made every 6 months. The individual should be certified biannually thereafter. The expiration date must be stated on the medical certificate. Drivers with normal blood pressure who are taking medications for hypertension should be certified on the same basis as individuals with blood pressure in the mild or moderate to severe range. Annual re-certification is recommended if the medical examiner is unable to establish the blood pressure at the time of diagnosis. An elevated blood pressure finding should be confirmed by at least two subsequent measurements on different days. Inquiry should be made regarding smoking, cardiovascular disease in relatives, and immoderate use of alcohol. An electrocardiogram (ECG) and blood profile, including glucose, cholesterol, HDL cholesterol, creatinine and potassium, should be made. An echocardiogram and chest x-ray is desirable in subjects with moderate and severe hypertension.

Since the presence of target damage increases the risk of sudden collapse, group 3 or 4 hypertensive retinopathy, left ventricular hypertrophy not otherwise explained (echocardiography or ECG by Estes criteria) evidence of severely reduced left ventricular function, or serum creatinine of greater than 2.5 warrants the driver being found unqualified to operate a bus. Treatment nonpharmacologic and pharmacologic modalities as well as counseling to reduce other risk factors. Most anti-hypertensive medications also have side effects, the importance of which must be judged on

an individual basis. Individuals must be alerted to the hazards of these medications while driving. Side effects of somnolence or syncope are particularly undesirable in bus drivers. A driver who has normal blood pressure 3 or more months after a successful operation for pheochromocytoma, primarily aldosteronism (unless bilateral adrenalectomy has been performed), renovascular disease or unilateral renal parenchymal disease, and who shows no evidence of target organ may be qualified. Hypertension that persists, despite surgical intervention, should be evaluated and treated following the guidelines set forth in this section.

**Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease.** A person is qualified if that person has no established medical history or clinical diagnosis of Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease, which interferes with the ability to control and operate a bus safely. Certain diseases are known to have acute episodes of transient muscle weakness, poor muscle coordination (ataxia), abnormal sensations (paresthesia) decreased muscular tone (hypotonia) visual disturbances and pain which may be suddenly incapacitating. With each recurring episode, these symptoms may become more pronounced and remain for longer periods of time. Other diseases have more insidious onsets and display symptoms of muscle wasting (atrophy) swelling and paresthesia which may not suddenly incapacitate a person but may restrict his/her movement and eventually interfere with the ability to drive safely. In many instances these diseases are degenerative in nature or may result in the deterioration of the involved area. Once the individual has been diagnosed with having Rheumatic, Arthritic, Orthopedic, Muscular, Neuromuscular or Vascular Disease, then he/she has an established history of that disease. The physician when examining the individual should consider the following: (1) the nature and severity of the individual's condition (such as sensory loss or loss of strength); (2) the degree of the limitation present (such as range of motion); the likelihood of progressive limitation (not always present initially, but may manifest itself over time); and (4) the likelihood of sudden incapacitation. If severe functional impairment exists, the driver does not qualify. In cases when more frequent monitoring is required, a certificate for a shorter time period may be issued.

**Epilepsy.** A person is qualified if that person has no established medical history or clinical diagnosis of epilepsy or any other condition which is likely to cause loss of consciousness or any loss of ability to control a bus. Epilepsy is a chronic functional disease characterized by seizures or episodes that occur without warning, resulting in loss of voluntary control that may lead to loss of consciousness and/or seizures. Therefore, the following drivers cannot be qualified: (1) a driver who has a medical history of epilepsy; or (2) a driver who has a current clinical diagnosis of epilepsy; or (3) a driver who is taking anti-seizure medication. If an individual has had a sudden episode of non-epileptic seizure or loss of consciousness of an unknown cause which did not require anti-seizure medication, that decision as to whether the person's condition will likely cause loss of consciousness or loss of ability to control a bus is made on an individual basis by the medical examiner in consultation with the treating physician. Before certification is considered, it is suggested that a 6-month waiting period elapse from the time of the episode. Following the waiting period, it is suggested that the individual complete a neurological examination. If the results of the examination are negative and anti-seizure medication is not required, then the driver may be qualified. In those individual cases where a driver has a seizure or an episode of loss of consciousness that resulted from a known medical condition (e.g. drug reaction, high temperature, acute infectious disease, dehydration or acute metabolic disturbance), certification should be deferred until the driver has fully recovered from that condition and has no existing residual complications, and not taking anti-seizure medication.

**Mental Disorders.** A person is qualified if that person has no mental, nervous, organic or functional disease or psychiatric disorder likely to interfere with ability to drive a bus safely. Emotional or adjustment problems contribute directly to an individual's level of memory, reasoning, attention and judgment. These problems often underlie physical disorders. A variety of functional disorders can cause drowsiness, dizziness, confusion, weakness or paralysis that may lead to uncoordination, inattention, loss of functional control and susceptibility to accidents while driving. Physical fatigue, headache, impaired coordination, recurring physical ailments and chronic "nagging" pain may be present to such a degree that certification for driving is inadvisable. Somatic and psychosomatic complaints should be thoroughly examined when determining an individual's overall fitness to drive. Disorders of a periodical incapacitating nature, even in the early stages of development, may warrant disqualification. Many bus drivers have documented that "nervous trouble" related to neurotic, personality, emotional or adjustment problems is responsible for a significant fraction of their preventable accidents. The degree to which an individual is able to appreciate, evaluate and adequately respond to environmental strain and emotional stress is critical when assessing an individual's mental alertness and flexibility to cope with the stresses of driving a bus. When examining the driver, it should be kept in mind that individuals who live under chronic emotional upsets might have deeply ingrained maladaptive or erratic behavior patterns. Excessively antagonistic, instinctive, impulsive, openly aggressive, paranoid or severely depressed behavior may greatly interfere with the drivers ability to drive safely. Those individuals who are highly susceptible to frequent states of emotional instability (schizophrenia, affective psychoses, paranoia, anxiety or depressive neuroses) may warrant disqualification. Careful consideration should be given to the side effects and interactions of medications in the overall qualification determination.

**Vision.** A person is qualified if that person meets the vision standard established by the State of Florida for Operator and Commercial Driver License, as applicable. The current standards are as follows: Must have visual acuity of 20/40 (Snellen) (or better) in one eye, must have 20/40 (or better) vision in the other eye, with or without corrective lenses. If 20/70 (or better) vision in either eye separately, or in both eyes together, the worst eye must have vision screening better than 20/200, with or without corrective lenses. Referral to an eye doctor is recommended. If an individual meets the criteria by use of glasses or contact lenses, the following statement shall appear on the Medical Examiner's Certificate: "Qualified only if wearing corrective lenses."

**Hearing.** A person is qualified if that person first perceives a forced whispered voice in the better ear not less than 5 feet with or without the use of a hearing aid, or, if tested by use of an audiometric device, does not have an average of hearing loss in the better greater than 40 decibels at 500 Hz, 1,000 Hz and 2,000 Hz, with or without a hearing aid or audiometric device calibrated to American National Standard (formerly ASA standard) Z24.5-1951. The prescribed standard is under the American Standards Association (ANSI), therefore it may be necessary to convert the audiometric results from the ISO standard to the ANSI standard. Instructions are included on the Medical Examination report form. If an individual meets the criteria by using a hearing aid, the driver must wear the hearing aid and have it in operation at all times while driving. For the whispered voice test, the driver should be stationed at least 5 feet away from the examiner with the ear being tested towards the examiner. The other ear is covered. Using the breath which remains after a normal expiration, the examiner whispers words or random numbers such as 66, 18, 23, etc. The examiner should not use only sibilants (s-sounding test materials). The opposite ear should be tested in the same manner. If the individual fails the whisper test, the audiometric test should be administered. If the individual meets the criteria by use of a hearing aid, the following statement shall appear on the Medical Examiner's Certificate: "Qualified only when wearing a hearing aid".

## INSTRUCTIONS FOR PERFORMING AND RECORDING MEDICAL EXAMINATIONS

The medical examiner should review these instructions before performing the medical examination. Answer each question yes or no, where appropriate. The examiner should be aware of the rigorous physical demands and mental and emotional responsibilities placed on the bus transit system driver. In the interest of public safety, the examination shall ensure that the driver does not have any physical, mental, or organic defect of such a nature as to affect the driver's ability to operate safely a bus according to the criteria on the Medical Examination Report and any additional requirements established by the bus transit system.

**General Information.** The purpose of this history and medical examination is to detect the presence of physical, mental, or organic defects of such a character and extent as to affect the applicant/driver's ability to operate a bus safely according to these criteria and any additional physical requirements established by the bus transit system. The examination should be made carefully and at least as complete as indicated by these criteria and instructions. History of certain defects may be cause for rejection or indicate the need for making certain laboratory tests or a further, and more stringent, examination. Defects may be recorded which do not, because of their character or degree, indicate that medical qualification should be denied. However, these defects should be discussed with the driver/applicant and he/she should be advised to take the necessary steps to insure correction, particularly those of which, if neglected, might lead to a condition likely to affect his/her ability to drive safely.

**General Appearance and Development.** Note marked overweight. Note any posture defect, perceptible limp, tremor, or other defects that might be caused by alcoholism, thyroid intoxication, or other illnesses. Federal Transit Administration regulations prohibit use of controlled substances by a driver.

**Head - Eyes.** When other than the Snellen chart is used, the results of test must be expressed in values comparable to the standard Snellen test. If the applicant/driver wears corrective lenses, these should be worn while applicant/driver's visual acuity is being tested. In recording distance vision use 20 feet as normal. Report all vision as a fraction with 20 as numerator and the smallest type read at 20 feet as denominator. Note ptosis, discharge, visual fields, ocular muscle imbalance, color blindness, corneal scar, exophthalmos, or strabismus, uncorrected by corrective lenses. If the applicant/driver habitually wears contact lenses, or intends to do so while driving, there should be sufficient evidence to indicate that he/she has good tolerance and is well adapted to their use. The use of contact lenses should be noted on the record.

**Ears.** Note evidence of mastoid or middle ear disease, discharge, symptoms of aural vertigo, or Meniere's Syndrome. When recording hearing, record distance from patient from which a forced whispered voice can first be heard. If audiometer is used to test hearing, record decibel loss at 500 Hz, 1,000 Hz, and 2,000 Hz.

**Throat.** Note evidence of disease, irremediable deformities of the throat likely to interfere with eating or breathing, or any laryngeal condition which could interfere with the safe operation of a bus.

**Thorax - Heart.** Stethoscopic examination is required. Note murmurs and arrhythmias, and any past or present history of cardiovascular disease, of a variety known to be accompanied by syncope, dyspnea, collapse, enlarged heart or congestive heart failures. Electrocardiogram is required when findings so indicate.

**Blood Pressure.** Record with either spring or mercury column type sphygmomanometer. If the blood pressure is consistently above 160/90 mm. Hg., further tests may be necessary to determine whether the driver is qualified to operate a bus.

**Lungs.** If any lung disease is detected, state whether active or arrested; if arrested, your opinion as to how long it has been quiescent.

**Gastrointestinal System.** Note any diseases of the gastrointestinal system.

**Abdomen.** Note wounds, injuries, scars, or weakness of muscles of abdominal walls sufficient to interfere with normal function. Any hernia should be noted if present. State how long and if adequately contained by truss.

**Abnormal Masses.** If present, note location, if tender, and whether or not the applicant/driver knows how long they have been present. If the diagnosis suggests that the condition might interfere with the control and safe operation of a bus, more stringent tests are recommended.

**Tenderness.** When noted, state where most pronounced, and suspected cause. If the diagnosis suggests that the condition might interfere with the control and safe operation of a bus, more stringent tests are recommended.

**Genito - Urinary.** Urinalysis is required. Acute infections of the genito-urinary tract, as defined by local and State public health laws, indications from urinalysis of uncontrolled diabetes, symptomatic albumin-urea in the urine, or other findings that may indicate health conditions likely to interfere with the control and safe operation of a bus.

**Neurological.** If positive Romberg is reported, indicate degrees of impairment. Pupillary reflexes should be reported for both light and accommodation. Knee jerks are to be reported absent only when not obtainable upon reinforcement and as increased when the foot is actually lifted from the floor following a light blow on the patella, sensory vibratory and positional abnormalities should be noted.

**Extremities.** Carefully examine upper and lower extremities. Record the loss of impairment of a leg, foot, toe, arm, hand, or fingers. Note any and all deformities, the presence of atrophy, semiparalysis or paralysis, or varicose veins. If a hand or finger deformity exists, determine whether sufficient grasp is present to enable the driver to secure and maintain a grip on the steering wheel. If a leg deformity exists, determine whether sufficient mobility and strength exist to enable the driver to operate pedals properly. Particular attention should be given to and a record should be made of, any impairment or structural defect which may interfere with the driver's ability to operate a bus safely.

**Spine.** Note deformities, limitation of motion, or any history of pain, injuries or disease, past or presently experienced in the cervical or lumbar spine region. If findings so dictate, radiologic and other examinations should be used to diagnose congenital or acquired defects; or spondylolisthesis and scoliosis.

**Recto - Genital Studies.** Disease or conditions causing discomfort should be evaluated carefully to determine the extent to which the condition might be handicapping while lifting, pulling or during periods of prolonged driving that might be necessary as part of the driver's duties.

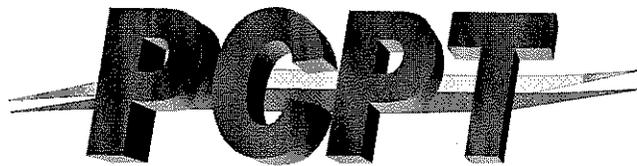
**Laboratory and Other Special Findings.** Urinalysis is required; as well as such other tests as the medical history or findings upon medical examination may dictate are necessary. A serological test is required if the applicant/driver has a history of luetic infection or present physical findings indicate the possibility of latent syphilis. Other studies deemed advisable may be ordered by the examining physician.

**Diabetes.** Pre-employment medical examination: If, during a pre-employment examination, it is noted that a driver applicant has a medical history or clinical diagnosis of diabetes mellitus requiring insulin for control, the person shall not be qualified to drive a bus. Biennial medical examination: If diabetes is noted for an existing driver at the time of his or her examination, excluding pre-employment, and the diabetic condition is stabilized or controlled by insulin, oral medication and/or diet that can be obtained while the driver is on duty, then the driver may be qualified. Notwithstanding, the driver must remain under medical supervision as determined by the medical examiner.

Upon completion of the examination, the examiner must date and sign the form and certificate and also provide his/her full name, and address of the examination office.

**ATTACHMENT 7**  
**OPERATIONS MANUAL**

**PASCO COUNTY  
PUBLIC TRANSPORTATION**



**OPERATIONS MANUAL**

Revised  
October 2012

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## I. INTRODUCTION

Pasco County Public Transportation (PCPT) serves a vital role in the community. The services help ensure every Pasco County resident or visitor has a choice of transportation options available to meet their transportation needs. As a bus driver, dispatcher, or supervisor, you are an essential part of PCPT. You will have the direct responsibility of providing transportation assistance to passengers and prospective users, many of who depend upon these services as their sole source of mobility.

## II. PURPOSE STATEMENT

PCPT is committed to the effective and efficient management and delivery of public, specialized, and coordinated transportation services in Pasco County. It is the continuing pursuit of PCPT to ensure that these services meet the mobility needs of Pasco County residents and visitors in terms of:

- Safety
- Quality of Service
- Reliability
- Professionalism
- Cost Effectiveness
- Accessibility

## III. USE OF MANUAL

This manual is provided as a basic guide to assist you in the performance of your duties. Modifications and additions to the policies, rules, and regulations contained in this manual will be made when determined necessary. Please advise your supervisor when you have questions on the content or suggested input. All changes will be numbered, dated and provided to you for insertion into your copy of the manual.

While the intent of this manual is to be of an informative nature, it is not practical to expect it to contain or cover every conceivable situation that may arise on the property, bus, or related areas of service. It is, however, implied that any omitted or unmentioned action taken by a PCPT employee that is not in the best interest of PCPT, other County employees, or the general public shall be considered a violation and may subject the violator to disciplinary action.

**When in doubt about any aspect of a procedure or process, do not proceed until you have requested and received instructions from an authorized supervisor.**

## IV. TRAINING

Bus drivers and service supervisors are road tested by a supervisor before employment, to verify that each possesses the basic driving skills necessary to operate a passenger-carrying vehicle.

New PCPT employees receive a minimum of 40 hours of intensive orientation and training, consisting of classroom instruction, films, practical/hands-on demonstrations and practice skills, and on-the-road training. You should pay particular attention to the instruction and

training materials provided to you, as this will give you the essential information necessary to perform your job. While your initial training will orient you to your new position, the training program is an on-going effort within PCPT. Please advise us at any time of questions, concerns, problems, and suggestions you may have concerning the training program.

PCPT supervisory personnel will be riding with you and will offer suggestions to help you in the performance of your duties. They will also perform no-notice monitoring observations (on-board and unobserved) of general performance. Driver monitoring is an ongoing activity for evaluation and assessment of both driving skills and quality of service.

You are required to attend individual and group training sessions as scheduled by your supervisor. It is necessary for you to successfully complete courses in defensive driving and CPR/first aid, and to obtain certification on these skills on a recurring basis. Recurring training in other areas such as the drug and alcohol policy, passenger assistance, and emergency procedures is also provided on a scheduled basis.

In addition, a one-day orientation is provided by the Pasco County Personnel Department, to help make you aware of your benefits and obligations as a Pasco County employee.

## **V. RULES AND REGULATIONS**

The objective of these rules is to govern the activities pertinent to driver operations. You need to learn and apply these requirements, as they are minimum standards for the safe and effective performance of your daily duties. Meeting these standards has a decisive effect upon your annual evaluation. Violations can result in disciplinary action, including dismissal.

### **A. Alcohol and Drugs**

The consumption or possession of alcohol in any form is strictly prohibited while on duty or before coming on duty and can subject you to severe disciplinary action.

The smell of alcohol on your breath when reporting for duty or while on the job is serious enough to immediately suspend you from your driving duties and subject you to testing as required in the PCPT Substance Abuse Policy.

The use of any drug that may impair your alertness, eye pupils, or physical or mental condition when going on duty or while on duty shall be reason enough to relieve you of your duties and may subject you to severe disciplinary action. When you are taking medication, prescribed or over-the-counter, you are required to report, prior to operating a PCPT vehicle, any warning or side effect that indicates the medication may impair your driving and/or cognitive abilities. Failure to do so can subject you to disciplinary action up to and including termination.

The PCPT Substance Abuse Policy is provided in *Exhibit 1* for more detailed information.

## **B. Medical Examination**

All PCPT personnel that will operate vehicles in revenue service are required to undergo a medical and eye examination before operating any vehicle with passenger(s) aboard. All drivers are subsequently required to have a medical and eye examination no less than once every two years.

Before receiving authorization to transport passengers, PCPT must be in possession of a medical report stating that the employee's physical condition is such that he or she can operate a bus safely and perform all the duties of a bus driver. The cost of the medical examination is paid by PCPT. Medical related documentation on each employee is maintained in Risk Management. A Department of Transportation (DOT) physical form must be used for this exam (See *Attachment 6*).

## **C. Dress and Appearance**

All PCPT employees are expected to maintain high personal, moral, and ethical standards. The most visible expression of these personal standards is dress and appearance.

Dispatchers, supervisors and administrative personnel will report to work in nonissue apparel, which is neat, clean and presents a professional, conservative appearance. All personnel are prohibited from wearing tee shirts, tank tops, denim (unless directed by administration), or any garment, which is inappropriate for a professional office setting.

All regular full-time and part-time drivers are required to report to work in the appropriate issued uniform. Uniforms will be neat and clean. Relief drivers may be issued uniforms as funding and supplies are available. Relief drivers, who have not been provided uniforms, are expected to dress appropriately and professionally.

***All drivers must wear their County identification badge. Contract operators must wear photo I.D.***

Shorts may be worn in conjunction with the issued County uniform by drivers with the following stipulations:

- County issued slacks may not be cut into shorts.
- No cargo style shorts.
- The color of the shorts must be khaki
- Length allowed is no shorter than the top of the knee or lower than the bottom of the knee.
- A neat, clean, professional appearance, subject to supervisory discretion, must be maintained at all times.

Shirts will be tucked in and at all times. Drivers are prohibited from wearing any type shoe, which might slip or preclude full, unimpeded control on vehicle pedals, i.e., accelerator pedal. This includes open-toed or slick bottom shoes and sandals. This requirement also applies to dispatchers and supervisors, when assigned driving duties.

Males will ensure they are clean-shaven. Those with mustaches and/or beards must keep this facial hair neatly trimmed.

Contract and subcontract drivers are expected to adhere to dress and appearance requirements as described in the applicable contract agreement.

Keep in mind that you make a visual impression on the general public throughout your daily travels and your appearance reflects not only upon PCPT but all of Pasco County.

#### **D. Attendance/Absences**

All drivers should attempt to schedule medical appointments during non-duty hours to minimize service disruption. Notify your supervisor as early as possible, but at least **five** days in advance when your appointment will occur during your duty hours.

***You are required to report to duty at your scheduled start time. Unexcused tardiness will be not be tolerated.*** This violation places a hardship on your coworkers and diminishes the quality of service to our customers. When you expect to arrive late to work you must notify your supervisor at least one-half hour before your scheduled starting time.

PCPT provides essential mobility services to the public of Pasco County. To meet this responsibility, daily levels of service are required and must be consistent and dependable. Our Paratransit service is predicated on requests for transportation made from one day to two weeks in advance with schedules set prior to the day of service, while fixed route Transit service calls for a particular number of drivers to ensure each route is run on schedule on a daily basis. This level of service is maintained by ensuring a certain number of personnel and vehicles are available for duty. When sufficient prior notice of absence is given, scheduling can normally be rearranged and appropriate accommodations made. However, when an employee is frequently absent or gives short notice of an unanticipated absence, it creates a very disruptive situation and ultimately results in poor customer service. Therefore, it is important that you notify your supervisor as soon as possible when you will not be available for duty.

The following approved policy has been updated to help ensure PCPT remains efficient, reliable and consistent:

- Failure to notify your supervisor of your inability to arrive to work at the scheduled starting time can result in being docked the appropriate amount of time as stated in the Career Service Manual, Section A.5; Paragraph 10, Absence without Leave: "An absence of an employee from duty, including any absence for a single day or part of a day, which is not authorized by specific grant of leave of absence under the provisions of these rules, shall be deemed to be an absence without leave. Any such absence shall be without pay and may be subject to disciplinary action."
- Any employee that has two (2) or more "call-offs" in a ninety (90) day period will be subject to Loss of Seniority for the next selection period and may include reassignment from their current selection.

- Advance notice of an absence is necessary to provide sufficient time to make accommodations for the absence. Therefore, a “call-off” is counted as:
    - any unanticipated absence; or,
    - any unscheduled absence; or,
    - when the employee gives their supervisor a request for leave less than 48 hours in advance of their next scheduled shift.
 (\*Note: The exception to this requirement calls for the employee to notify their supervisor no later than 3:00 p.m. on the first day of sick leave to advise of their status for the next scheduled work day. Notification after 3:00 p.m. may result in next day reassignment.)
  - Employees will not be afforded the choice of using vacation time for a “call-off.”
- Any employee that has two or more “call-offs” within a 30 day period, or a pattern of frequent/excessive use of sick leave may be subject to the requirement of providing an authorization slip (“return to duty with no restrictions”) from your physician before returning to duty. This will be done until further notice to ensure the employee is fully capable to perform their required duties.
  - Failure to properly notify your supervisor or supervisor-on-duty of a scheduled or unanticipated absence will be handled in accordance with the Career Service Manual.
  - Waivers or deviations to this policy may be considered on a case-by-case basis.
  - If you have personal or family-related illness, which may cause frequent or long-term absence, you may apply for Family Medical Leave (FMLA). This action is meant to protect your job status. Please contact Risk Management for further information on this employee benefit.

#### **E. Leave Requests**

Processing leave requests is outlined in the Career Service Manual. You are to refer to this manual whenever necessary to ensure you are following the correct procedures. We have provided additional information below to help you better understand your responsibilities.

- Schedule vacations and medical appointments well in advance. Approvals are not automatic, but contingent on the work schedule. The work schedule permits two (2) drivers to be out at the same time on weekdays and one (1) on Saturdays.
- Do not project vacation/sick hours not yet accrued when completing leave request forms. Use only actual accrued hours reflected on the most current leave hour register.
- Submit the request form as soon as possible, always prior to the time requested for vacations and medical appointments.

- When an employee is absent due to sickness or other unexpected reasons, a leave request form must be completed and submitted before the end of the current pay period. If the employee has not returned to personally complete the form, a form will be processed stating that the applicant is unavailable for signature.

For all others, when absent due to illness for three days or more, we need a return-to-duty with no restrictions note from the doctor. If you are required to provide a return-to-duty note following any length of absence, you must do so.

- Annotate your leave form to indicate personal or family-related when applying for sick leave.

### Holiday Leave Request

To ensure we maintain a fair and balanced leave policy for the day after or the day before a holiday, the following rule will be effective immediately:

- If you have taken vacation prior to or immediately after a holiday, you may not request leave for another holiday period during that same calendar year, unless no other drivers have requested leave for that day by two weeks in advance.

Failure to complete the above actions can result in disciplinary action.

## **F. Professionalism**

### **1. Insubordination**

No industry in the private or public sector can operate efficiently without effective management and supervision of the workforce combined with the enforcement of policy, rules, and regulations. The failure of an employee to comply, adhere, or respond to authorized instructions constitutes insubordination. Acts of insubordination may result in severe disciplinary action.

There may be other infractions or violations that fall under the category of insubordination. Please refer to the Career Service System Manual for further information.

### **2. Integrity and Character**

One of the chief requirements of all employees is to maintain and exercise integrity and good moral character. The fact that PCPT deals directly with people of all races, religions, nationalities, ages, and gender places a higher responsibility and standard on our employees. These standards are expected to be maintained "off" duty as well as "on" duty.

The details surrounding violations of professionalism are clearly stated in the Pasco County Career Service Rules and Regulations. A copy is located at each operational site for further review or clarification.

### 3. Courtesy

Passengers sometimes interpret a driver's behavior as rudeness or discourtesy. The same is true of callers and how they may perceive requests for information, registration and reservations. Avoid the kinds of acts, such as sarcasm or negative comments that may be regarded as rudeness or discourtesy.

If you have a passenger that is being argumentative, politely advise them to call the office for assistance with their problems. Dissatisfied callers should be handled by a supervisor.

All PCPT personnel will conduct themselves in a proper manner. You must never involve yourself in any gossip, off-color conversation, or jokes. You are a representative of PCPT and Pasco County Government, and must not do or say anything that might discredit the organization. By avoiding the following behavior, you can minimize passenger and caller anxiety and lessen the opportunity for disruption or confrontation:

- a. *Indifference*: This is an attitude that reflects unconcern. Our passengers and callers want to feel that you have their welfare in mind while aboard your vehicle or on the phone with you.
- b. *Argumentative*: You can be courteously factual in your replies or explanations without being argumentative, scowling, scolding, or responding with criticizing remarks. Remember, it takes two people to engage in an argument.
- c. *Ignoring questions*: Passengers and callers perceive this behavior as indifference. If you do not know the answer, request that they call the information line or get their name and number and pass it along to your supervisor.
- d. *Curt, inaccurate answers*: Again, first impressions are lasting impressions. Failure to provide complete, current, and accurate answers to passengers or callers often results in a loss of that customer's belief in the reliability of the system.
- e. *Rudeness or anger*: This behavior usually involves frustration, misperception, misinformation or even professional or personal problems unrelated to the task at hand. Avoid confrontational behavior with traffic, pedestrians, and callers. Give them the benefit of the doubt -- be professional and courteous.
- f. *Failure to provide safe and comfortable passenger boarding and alighting*: Drivers must consider the passengers' physical condition, weather conditions, and environmental conditions at the bus stop, such as guide wires, holes, weeds, low hanging limbs, mailboxes, trash receptacles, etc.
- g. *Failure to consider or facilitate the requirements for a caller's trip request or for information*: Dispatchers and supervisors must consider the callers' requirements and circumstances.

Rudeness is a serious matter and will not be tolerated. Your word is honored when responding to initial complaints. However, there is reason for doubt when there are repetitious similar complaints.

#### 4. Unauthorized Solicitations/Inappropriate Discussions/Interaction with Passengers

It is both fundamental and necessary to respect the opinions and beliefs of other people. However, the discussion by PCPT personnel of politics or religion of any nature is prohibited on the bus or on the phone. You must remain aware of the influence and control you have in your role as perceived by your passengers and callers.

Solicitations of **any** nature (including religious or political) by you are prohibited. This includes distributing pamphlets or any other material that is not authorized by your supervisor. In addition, persons on-board the bus with the sole intention of solicitation, i.e., salespersons, should be reported to your supervisor immediately.

Drivers are also to be advised that it is inappropriate and unprofessional to discuss County business, personal opinions, or their own displeasure about PCPT services and requirements, with their passengers. Passengers asking detailed questions or commenting about policy and procedure will be referred to a supervisor for further information.

Additionally, drivers are prohibited from any discussion or action with a passenger that could be misconstrued as having social or romantic overtures. It is completely inappropriate to initiate, respond to or conduct any sort of social or romantic relationship with a passenger. ***Be polite, but professional at all times!***

Drivers owe their passengers safety, reliability and comfort, and Dispatch customers deserve courtesy, respect and pertinent, correct information -- not personal views on subjects unrelated to public transportation. Violations of these rules are subject to disciplinary action.

#### 5. Confidentiality

The Older Americans Act, Title III-B, prohibits service providers from providing client information to other parties unless specifically authorized in writing from that client. However, this rule applies universally to any and all customers/passengers of PCPT (including contractors). Drivers must be cautious about inadvertently discussing any information regarding a passenger/service user. Failure to comply with this requirement will result in disciplinary action or breach of contract.

#### 6. Harassment and Discrimination

PCPT employees have the right to work in an environment free of harassment and discrimination. This consideration should also extend to PCPT clientele. See ***Exhibit 2 - Harassment and Discrimination Policy*** for more information on this topic.

## 7. Standards of Conduct and Professionalism

Please be reminded of the standards of conduct and professionalism outlined in the Career Service Manual. It is imperative that all PCPT personnel conduct themselves in an appropriate, proper manner at all times. Please refrain from gossip, off-color conversation or jokes and vulgar language. Remember that as a representative of PCPT and Pasco County, it is incumbent upon you to avoid doing or saying anything that would discredit your organization.

## G. Trip Schedules

PCPT provides fixed route transit, advance-scheduled paratransit, subscription and recurring scheduled public transportation services.

Fixed route and recurring scheduled services are based on a time schedule. Not adhering to these schedules is a poor reflection of our service and will normally result in delays, missed appointments and customer dissatisfaction.

For paratransit and subscription services, trip schedules are prepared in advance. The bus driver must be aware that many of these passengers have appointments and therefore must arrive at their destination on or before their scheduled time.

If you encounter any delay in your schedule, notify Dispatch immediately for instructions. While you are expected to follow your schedule, some delays are unavoidable. In these instances, Dispatch will provide direction and assistance. Remember, your schedule is not an excuse to perform an unsafe act.

The following are examples of actions that can cause schedule violations and unnecessary delays.

1. An unexcused late departure from the parking area or authorized layover.
2. Unnecessary or unauthorized layovers.
3. Failure to efficiently plan and run your route.
4. Failure to advise the Dispatch Center when experiencing a delay.
5. Failure to check bulletins for detours and other information that may affect your route.
6. Failure to report vehicle defects before leaving the parking area, which could result in a vehicle or equipment breakdown while enroute.
7. Failure to obtain authorization from the Dispatch Center or a supervisor to change a passenger's pickup or drop off scheduled time.

## **H. Transporting Unauthorized Passengers**

All persons desiring public transportation are authorized riders. However, when you are assigned a schedule requiring a passenger manifest, you are responsible for ensuring that each person aboard your vehicle is eligible. The following information will help in assuring you transport only authorized passengers when assigned to a manifest schedule:

1. Drivers must have a manifest for each passenger.
2. Drivers must verify that the passenger is the person listed on their manifest or ticket.
3. Any additional passenger must be approved through Dispatch prior to transporting. A new or amended manifest must be generated to account for this added passenger/trip.
4. When assisting other drivers with their scheduled passengers, Dispatch approval is required to ensure they are aware and to enable them to coordinate the change with the original driver.
5. When an unauthorized passenger (no manifest or Dispatch approval) boards your vehicle, immediately notify Dispatch who will inform a supervisor for further guidance.

## **I. Tips and Gratuities**

The PCPT policy is: **Drivers will not solicit nor accept tips or gratuities.** To do so will result in immediate termination.

1. If you believe your passengers are unaware of the policy, tell them. Be polite, but firm. Our service includes providing customer service as well as transporting people to their destination. Customer service consists of passenger assistance, courtesy, and safe, professional vehicle operation. These are not additional charges.
2. Some riders are under the impression that the money they place in the farebox is a tip for the driver. Let them know it is not. That money, whether a fare or donation, is simply program revenue used to supplement funding for the service.
3. If they want to know how they can show their appreciation, tell them a phone call or a note of thanks to the office would be graciously accepted and greatly appreciated.
4. Do not handle passenger money. Exceptions should be made only for those extremely disabled riders unable to personally place the donation/fare in the box. You may then assist by immediately placing it in the box for them in their presence.
5. For those passengers that insist or attempt to place money on your person, refuse and advise them of the county policy on accepting gratuities.

6. Display a positive attitude. It demonstrates the professionalism and pride you have in what you do. It can go a long way in discouraging the offer of a tip.

#### **J. Vehicle Use and Care**

Our vehicles must be maintained in top condition in terms of efficiency, cleanliness, and safety. As the driver of these important assets, you are in the best position to ensure your vehicle is maintained in this condition through the diligent application of proper care and maintenance.

All operators have been instructed on the proper operation and function of assigned PCPT vehicles. Consequently, any negligence demonstrated in the operation, use and care, or lack of care, will be cause for disciplinary action.

Operators must not violate the following rules:

1. Do not continue to drive a vehicle with a known defect without authorized supervisory approval.
2. Do not continue to drive a vehicle with wheel or engine noises, knocks, flat dual(s) or dragging, smoking brakes.
3. Do not smoke, drink or eat in a vehicle.
4. Do not leave paper, rags, etc., in the public view in the driver's area, to include the dashboard.
5. Avoid scraping tires on curbs.
6. Do not continue to drive with a warning gauge, light or buzzer indicating a potential problem.
7. Do not drive a vehicle under low hanging limbs or building overhangs, which may result in vehicle damage.
8. Immediately report any vandalism or damage.
9. Report all defects and do not allow the blame to fall on the next driver.
10. Do not fan the throttle at any time.
11. Do not rest any part of your foot on the brake pedal when accelerating.
12. Do not make any engine adjustment without authorization.
13. Do not leave a vehicle unattended while idling.
14. Do not drive the vehicle off the pavement without authorization.

15. Do not back without following proper procedures or utilizing competent assistance.
16. Do not allow anyone else to handle the controls.
17. Do not switch assignments or vehicles with other operators without authorization.
18. Record the proper vehicle data on your trip sheet legibly and accurately.
19. Do not take a vehicle you were not assigned without proper authorization.
20. Avoid running out of fuel.
21. Whenever you leave the driver's seat for any reason, you must properly place the vehicle transmission in the "park" or neutral position, as applicable, and fully set the parking brake.
22. Do not use your vehicle for personal or unauthorized use.

**In addition to the above rules, the following vehicle rules also apply:**

#### Vehicle Cleanliness

As professionals serving the public, it's important to establish and maintain both your image and the reputation of PCPT. A large part of this profile is the appearance of your vehicle, since for many people, it is the first impression they get of public transportation.

Therefore, it is essential to keep your vehicle clean, inside and out. If you keep the inside of your vehicle clean and orderly, it shows your passengers that it is not okay to throw litter on the floor and, in addition, it will not support insect life. A dirty bus attracts all kinds of bugs that can alarm your passengers, which could in turn affect your ability to drive safely.

The following are suggestions for you to follow:

- Keep your windows and mirrors clean. Clean windows and mirrors are an asset to safe driving because of improved visibility.
- When a passenger boards with a package and leaves empty-handed, kindly ask the passenger if he or she may have left something behind.
- Walk down the aisle during your layover time to check for items that may have been left behind.
- Remove trash and sweep the floor often.

If you do a little at a time, prior to departure, between runs, at layovers, and when you return it to the yard, it will be much easier to maintain. Any supplies needed to clean your bus can be found in the shed. If you cannot find what you need, contact any TSS. We will assist you.

## Bus Wash Requirement

The bus wash schedule below must be adhered to in order to keep our vehicles looking good. This is broken down by route for Transit vehicles and by vehicle for Paratransit.

The exterior washing shall include using the bucket and brush to clean the back of the bus prior to running them through the wash.

All vehicles must be swept out at the end of each shift, morning and evening, regardless of whether or not the bus is staying out on the route or returning to the yard.

Mop and/or vacuum the floors inside the vehicle as needed. Keeping the buses clean is everyone's responsibility.

All Supervisors/Lead Drivers will perform random inspections to ensure compliance.

Everyone needs to be held accountable for this process.

BUS WASH SCHEDULE					
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
R-14 (2)	R-21 (2)	R-14 (2)	R-21 (2)	R-14 (2)	R-21 (2)
R-18 (1)	R-23 (2)	R-18 (1)	R-23 (2)	R-18 (1)	R-23 (2)
R-19 (4)	R-25 (1)	R-19 (4)	R-25 (1)	R-19 (4)	R-25 (1)
R-54 (2)		R-54 (2)		R-54 (2)	
All Para Vehicles			All Para Vehicles		

## Vehicle Securement

When leaving your vehicle at layover locations, ask another driver to monitor your vehicle while you are away from it.

When it is not possible for another driver to monitor your vehicle, proceed as follows:

1. Call into dispatch stating your driver number.
2. State that you will be out of service, giving your exact location.
3. Secure your vehicle. Place vehicle in Park/Neutral, set parking brake.
4. Log out of your fare box. (Transit)
5. Make note of which passengers remain onboard.

Personal items belonging to the driver should not be carried in any type of container that cannot be placed on the floor beside or behind the driver's seat. This container cannot hinder the driver's ability to get in and out of his/her seat safely; and, it cannot interfere with the passengers' ability to enter and exit the vehicle. Under no circumstances should any driver's personal belongings be placed on a passenger seat or on the dashboard.

Upon your return to service, proceed as follows:

1. Call dispatch to inform them you are back in service.
2. Log back into your fare box. (Transit)
3. Collect fares from all new passengers.

### Hydraulic Retarder

Buses equipped with a hydraulic retarder will be used at all times, except as noted below. This mechanism helps to extend the life of the brakes. Please read below:

### USING THE HYDRAULIC RETARDER (B300R)

The function of the retarder is to provide auxiliary braking in all conditions by combining both hydraulic and clutch pack retardation capabilities. The retarder is installed on the rear of the transmission in place of the output housing. Typically, the output retarder is applied in conjunction with the service brakes. The retarder requires about one second to reach full capacity. Selecting a lower hold range position when using this type retarder is recommended for maximum effect.

Observe the following caution when using output retarder:

- Apply and operate the retarder with the engine at closed throttle only.
- Do not use the retarder when road surfaces are slippery. Do not apply retarder control or de-energize the system at the master control switch.
- Observe transmission and engine temperature limits at all times. Select the lowest possible transmission range to increase the cooling system capacity and total retardation available.
- If vehicle overheats, decrease speed and manually downshift to reduce retardation power requirements.
- Watch the retarder's ALERT light to make sure the vehicle control system is functioning properly.
- Consult the retarder manufacturer's operator manual for additional information.
- If retarder's performance diminishes, make sure the transmission fluid level is within the operating band on the dipstick.

Remember, the brake retarder is a vehicle-slowing device, not a stopping device. Final stopping must be made with appropriate application of the service brake.

### Destination Signs

It is dangerous to change a destination sign while enroute and it could be confusing to oncoming traffic, as to which direction the bus is traveling. The use of "extension" devices is not permitted, as they can damage the control boxes in the newer buses equipped with the electronic signs.

Please wait until you are at the turnaround or layover point to change your sign. Make sure your bus is out of gear and the brake is set. Not only will this be less confusing for

the public, but it will be a much safer location to operate the overhead controls used to change the destination sign.

This rule will apply to all PCPT buses.

### Emergency Alert Button

All PCPT buses that currently have electronic signage capabilities also have an Emergency Alert Button. All bus operators and dispatchers will receive training on the location, activation and deactivation of this device. Please note the following:

- This Button is to be used only in situations that may endanger passengers or drivers; and, when the driver cannot request assistance by the routine manner, i.e. calling dispatch for official police/sheriff assistance.
- The existence of the Emergency Alert Button is NOT to be discussed with persons outside of PCPT, including passengers or the general public.
- The Emergency Alert Button should be checked as part of each pre-trip inspection to ensure that it is operating properly. Do not check operation of this signage while in revenue operation.
- The signs on the outside of the bus will be alternately flashing:  
“Emergency” “Call Police 911”
- If this button is accidentally activated, drivers must immediately deactivate and contact dispatch so that law enforcement may be notified.

### **K. Safe Driving**

Bus drivers are expected to obey all Florida traffic laws. Any operator who operates their assigned vehicle in an unsafe or improper manner shall be considered reckless and be subject to severe disciplinary action.

The following are examples of unsafe operations, which you must avoid:

1. Exceeding the posted speed limit.
2. Turning corners too fast, rapid takeoffs, unnecessary heavy braking, or opening doors to board or discharge passengers while bus is in motion.
3. Deliberately cutting in, out, or away from a traffic lane discourteously.
4. Smoking, eating or drinking beverages while driving.
5. Driving too fast for existing road conditions or weather.
6. Driving too fast on private property.
7. Driving with a known defect, which may affect the safe operation of the vehicle.
8. Driving while passengers are in front of the Standee Line.

9. A bus with any passenger door in the open position shall not be operated with passengers on board.
10. PCPT paratransit operators are prohibited from driving under any building overhangs. Instead, park as close as safely possible; and, if necessary, properly secure your vehicle and escort passengers to the door.

See *Exhibit 3* for the **Safe Driver Recognition Program**.

#### **L. Breaks During Service**

If you are scheduled for a lunch period, you must immediately notify your supervisor or dispatcher, when your work schedule will interfere with this break. Prior approval must be obtained for compensation of time worked during your scheduled lunchtime.

Many shifts are not scheduled for a lunch period. However, breaks are authorized and encouraged to ensure you remain comfortable and alert. These breaks should be limited to downtime for paratransit operators. Fixed route transit operators should take their breaks in conjunction with the end of line stops (layovers) or at transfer stations. All breaks must be reported to and approved by the Dispatch Center.

No employee of PCPT is authorized to use their assigned vehicle to travel to their residence for any reason without prior approval from their supervisor.

Breaks should not interrupt time sensitive routes or schedules. However, bathroom breaks are authorized for drivers while enroute, with or without passengers aboard. Safety and security measures must be considered prior to stopping for a bathroom break:

1. You should preplan your stops to match your schedule allowing for bathroom breaks at public or nonprofit agency facilities.
2. Request an "Out of Service" from the Dispatch Center, providing your location prior to departing your vehicle. Also report the number of passengers on board. Do not depart your vehicle until you have received approval from Dispatch.
3. Park your vehicle in a safe and secure location. Do not leave your vehicle unattended in a fire lane.
4. Inform your passengers that you will return momentarily. Request that they remain seated.
5. Properly secure your vehicle.
  - a. Place the transmission in the "park" or "neutral" position, as applicable.
  - b. Fully engage the parking brake. Ensure the bus is parked in a position that will not allow for movement or rolling prior to leaving your seat.

- c. Remove the keys. If another driver is available to monitor your bus, you may allow it to idle only after you have properly secured it as indicated above.
6. Do not leave your vehicle unattended with passengers on-board for more than ten minutes.
7. Account for all passengers upon your return and notify Dispatch that you are in Service. Ensure you receive acknowledgement from Dispatch.
8. If you take your break at a transfer point or terminal, do the following in addition to the above actions:
  - a. Approach the bus stop and/or other parked buses with caution at a maximum speed of 5 MPH.
  - b. Do not exit the vehicle before your passengers alight.
  - c. Secure your doors. Ask another driver to safeguard your vehicle until you return.

#### **M. Accident (Crash) Avoidance**

Accident-free driving is no accident. All crashes are caused by some degree of negligence on the part of one or both drivers. Employing the appropriate defensive driving techniques can prevent an accident/crash. You, as a professional driver, have received this training and will continue to receive this type of instruction on a recurring basis.

Employ the following defensive driving practices to minimize your chances of an accident/crash:

1. Always conduct a thorough safety vehicle pretrip inspection prior to operating your vehicle.
2. Always drive within the speed limit, adjusting for road and weather conditions.
3. Slow down and use caution in a hazardous area or during inclement weather.
4. Maintain the correct following distance.
5. Use due caution when approaching intersections, with extra caution used at unknown or hazardous intersections.
6. Check all blind spots and utilize appropriate turn signals prior to changing lanes.
7. Use the appropriate turn signal and visually check for clearance by physically turning your head and looking before pulling away from a pickup or drop-off point.

8. Know the height of your vehicle including the highest point, such as the radio antenna or escape hatch, and check for proper clearance before driving under any type of overhang.
9. Avoid driving through unauthorized locations and ensure dirt roads are passable.
10. During right turns, avoid allowing too much space between your vehicle and the curb to preclude the possibility of a smaller vehicle attempting to advance on your right. Also avoid swinging too far into the left lane in preparation for a right turn without yielding to oncoming traffic both from the rear and ahead.
11. Maintain the "big picture" of traffic in and around you, anticipate potential hazards, and be prepared to make appropriate adjustments in response to those hazards.
12. Remain alert and avoid allowing yourself to succumb to hypnotic or distracting influences such as staring at road markings, taillights, tags of other vehicles, or other distractions.
13. Before exiting your vehicle, always properly place the transmission in the park or neutral position, as applicable, fully employ the parking brake and ensure the bus is in place with no potential for movement or rolling prior to leaving your seat.
14. Consistently utilize all defensive driving techniques and employ courtesy.
15. Get proper rest and nourishment before driving.
16. Avoid driving while under the influence of medication.
17. Do not smoke, eat, or drink while driving.
18. Avoid unnecessary conversations and on-board distractions while driving.
19. Ensure all doors are securely closed before moving your vehicle.
20. Stop at the safe prescribed distances from the curb for passengers to board and disembark.
21. Drivers should obtain competent, authorized assistance before backing up. If no assistance is available, employ the proper procedures explained under Section XII. 4. "Backing the Vehicle."
22. Immediately report any kind of accident or incident.

**N. Reporting Accidents/Crashes and Incidents**

Due to the high degree of risk and liability associated with public conveyance vehicles, it is absolutely imperative that operators protect themselves and the County by immediately reporting any incident, accident, or injury in or around your bus. It is equally important to obtain some corroboration in observation, presence, or witnesses

from all available passengers or persons near your bus. Operators should not take it upon themselves to judge the nature or seriousness of any of the aforementioned situations. Failure to immediately report any such incident will result in severe disciplinary action. Operators sometimes fear reprisals for reporting accidents, incidents, or injuries. However, honesty and admission are virtues that are definitely considered in the evaluation of any disciplinary action that might be taken. On the other hand, notice of litigation resulting from an unreported accident, incident, or injury could result in immediate dismissal.

The following timeframe requirements apply to actions associated with injuries, accidents/crashes or incidents, with no exceptions, unless approved by the Transportation Manager or Operations Manager:

<u>Documentation or Action</u>	<u>Due to the Transportation Manager*</u>
Verbal notification of incident/accident/injury	Immediately
Complete Workers' Compensation Forms (with Incident Report when applicable)	Same day of injury
Complete Operator's Report of Motor Vehicle Accident/Vandalism <i>(Exhibit 4)</i>	Within 24 hours of occurrence
Complete Supervisory Accident Investigation <i>(Exhibit 4)</i>	Within 24 hours of occurrence
Complete Driver's Post Accident Survey <i>(Exhibit 4)</i>	Within 48 hours of occurrence
Complete Supervisor Accident/Incident Recommendation Form <i>(Exhibit 4)</i>	Within 24 hours of occurrence
Complete Retraining/Monitoring	Within 30 days of occurrence
Complete Disciplinary Action	Within ten days following Department Head approval

\*Delays or requests for extension will be reported to the Transportation Manager prior to due date.

Proper report submittal is crucial in determining the appropriate corrective action. The following are associated requirements:

- A supervisor must review the report in the driver's presence to make immediate clarification or acquire additional information.
- The report must be accurate and legible. The report must be filled out completely and should give a clear account of what happened.

- It is important that reports are not delayed. If the person normally in your chain of command is absent, then submit the report to the next available level of supervision.

Additional information and procedures on Incident Reporting and Accident Reporting are located in Sections IX and X in this manual.

The investigation is equally important in determining liability, disciplinary action, and/or training requirements. Supervisory personnel must include all pertinent information sufficient to give reviewers/evaluators a clear and objective picture of how and why the incident took place.

#### **O. Building Security/Evacuation Procedures**

For security reasons, family members must use the front door to the Community Services building; the side doors are for employees only. If a member of your family needs entry before 8:00 a.m. or after 5:00 p.m., he/she must ring the doorbell and wait for someone to answer the door.

Employees' lockers are not to be opened by family members. If you have something in your locker that a member of your family will be picking up, give him/her a permission note and one of the TSSs will remove the item from the locker and give it to that person.

These procedures are required and must be followed. See *Exhibit 5* for an overview of the Pasco County Bomb Threat and Community Services Building Evacuation Procedures. Please read it thoroughly.

### **VI. RADIO OPERATION/PROCEDURES/DISCIPLINE**

#### **A. Radio Operation**

You will receive training on correct radio operation in terms of adjustment, control settings, feature selections and other operational requirements. When you are unsure of proper operating procedures, request assistance or additional training from your supervisor.

#### **B. Radio Use Procedures**

You will be assigned a radio call sign to be used only by you during radio communications.

The call sign for PCPT Central Dispatch is "*TRANSPORT.*"

Always conduct a radio check prior to departing the parking area to ensure your radio is in working order.

All Paratransit drivers will use Channel 1.

All transit drivers will use Channel 3.

There are to be no unnecessary radio communications on any channel.

Do not make unnecessary or unprofessional comments.

Bus drivers must report their status to Dispatch, via radio, under the following circumstances:

1. When leaving the bus yard (paratransit).
2. When picking up the first customer (paratransit).
3. When you have available time to assist; stating location and amount of time available (paratransit).
4. When out for lunch, with location (paratransit).
5. When returning from lunch, with location (paratransit).
6. When you go on break and no other buses are around. Also report your location (transit).
7. When you return from break (transit).
8. When dropping off the last passenger, with location (paratransit).
9. To report accidents, incidents, unusual or difficult situations, potential hazards, or situations requiring supervisory involvement (all services).
10. When finished for the day (paratransit).

Drivers must coordinate any changes to their schedule/route through Dispatch via radio. Dispatch will respond with the time and annotate all information on a daily log. Each driver is responsible to comply with the above procedure.

Direct communications between drivers by radio are limited to two instances:

1. After approval from Dispatch is obtained for direct communications.
2. In an emergency or hazardous situation, when direct contact is essential to avoid danger or mishap.

All drivers must keep in mind that the radio is not a private or secure two-way means of communication. Federal rules for radio use is governed by the Federal Communications Commission who retain the authority to monitor transmissions. In addition, many private individuals own and utilize radio-monitoring systems and often listen to our transmissions. While in the field, when confidential communication is required, you should use a telephone at an appropriate and safe location, preferably a public agency.

Drivers are prohibited from using mobile phones and/or beepers while on duty without prior authorization. This includes receiving, sending or calling through the use of these instruments.

### C. **Radio Discipline**

The radio in your vehicle is an important means of communication between you and Dispatch, necessary to conduct public transportation activity in an effective, efficient, and orderly manner. Therefore, the need to consistently employ radio discipline is crucial to the success of our mission.

Radio discipline is the proper operation of radio equipment and the courteous, appropriate exchange of transmissions with the full use of the one-to-one radio operation feature. Most of you employ radio discipline on a consistent basis. However, the lack of proper radio use can dramatically decrease the effectiveness of these communications. Comments caused by frustration and anger, "chit-chat", and incomplete/cut-off transmissions due to the incorrect operation of the equipment are all examples of a lack of radio discipline. These instances reflect poorly on us all – undermining our image to the public and indicating a less than responsible attitude about our duties.

Proper radio discipline consists of the following and is required conduct for all drivers:

1. **Be professional.** Operate the equipment in accordance with the operation manuals. Use short, direct, plain language to convey the message.
2. **Be brief.** Don't stay on the radio longer than necessary. Avoid lengthy explanations and "chit-chat."
3. **Be specific.** State all facts and acknowledge receipt of instructions.
4. **Be considerate.** Don't comment on conversations unless directed to you. Avoid comments caused by frustration and anger.
5. **Be attentive.** Monitor the airways by keeping your radio on. Listen attentively to avoid repeat instructions.
6. **Be patient.** Allow others to complete their transmission. Avoid "walking over" or interrupting an ongoing transmission unless there is an emergency. Also allow sufficient time for Dispatch to respond due to reservation call-ins, particularly in the morning.
7. **Be prompt.** Respond to all calls directed to you as soon as possible.

Violations of radio discipline will be dealt with on an individual basis and may result in disciplinary action.

If you require additional training or clarification on procedures, please see your supervisor.

#### **D. Emergency Radio Communications**

If you have an emergency situation and feel threatened by a passenger on your vehicle you need to call dispatch and state that you have a **P 13 LIGHT** on the dash and that you will be able to continue to your next layover at (state your location). The dispatcher will immediately report to a TSS/Operations Manager regarding the situation. Law enforcement will be notified.

### **VII. FARE COLLECTION**

#### **A. Collection Procedures - Paratransit**

1. Donations are needed and appreciated, but not mandatory.
2. Fares are required by paratransit/subscription passengers identified as such on your manifest.
3. No employee at any time may accept anything of any value from a rider for personal use. **No tips or gratuities may be accepted at any time.**
4. Fares and donations must be deposited into the farebox by the passenger. Refer to Section V. I. 4. on handling fares and donations from passengers physically unable to make the deposit themselves. ***Drivers will not make change for passengers.***
5. Drivers are responsible for ensuring that the correct fare is collected from passengers as they board. The information below will help you understand and meet this responsibility:
  - a. First, you must know if your rider is required to pay a fare.
  - b. All nonsponsored paratransit/subscription passengers are required to pay individual cash fares, except authorized passenger escorts. In addition, fares are not charged for service animals. You will be specifically notified when required to collect a fare from sponsored passengers using paratransit service.
  - c. All riders may contribute donations. The passenger must deposit this money into the farebox.
  - d. Riders who are required to pay a fare must deposit the exact applicable amount in the farebox.
  - e. Regular fares are charged to all nonsponsored riders that are not authorized reduced fare.
  - f. Reduced fare for paratransit applies to those:
    - Sixty-five years of age and older.
    - Seventeen years of age and younger.

- Persons with certified disabilities.
- Medicare card holders.
- Veterans Administration Healthcare service-connected card holders.
- Other ADA permit holders from other transit agencies.

TO: Pasco County Public Transportation (PCPT) Riders

To protect your privilege as a reduced-fare rider, it is necessary that appropriate identification be presented as requested by the driver. You may pay regular fare, if you do not wish to present identification.

We are pleased to serve you and appreciate your cooperation.

## **B. Collection Procedures - Transit**

As the operator of a PCPT transit bus, you are ultimately responsible for the proper collection of fares and an accurate accounting of each passenger boarding your bus through the use of your Operator Control Unit (OCU).

Please employ the following procedures regarding fare collection and pass sales/use and accountability:

The applicable cash fare or a current, valid pass is required by public transit users to board transit buses. Children aged four and under (up to three with a paying adult) may board free. Current pricing is reflected on the Fares section of any current PCPT bus schedule.

1. Cash fare passengers, must deposit their money into the electronic farebox and tell the driver what type of fare they are.
  - For passengers wishing to purchase a reduced-fare daily pass, they must validate their eligibility before the sale.
  - The OCU will display the amount deposited, at which time the driver will then depress the applicable key for the fare category, and, if applicable, the tally key for Wheelchair or Bikes on Buses.
  - If the passenger is purchasing a 1-day pass, the pass will be dispensed from the trim unit, after the appropriate amount has been deposited and the driver has keyed in the applicable pass category. If the passenger has overpaid, the "C" key should then be pressed and a "Cash Card" will be dispensed from the trim unit in the amount overpaid.
  
2. Passengers with an electronic pass that has not been used before:
  - Must **first** validate it in the trim unit by inserting it into the fare card slot.
  - For all trips after the first use, they simply swipe their electronic pass through the card swipe. They may also reinsert into the fare card slot.
  - The driver is not required to depress any keys on the OCU unit unless they are needed to tally a Wheelchair or Bikes on Buses passenger.

3. Passengers that have received a 1-day pass from a prior transit route will only be required to swipe their card through the card swipe on all other transit routes for that day. The driver is not required to depress any keys on the OCU unit unless they are needed to tally for Wheelchair or Bikes on Buses.
4. The driver will call dispatch for instructions when a passenger has underpaid and does not have the additional money needed for the applicable fare.
5. When loading multiple passengers, you may request that persons wishing to purchase a 1-day pass allow the other passengers to board first. This will help expedite boarding and allow you to better monitor farebox deposits and record the applicable fare category on the OCU.
6. Please remember that no employee at any time may accept anything of any value from a rider for personal use. **No tips or gratuities may be accepted at any time.**

## **VIII. MISCELLANEOUS DRIVER REQUIREMENTS**

### **A. Driver Time Accountability**

It is important in terms of driver safety and productivity that drivers document their duty time appropriately. All drivers will utilize their time sheet to document their actual start and stop times. When a change to the time sheet is needed, drivers will notify a supervisor for guidance and or assistance. All changes must be initialed by the driver or supervisor. No white out is to be used on time sheets. To account for driving time and revenue/passenger hours, drivers will document actual times on their Daily Drivers' Log/Manifest as instructed.

### **B. Driver/Vehicle Preparation**

1. Drivers must ensure they are fully prepared and equipped to conduct their assignment prior to departing the office.
2. Drivers must ensure these items must include all documentation and supplies necessary to fulfill their assignment. You are held accountable for these items and must return them at the end of your shift or transfer them to your relief.
3. Drivers will ensure all appropriate route signage is properly displayed before departing. Drivers will ensure their magnetic name tag and bus number tag is affixed to their headboard.
4. Drivers will ensure they have properly installed and secured their fare box and that it is operating correctly.
5. Drivers will ensure their vehicle is clean and free from debris.
6. A mechanic experienced a severe electrical shock when he turned the switch on the power box of a County vehicle. It appears that an electrical short jumped from the

power box to the individual through a ring on his finger. Because of the potential for this, we strongly advise each of you to remove jewelry before touching the power switch.

7. Drivers will conduct operator maintenance as described below.

**C. Operator Maintenance Requirements**

It is mandatory to accurately complete the Pretrip Safety Inspection section of the Daily Driver Report. Inspections will be conducted on those items listed on the Daily Driver Report (*See Attachment 5*). Particular emphasis will be given to the listed safety items.

Drivers will follow the procedures listed in *Attachment 5* when a vehicle defect is discovered.

**D. Vehicle Breakdown Procedures**

See *Attachment 5, Section VI* for the procedures to follow in the event of a vehicle breakdown.

**E. Unattended Passengers**

A driver shall not be away from his/her bus with passenger(s) aboard for any extended period of time and not to exceed ten minutes. *See Section V. L. "Breaks During Service."* A bus shall never be left unattended in an unsafe condition with passenger(s) aboard at any time.

**F. Use of Safety Belts**

When operating vehicles in paratransit service, drivers must ensure that all passengers have properly secured their safety belts prior to moving the vehicle. All drivers are required to properly secure their own safety belt, per Administrative Directive #47. This is not an option – it is the law. Failure to use safety belts on the job will result in disciplinary action.

**G. License Requirements**

A bus driver is required to have the appropriate license -- Class "B" or higher, as applicable, with a "P" for Passenger Endorsement. A seven-year driving record of each driver will be obtained annually from the Motor Vehicle Department and the report will be filed in the employee's personnel file.

Any driver who receives a notice that their driver's license been suspended, canceled, or revoked is required to notify their supervisor of the contents of the notice before the end of the business day following the day it was received.

Under no circumstances is a driver to operate a vehicle without having a valid Commercial Driver's License in their possession.

## **H. Traffic Violations**

All drivers are required to report all traffic citations, received during work hours or during personal time, to their supervisor by the start of the next workday.

## **I. Use of Wireless Communication/Electronic Devices**

The use of a personal wireless communication device by the driver is prohibited while the transit vehicle is in motion. All personal wireless communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

Prior authorization must be obtained for the use of a wireless communication device in an emergency situation. Permission will be granted by a supervisor via two-way radio. Supervisor will grant permission for an operator to use wireless communication when they have ascertained the safety and security of the vehicle and its passengers.

Drivers are prohibited from using any electronic devices such as ipods, games, etc., while operating a PCPT vehicle without prior authorization. This includes receiving, sending or calling through the use of these instruments.

## **J. Reading Materials**

Drivers are prohibited from bringing any non-PCPT issued reading material on PCPT buses. Further, issued documents will not be read while operating PCPT vehicles.

## **K. Disaster Preparedness**

PCPT serves the Emergency Operations Center (EOC) as The Mass Evacuation Incident Annex. Our job is to provide general public and special needs transportation support with assigned vehicle and driver resources throughout all phases of a disaster.

As a County employee, we each have a responsibility to perform certain duties to safeguard the citizens of Pasco County during contingencies. Nevertheless, you must always take care of your family and home first. This calls for you to be well prepared with a plan in place. Pasco County can only be prepared if each and every one of the employees is personally prepared.

As a member of PCPT you are automatically assigned to The Mass Evacuation Incident Annex. A *Disaster Preparedness Storm Related Duty* form will be handed out when we have been given notice that a storm is approaching our area. There are no PCPT members exempt from serving without prior approval from the Operations Manager or Transportation Manager. If you are unsure of your specific assignment, please see your supervisor. Duties and requirements can change according to the situation, so stay flexible.

If you are off-duty and a storm develops quickly, or another contingency occurs, you will normally be advised by a phone call of your assignment. However, if we are unable to reach you or you have not heard from us within a short period of time, it will

be your responsibility to call-in and advise of your status. You should call one of these numbers:

- ✓ (727)834-3200 – PCPT
- ✓ (727)834-3363 – PCPT
- ✓ (727)847-8975 – Emergency Operations Center (EOC)

Please remain alert to changing conditions, whether on-duty or not, and advise either the dispatch center or EOC of changes, potential hazards and other pertinent information.

During future disaster situations, please ensure that you respond when called or contact your supervisor if out of the area.

#### **L. Shift Bidding Requirements**

The following rules and requirements apply to the bidding for shifts by PCPT drivers and dispatchers.

1. Shift assignments will be rebid every four (4) months as indicated:
  - September 1 – December 31
  - January 1 – April 30
  - May 1 – August 31
2. Bidding will be conducted during the first two (2) days of the first full week of the month prior to the start of the shift assignment. Supervisors will oversee the process and ensure each eligible person bids properly and appropriately.
3. The order of selection is based on date of hire into PCPT, with the senior person selecting first.
  - Order of selection for persons hired on the same date is based alphabetically on the last name.
  - Persons on probationary status are excluded from bidding until passing probation successfully.
  - Persons absent from duty on the selection days must notify a supervisor of their choices, in desired order, prior to the first day of the two-day selection period. This requirement applies to those persons with an expected return-to-duty on or before the start of the new shift assignment period. Persons failing to notify a supervisor of their selection preferences or having a return date after the start of the new shift assignment period will be assigned a shift by their immediate supervisor.
  - Supervisors will select replacement drivers from the paratransit driver staff to cover vacant transit shifts until the scheduled transit operator returns or through the end of the shift assignment period, whichever occurs first. To avoid sudden changes to the replacement driver, he/she will remain on route until end of the week.
4. Assigned shifts will be posted approximately one week prior to bid opening.

PCPT management reserves the right to adjust or change scheduled assignments based on the needs of the County.

Please see your supervisor for clarification or questions prior to making a shift selection to avoid confusion or misunderstanding.

#### **M. Operational Standards**

Meeting set standards is absolutely essential in every job, but is particularly crucial for public transportation bus operators to ensure the safety, security and effective movement of thousands of riders each day. Our passengers depend on us to provide service as promised, which is spelled out in our attached Purpose Statement. PCPT operational standards are contained throughout our Operations Manual and are the minimum requirements necessary to meet the mission. We have updated the list of violations of these standards that would diminish our ability to provide the required level of service (*See Exhibit 6*). This listing is not all inclusive and may be amended periodically to meet changing requirements. Nevertheless, it will provide each of you with our expectations and the consequence of violating or failing to meet the associated standard. In situations where a trend has developed or the frequency of violations is beyond the number indicated on the attached list of violations, the individual will be subjected to disciplinary action under the Pasco County Career Service Manual (CSM), Group III Violations, (14): Incompetence or inefficiency in the performance of assigned duties in an employee's position. Recommended disciplinary actions will be processed consistent with the requirements of the CSM.

Prior to taking any action on the second or third violation, or the compounding of more than one violation, the Operations Manager will meet to review and discuss the particular situation/incident and provide the recommendation to the Transportation Manager.

Your supervisor can schedule an individual meeting with you to help answer any questions.

#### **N. Public Notice of Detours**

Please follow the process below regarding the public notice of detours of route service due to a scheduled function:

1. As soon as anyone becomes aware of a function/event/road closing, etc., that person will notify the Transportation Operations Manager and Transportation Program Coordinator.
2. The Operations Manager or designee will contact the jurisdictional authority to obtain specific information regarding potential interruption to service.
3. Operations personnel will determine the appropriate detour and obtain specific information regarding potential interruption to service.
4. The Operations Manager will coordinate the information with the Transportation Program Coordinator for public notice requirements.

5. This information should be conducted, when possible, a minimum of ten (10) calendar days in advance of the detour.

#### **O. Reduced-Fare Photo ID Program**

In 2009, the Pasco County Board of County Commissioners (BCC) approved the Reduced-Fare Photo ID Program for PCPT. The program requirements and procedures follow.

##### Program Requirements:

- The following categories are reduced-fare eligible:
  - Students of any age;
  - Persons 65 years of age and over;
  - Persons with certified disabilities;
  - Medicare card holders;
  - Veterans Administration Healthcare service-connected card holders; and,
  - Other reduced-fare permit holders from other transit agencies.
- The PCPT photo ID must be shown to the driver when boarding to use or purchase onboard a reduced-fare pass or cash fare. *Medicare card holders may use their Medicare cards in lieu of the PCPT photo ID, along with a government issued Photo ID such as 1) Driver's License, 2) DMV photo ID, 3) Passport or 4) Veterans photo ID, to verify their identity.* PCPT will also accept another transit agency's reduced-fare photo ID in lieu of the PCPT photo ID. Passengers who do not have one of the afore-mentioned IDs must pay regular fare.
- Anyone purchasing a bus pass at a sales outlet is not required to show proof of eligibility.
- Photo IDs are the sole property of PCPT and subject to confiscation by any PCPT staff member if the passenger violates the rules and requirements of the Reduced-Fare Photo ID Program.

##### Procedures for Issuing Reduced Fare Photo IDs:

1. The fee for the reduced-fare photo ID is \$2.50. Staff will inform potential applicants of the fee and the requirement for cash or money order only.
2. If the applicant claims a disability, PCPT staff will review below documentation or provide an application to be completed by a physician for verification of disability.
  - Documentation for disability verification:
    - Medicare card;
    - A letter from Social Security Administration verifying applicant has been qualified for disability benefits (includes SSI verification);
    - A current reduced-fare permit from another transit agency; or,
    - A government-issued photo ID to cross-check identity for above documentation.
  - If the applicant does not produce the above documentation, follow the below steps:

- Provide a Disability Application for a Reduced Fare Photo ID. The application can be mailed or obtained from the PCPT website – [www.ridepcpt.com](http://www.ridepcpt.com) and click on “Reduced-Fare Info” under the Additional Information/Rider Information link.
- Applicant will provide the completed application to staff at the PCPT office or one of the satellite sites on a designated date to have a reduced fare ID issued and pay the \$2.50 fee.

3. Replacement photo IDs will cost \$2.50 and the same verification is required.

See *Exhibit 7* for the Disability Application for Reduced-Fare Photo ID.

## **IX. INCIDENT REPORTING**

Any unusual occurrence, passenger injury, or unusual behavior while the passenger is in the care of PCPT service is considered an incident. Report any incidents to dispatch immediately. Your supervisor will be notified by the Dispatch Center.

The Incident Report must be completed by the end of the shift and turned into your supervisor (See *Exhibit 8*). It is recommended you complete the report immediately following the incident to record all pertinent information and then complete a final in front of your supervisor.

An Incident Report is required for even a minor incident. For example, a rider slips or trips and no physical injury results. If a rider notes or suspects anything, which might be construed as an incident (e.g., abuse or suspected abuse) even though it was not witnessed, it should be reported.

The Incident Report should also be filled out when a driver finds any equipment missing from the vehicle (fire extinguisher, first-aid kit, etc.).

These reports will be used to provide information for a variety of purposes, including: resolution of a real or potential hazard; briefing material to preclude similar incidents; and documentation necessary for further investigation or to recall an event if a complaint is filed. Management will determine the appropriate disposition of the Incident Report, and also advise other agencies or County Offices if warranted.

## **X. ACCIDENT HANDLING PROCEDURES AND REPORTING**

The six basic emergencies and accident handling procedures are:

1. Remain calm.
2. Protect the passengers and yourself.
3. Reassure and assist your passengers.
4. Obtain help.

5. Protect the bus.
6. Report the accident to Dispatch.

When reporting an accident, give the following information:

1. Your radio call number.
2. Complete and specific address of the accident location.
3. Report all injuries and request emergency medical services if needed.
4. Number and type of vehicles involved.
5. Report estimated damage.
6. Telephone number if calling from a telephone.

If in a hazardous location with a high potential for traffic interference or obstruction, the vehicles should be moved to a nearby safe location following an accident. County Vehicle Maintenance will call a tow truck if you are unable to drive the vehicle out of the way. At all times, obey the officer on the scene and consider the safety of your passengers first.

A supervisor will report to the scene of the accident to assist in obtaining accident-related documentation. They will also determine if drug/alcohol testing is required.

Gather all pertinent information using your accident report forms located in your vehicle packet.

If the accident results in a fatality, notify Central Dispatch immediately. PCPT office staff taking the call will also notify the following personnel:

1. Transportation Manager.
2. County Risk Manager.
3. Department Head.

Reports on fatalities will be reported to the Florida Department of Transportation and the Federal Transit Administration within 24 hours.

Emergency telephone numbers are maintained in the vehicle documentation packet of each vehicle. Pasco County has very specific procedures for **Workers' Compensation**. Please refer to *Exhibit 9* for instructions and additional information.

## **XI. PRETRIP SAFETY CHECK**

The driver must be able to perform a routine daily operational check to determine the safety and serviceability of the vehicle. You will be provided initial and recurring training on

these responsibilities. A complete and thorough vehicle inspection should take approximately fifteen minutes. A copy of the Daily Driver Report is found in *Attachment 5* along with a list of items to be given particular attention to in the pretrip safety check of your vehicle.

In addition to the Pretrip Safety Check, the professional driver must be proficient in the following general driving skills.

## **XII. PROFESSIONAL DRIVING SKILLS**

### **1. Turning**

Careful and skilled turns are especially important when a van or bus type vehicle (driver forward of front wheel) or a long wheel based vehicle is used. Drivers must not turn too widely to avoid crossing too far into the opposite lane or to allow cars to attempt to pass on the right. Drivers must not cut corners too closely to avoid hitting the curb with the tires.

### **2. Maintaining Speed**

Drivers should be able to maintain a steady speed both up and down hills and on level surfaces. Speed should be steady without alternating between acceleration and coasting.

### **3. Stopping**

Drivers must stop smoothly without disturbing passengers as well as stopping smoothly at a selected point. Avoid sudden, jerky stops by slowing well in advance and applying steady brake pressure. Drivers should be able to stop without blocking sidewalks.

Drivers should not enter intersections far enough to be subject to collision with cross traffic, but should be in a position to see oncoming and cross traffic clearly in both directions.

### **4. Backing the Vehicle**

As a trained, qualified, and professional driver, you are responsible for operating your vehicle in a safe and proficient manner. Backing your vehicle is an operational procedure that requires all the proper judgment, skill, and experience you have.

Drivers must realize that buses and vans have a blind spot immediately to the rear of the vehicle. *The following is the PCPT policy on vehicle backing:*

- Avoid backing situations if at all possible. In most cases you can avoid backing by taking a few extra moments to look for another alternative. It is better to assist a passenger a few additional feet than to place yourself in a situation where backing is necessary.
- Survey your route to become familiar with those areas that require backing. Look for ways to minimize backing maneuvers and distances. Ensure the surface is firm to avoid getting stuck.

- When an unusual backing situation is required, i.e., backing around corners or turns, lengthy backing, etc., notify Dispatch for clearance.
- Use a qualified spotter when available. A passenger is not a qualified spotter. A PCPT supervisor, driver, or dispatcher can serve as a qualified spotter. Please be aware that use of a spotter does not relieve the driver from the responsibility or liability of the backing action.
- Always visually check the area to the sides and rear of the vehicle, as well as overhead, prior to backing. Get out of your vehicle and perform a walk around as many times as needed to ensure the area is clear and that further progress is safe.
- Back slowly and cautiously, using your mirrors as your primary guide. Do not open your door to look or hang out your window.
- Ensure the backup alarm is operating properly.

#### 5. Surveillance and Anticipation

Drivers should know how to properly survey the road for signs of impending danger, anticipate the potential hazard and respond accordingly. This includes:

- Visual scanning of the highway, alternating between forward and rearview mirrors.
- Avoiding visual fixation on vehicles immediately ahead, highway striping, roadside signage or activity.
- Seeing and responding to traffic controls, such as stoplights as soon as they become visible. However, never anticipate a red light changing to a green light before it actually occurs.
- Spotting a potentially unsafe situation and waiting for it to clear rather than placing yourself in an unsafe position.

#### 6. Following Distance

Drivers must be aware of the reaction time and the time required to stop a vehicle so that they do not follow too closely to the vehicle in front of them. Distances will vary with the speeds at which both vehicles are traveling. You can use the two-second rule by maintaining at least two seconds between you and the vehicle ahead.

Another rule is to increase by two bus lengths the distance between you and the vehicle ahead for every ten miles per hour. Increase the distance during inclement weather and periods of darkness. Drivers should know how to make adjustments for oily, wet, sand, and gravel roads.

## 7. Passing

*When driving a bus avoid passing.* Drivers of smaller vehicles should always ask if the pass is necessary prior to beginning this action. The driver should know how to pass another vehicle safely. This includes knowledge and recognition of "passing" and "no passing" markings on the highway. The driver should be able to decide when to pass, execute the pass, and return to the lane without sudden and abrupt uses of speed.

## 8. Bus Stop Pullovers and Reentering Traffic

When approaching a bus to board or discharge a passenger, use your break as a signal to indicate you are slowing down, activate your hazard warning flashers approximately 100' before the stop, pull-over to the right hand edge of the roadway, come to a complete stop and allow the passenger to board or alight. You should position your bus parallel to the curb or edge of roadway, approximately 6" to 12" from the curb or edge of roadway. After passenger is safely boarded or clear of bus, activate the left turn signal to indicate your intent to reenter traffic, and once reentered into the flow of traffic, turn-off your hazard signals/flashers and your left-turn signal.

## 9. Entering Traffic

Before entering traffic, the driver should use mirrors and glance over the shoulder to check for vehicles front and rear, as well as cross traffic. The driver should be able to identify gaps in the mainstream of traffic, to signal, and to accelerate smoothly into the lane chosen for travel. In addition, the entrance should be made with sufficient space to allow other vehicles traveling in that lane to maintain speed.

## 10. Leaving Traffic

In leaving traffic, the driver must know how to identify a safe area on the roadside ahead to accommodate the vehicle. The space should also be visible at least 200 feet in either direction. In executing this maneuver, the driver should signal the intent, slow down, exit the highway at a safe speed and apply the brakes. Care should be exercised in crossing the road shoulder. The driver should make sure the vehicle is completely clear of the roadway before stopping.

## 11. Lane Changing

When moving into another lane of travel, the driver should use the mirrors for a safety check to the rear and be aware of blind spots that are not covered by the mirrors. When the lane is clear, the driver should signal his intention to change lanes. Then the driver should steer smoothly to the center of the new lane without delay. If an adjustment in speed is necessary, it should be made while executing the lane change. After completion of the lane change, the driver should cancel the directional signal.

## 12. Parking

When parking a passenger service vehicle, the driver should seek spaces, which allow access to reentering traffic with a minimum of danger. Due to the length and width of

minibuses, buses, and vans, parallel parking should be avoided. Angle parking, which allows forward pull-in and departure, is preferred. In executing this maneuver, the driver should ensure that the fenders and doors clear the other parked vehicles and that there is adequate room for the passenger to exit the vehicle especially where ramps and lifts are used. When parking on a hill with a defined curb, the wheels should be turned sharply away from the curb when on an upgrade and sharply toward the curb when parking on a downgrade.

After parking, the driver must place the vehicle transmission in "park," ensure the parking brake is firmly applied, turn off all electrical switches and controls, and close and secure the windows and doors.

### 13. Leaving a Parking Space

In leaving a parking space, the driver must check traffic to the rear, signal the intent, and maneuver the vehicle out of the parking space, watching for traffic until the vehicle has cleared the other parked vehicles. The driver should know how to leave a parking space using exterior mirrors with full awareness of blind spots that are inherent in vans and buses.

### 14. Transit Passenger Pick-up and Drop-Off

Many transit passengers will be picked up or dropped off at bus stop sign locations or between marked stops. When pulling over at a bus stop sign location, signal your intent to pull over, place the vehicle transmission in "park," apply or engage the parking brake, open the passenger door for the passenger to board or disembark. At undesignated stops for flag down riders, find the closest safe pullover spot, signal your intent and proceed with the same steps previously listed. When appropriate, courteously notify you passenger to avoid standing in an unsafe location and advise them as to a safer place to catch the bus in the future.

Most school bus riders are taught to cross in front of the school bus when they deboard because traffic is stopped in both directions. However, the law does not require traffic to stop for transit buses during passenger pick-up and drop-off.

Therefore, please ensure you advise passengers, particularly student-aged youth, that they should not cross in front of the bus, but rather wait until it departs to give them a clear line of site view of traffic in both directions prior to crossing the street.

### 15. Emergency Areas

The driver should know how to react to an emergency scene, in which they are not involved, such as an accident or fire. The driver should slow down and look for an official directing traffic through the scene. The driver should follow the directions given by the official and drive through the emergency area slowly while watching for any unexpected movement of vehicles and pedestrians. The driver should not cross fire hoses unless directed by an authorized official. If the vehicle is passing through or near an area where there has been an accident involving the spillage of hazardous materials, windows should be closed and the heater/air conditioner turned off to prevent any fumes

from entering the vehicle. Once the area has been cleared and fumes are no longer present, windows should be opened and the heater/air conditioner turned on to purge the vehicle.

#### 16. Being Passed

The driver should constantly be aware of the traffic to the rear by frequent glances in the mirror system of the vehicle. When a vehicle to the rear attempts to pass, the driver should look ahead to make sure space is available for the passing vehicle. The driver should maintain a center position or pull slightly toward the right to allow additional space for the vehicle, which is passing. Under no circumstances should the driver speed up, but it is sometimes necessary for the driver to slow down if the passing vehicle needs a larger space to reenter the lane to avoid a collision. If a vehicle is attempting to pass without sufficient room and becomes trapped in the wrong lane, the driver should speed up or slow down to allow the passing vehicle sufficient room to reenter the correct lane.

#### 17. Being Followed

The driver should know the importance of signaling all intended maneuvers to the following vehicle driver. Constant scanning of the rearview mirrors is necessary to be constantly aware of traffic behind, including vehicle speed, to let the driver know when to slow down and let the following vehicle pass. When stopping, the driver should check to make sure that the following vehicle is also stopping. When driving at night, the driver should avoid looking directly into the mirrors when a vehicle is following closely with high beam lights. The driver should know how to turn the mirror to the night position, slow down, and let the following vehicle pass.

#### 18. Oncoming Traffic

Maintain a right-of-center lane position when approaching an oncoming vehicle and maintain maximum separation from the other lane as safely as possible. Watch for vehicles attempting to pass slow moving, oncoming vehicles, as well as vehicles, which are driving too close to the centerline or that veer across the centerline. When you find yourself in these situations, or anticipate that the oncoming vehicle may be too close to the centerline, you should sound the horn, brake and steer to the right as far as safely possible and stop your vehicle. Each case is different and may warrant other actions, but these general guidelines are recommended for use in most similar situations. This is especially true on narrow streets.

Of course, avoid narrow streets when possible. Always report hazardous or potentially hazardous situations, such as narrow streets, to your supervisor. If a collision is unavoidable, the driver should use the techniques learned in defensive driving which can include sideswiping the oncoming vehicle or colliding at an angle to minimize impact force.

## 19. Special Vehicle Right-of-Way

Drivers should know the laws and requirements for special vehicles such as school buses, ambulances or law enforcement vehicles.

If an emergency vehicle approaches from behind or ahead, the driver should signal, pull safely over to the closest edge of the roadway and stop to let the emergency vehicle pass.

On a two-way street or highway, drivers must always stop in either direction for a school bus loading or unloading children. When the highway is divided by a raised barrier or an unpaved median at least five feet wide, you do not have to stop when you are moving in the opposite direction of the bus. However, slow down and proceed with caution as children may be in the area.

## 20. Approaching Intersections

When approaching an intersection, the driver should slow down and enter the correct passage lane at least 100 feet ahead of the intersection. If a turn is to be executed, the driver should be trained to enter the proper lane 100 feet before the turn or drive on through the intersection. The driver must be aware of the traffic controls and must slow down and prepare to stop if the light changes from green to yellow.

The driver should also be aware of other traffic and should be prepared to stop or yield to other vehicles if they insist on the right-of-way. When stopping at an intersection, the driver should stop before reaching the crosswalk.

## 21. Curves

Anticipate curves by observing road signs. Because vans and buses may be top heavy you should enter curves at speeds lower than posted limits to ensure safe negotiation. Any braking necessary to slow down should be completed prior to entering the curve. When driving into the curve, the driver should reduce speed, look ahead to anticipate steering corrections and maintain the proper position in the lane.

## 22. Lane Usage

The driver should be trained to drive in the far right lane and use the left lane(s) for passing. The driver should be able to maintain lane position and not veer across lane-designated lines except to pass. The driver should know to exit from the lane nearest the exit. On a six-lane road (three lanes each way), the driver will pass in the left lane, use the center lane for through traffic movements, and use the right lane for slower movement and exiting.

## 23. Road Surface Types

The driver should be trained to observe the road surface and adjust speed and driving skills accordingly. The driver should know that weather causes roadway defects such as potholes, broken shoulders, and other changes in the road surface. Special care must

be used when driving on defective road surfaces because surface defects are not only contributing factors to accidents, but also cause premature wear on vehicular life. The driver should be trained to slow down and avoid potholes as traffic permits. Erosion from construction projects and water runoff during rains creates special road hazards for which you must be aware of and adjust your driving accordingly.

#### 24. Wet Roads

The driver should expect slippery surfaces during the first few minutes of a rainfall because of the oil, which has not yet been washed from the road. When driving on these wet surfaces, the driver must increase stopping distances as well as extending the separation between vehicles.

Driving at slower speeds should be used to prevent hydroplaning. When you encounter deep water on the roadway, the driver should drive around it if possible and, if not, should slowly drive through the water. Wet brake linings can occur after driving through deep water. Therefore, after driving through deep water, dry the brakes by putting slight pressure on the brake pedal to generate heat through brake drag.

#### 25. Road Shoulders

The driver should periodically check the shoulders of the road for conditions such as width surface condition, alignment with pavement, and presence of obstructions. If a shoulder is hazardous or no shoulder exists, a slower speed should be used. Should the wheel or wheels on one side of the vehicle drop off the pavement onto the shoulder, the driver must slow down, grasp the wheel firmly, check the side and rear of the vehicle, check the roadway ahead, and cautiously climb back on the road. Be aware that a soft shoulder can tip a vehicle.

#### 26. U-Turns

U-turns are prohibited for PCPT vehicles. If you are faced with a U-turn and no safe alternatives is available, contact Dispatch for instruction.

#### 27. Two- and Three-Point Turns

It is not desirable, but sometimes necessary, to make two- and three-point turns. Do not attempt these type maneuvers when it is unsafe or prohibited. Contact Dispatch for instruction.

These turns are complicated by the "blind spots" inherent in vans and buses. Therefore, the driver must be well trained. When making a three-point turn, the driver should know how to turn left, back up, and move forward in the direction from which the vehicle came in a safe manner. On the two-point turn, the driver will drive pass the driveway, back up into it, check right and left traffic, and then turn right or left onto the highway as required. Refer to backing procedures, Section XII. 4.

## 28. Off-Street Driving

When driving on off-street areas, especially near schools in residential areas, the driver should look for children playing and other vehicles, which could run into the path of the vehicle. This is especially true for larger vehicles since children are small and may not be seen easily. When in an alley, check for other traffic entering the area and for pedestrians crossing sidewalks, exiting buildings, or entering from back yards. Many yard or building entrances to alleys are often hidden and people give less care in entering alleys because they do not expect traffic. When in a parking lot, watch for vehicles backing. When leaving an off-street area, the driver should signal, check for safe clearance and exit when safe.

## 29. Railroad Crossings

The driver must be aware of the road sign that designates railroad crossings. In approaching railroad tracks, the driver should come to a complete stop when a railroad signal is activated. If no signal exists, the driver should stop the vehicle 15 to 50 feet before the railroad crossing, open a window or door to listen for an approaching train and look both ways before crossing at a safe speed. Remember to provide sufficient advance warning to the traffic following behind you to ensure they realize you will be stopping. Slowing down cautiously and use of flashers are two techniques to ensure following traffic becomes aware of your intentions. The driver must not stop on the tracks. Wait for traffic to clear so that the vehicle does not become trapped on the tracks. If the vehicle stalls, the driver should attempt to start the vehicle.

If a train is close, the passengers should be instructed to exit immediately and leave the area. However, never attempt to cross in the first place until you are absolutely sure there is no train approaching. Ensure your vehicle is in proper running order to minimize the chance of stalling on railroad tracks.

## 30. Narrow Bridges

When approaching a narrow bridge, lights should be used to make the vehicle visible. The driver should slow down and remain as far right as possible. The driver should not stop unless the traffic flow requires it.

## 31. Conditions of Reduced Vision

In fog or heavy rain, the driver should use low beam lights and pull off the road to stop if necessary. In case of sun glare, the driver should use the sun visor and look down at the roadway to avoid becoming temporarily blinded. Sunglasses should be used when regular sun glare is encountered.

The driver must keep the windshields and windows clean by use of wipers, defroster, or cloth where and when necessary.

During darkness, the driver must not “over-drive” the headlights. This occurs when you are driving at a speed, which can result in the stopping distance exceeding the distance of road illuminated by the headlights. In night urban driving, the driver will

use the low beam, watch for pedestrians, and travel at posted speeds or less if conditions warrant. In night rural driving, the driver should use high beams only when it is clear and there is no oncoming traffic or traffic within 500 feet ahead of you. Do not attempt to remind the oncoming driver to dim their high beams. Instead, keep your headlight beams on low, slow down, and focus on the right side of your lane to avoid temporary blindness.

### 32. Interstate Highway Driving

The driver should know how to merge with the interstate highway freeway traffic by watching the freeway traffic in the rearview mirror and glancing back, gaining speed on the merge lane, and smoothly merging with the traffic flow. The driver must give merging traffic the right-of-way and should not attempt to maintain lane position where traffic is merging into the driving lane. The driver should especially watch for vehicles trapped behind slow moving traffic, which could possibly dart into the vehicle's path.

When an emergency occurs, the driver should stop only on the shoulder or in the median and not on the freeway. In these situations, set up your emergency triangles to warn traffic, and keep passengers on-board. If passengers must vacate the bus, the driver needs to be both cautious and vigilant to ensure they do not incidentally walk or run into the path of vehicles on the freeway.

### 33. Sand

When encountering sand, the driver should attempt to drive around it rather than through it. If it is necessary to drive through it, the driver should shift to a lower gear and move slowly but steadily through this area. Driving on sand covered surfaces requires an increased stopping distance and more separation between vehicles. Quick turns and sharp braking should be eliminated while driving on sand. If the vehicle becomes stuck in the sand, the driver must contact Dispatch for instruction.

### 34. Climate

In extremely hot weather, the driver must closely monitor temperature gauges and maintain circulation in the cooling system by shifting to a lower gear in slow moving traffic, shifting to neutral during the time when traffic is at a standstill, or turning off the air conditioner. If the air conditioning system becomes inoperative while enroute, the driver should pull over safely, lower passenger windows as needed and proceed.

In these instances, drivers must continuously monitor themselves as well as their passengers for indications of overheating. Stop as often as necessary for refreshment and rest. Report the equipment failure to dispatch immediately.

In cold, rainy weather, the driver should be trained to depress the brake pedal periodically to make sure that the brakes are not wet. If the temperature drops quickly after a rainfall, the driver should be trained to watch for icy spots on the road and especially on overpasses. Although quite rare, if the weather turns extremely cold, the driver needs to keep the fuel tank filled to reduce the chance of ice forming in the gas tank.

### 35. Upgrades/Downgrades

When approaching hills, the driver must be alert to heavy trucks, which often approach upgrades at an excessive speed. Caution and prompt adjustment to your driving may be necessary. When negotiating an upgrade, the driver should be aware that some vehicles slow down. In this case, the driver should be prepared to blend with the traffic. As the crest of the hill is approached, the driver must be prepared to slow down to compensate for the limited sight distance ahead and anticipate meeting oncoming vehicles or encountering other dangerous situations.

When negotiating downgrades, the driver should check the rear-view mirror to make sure following vehicles have not accelerated excessively. On a steep downgrade, it may be necessary to slow down, use brakes intermittently, and shift to a lower gear. When sharp curves and hills are combined, the driver should be prepared for vehicles, which may cross the centerline between lanes when taking a curve.

### 36. Wind

When driving in a crosswind, especially in areas where the highway has many cuts and fills, the driver needs to be prepared for sudden wind changes when emerging from a cut where the vehicle is protected to a fill where the vehicle is subjected to the full force of the crosswind. The large side areas of vans and buses make this very important. If the wind carries sand and other debris, the windows should be closed to protect the passengers.

## **XIII. CUSTOMER COURTESY/PASSENGER ASSISTANCE REQUIREMENTS**

- A. After safety, customer service is the most important aspect of your job as a driver or dispatcher.
1. Customer service for drivers is comprised of many skills including:
    - Smooth driving.
    - Passenger assistance.
    - A friendly, professional attitude and behavior.
    - Ability to provide timely, accurate information.
    - Remaining on schedule.
    - Courteousness/politeness.
    - Adherence to rules/requirements.
    - Compassion.
    - Radio discipline.
  2. Customer service for dispatchers is also made up of a number of skills including:
    - Proper telephone etiquette.
    - Proper listening skills.
    - A friendly, professional tone of voice.
    - Ability to provide timely, accurate information.
    - Courteousness/politeness.
    - Adherence to rules/requirements.

➤ Compassion.

3. Drivers and dispatchers that properly employ good customer service significantly reduce the potential for conflict with difficult passengers/callers, incur less stress, and are able to resolve most issues in a more satisfactory manner.
- B. Many of the qualities and skills of customer service are explained in more detail in other sections of this manual. Because passenger assistance is crucial to the success of each and every trip (particularly in the case of paratransit service), the information below provides additional insight for your training and subsequent review:
1. During initial orientation you are provided with the background, requirements, demonstration lessons, and practical training in passenger assistance. Refresher training is provided on a biennial basis thereafter, while supervisory monitoring is conducted regularly to review your skills. You will also receive periodic special training sessions focusing on various aspects of passenger assistance.
  2. Your daily schedule for paratransit or subscription service should include passenger assistance requirements or instructions applicable to each customer. ***When the passenger's condition or requirement changes or the instruction needs to be revised, inform your supervisor immediately. However, always assist the passenger when it is necessary, even when it is not stated in your instructions.***
  3. Passenger assistance on fixed route service primarily consists of a safe, secure and comfortable ride. In addition, drivers must also be especially attentive to proper boarding and alighting. If you become aware of a situation where a passenger requires personal assistance, do not hesitate to provide that assistance needed to ensure they remain safe and secure. Persons that use the fixed route bus service who require personal assistance beyond these levels should be referred to your supervisor for further review.
  4. You need to be proficient in the following areas of passenger assistance:
    - a. Door to door assistance
    - b. Wheelchair management
    - c. Assisting the frail elderly and disabled
    - d. Seating assistance and transfer techniques between wheelchair and seats
    - e. Passenger securement
    - f. Assisting children or persons with children

If you are unsure of the required procedures, or would like further clarification or training, please see your supervisor.

5. Drivers must take care not to become personal care attendants since that would exceed our area of responsibility. Our level of assistance requested or needed by a passenger should be submitted for review to the supervisor. If a driver encounters a situation where the level of care expected by the passenger seems to exceed that which is reasonable for accomplishing a trip, then it is time for supervisory intervention.

The following describes what a personal care attendant (PCA) and escort is:

**Applicable Definitions:**

**Personal Care Attendant (PCA):** An individual who provides functional assistance to an individual with their everyday living activities. A PCA is an individual that **MUST** accompany and assist a passenger who could not otherwise make the trip without his/her assistance.

**Escort:** A spouse, relative or friend that wishes to accompany a qualified passenger as a companion. PCPT does not allow escorts to ride for free; they will have to pay their own fare.

**Policy:**

**Paratransit Service:**

- A passenger that requires assistance to complete their trip must request that a PCA accompany them for that trip when making their reservation.
- The PCA must have the same point of origin and the same destination. The Prescribe Pediatric Extended Care (PPEC) program is excluded from this requirement.
- When children a minor requires a parent or guardian to accompany them, only one parent or guardian will be considered a PCA.
- There is no fare or charge to the PCA.
- In those cases where it is unclear if the requested PCA qualifies, or the situation may warrant an exception, refer the case to a supervisor.

**Transit Service:**

- A passenger that requires assistance to complete their trip may be accompanied by a PCA.
  - The PCA must have the same point of origin and the same destination.
  - No more than one PCA per rider.
  - The PCA must pay the applicable fare.
  - Refer exceptions on unusual situations to a supervisor.
6. As non-emergency transporters, we may only transport passengers who do not need nor are likely to need medical attention during transport. Anyone requiring medical

attention must be transported by a licensed advanced life support (ALS) or basic life support (BLS) provider in a permitted ALS or BLS ambulance.

7. Each driver should be able to recognize and assist those with:
  - Orthopedic conditions.
  - Neurological conditions.
  - Strokes.
  - Visual impairments.
  - Hearing impairments.
  - Epilepsy.
  - Alzheimer's Disease.
  
8. These above medical conditions may create the following symptoms:
  - Spasticity.
  - Loss of skin sensation.
  - Loss of balance.
  - Pain.
  - Breathing difficulty.
  - Mobility limitations.
  - Loss of strength or control over specific (or all) muscles.
  - Inability to see.
  - Inability to hear.
  - Disorientation/forgetfulness.
  
9. Many physically disabled passengers attempt to cope with these conditions through the use of special assistance devices such as:
  - Various types of crutches and canes, including walkers, white canes, etc.
  - Wheelchairs, including a wide variety of attachments to provide support to various parts of the body.

- Braces.
- Prosthetic devices (artificial limbs).
- Slings.
- Guide dogs.
- Hearing dogs.
- Other service animals.

10. Service animals are allowed on public transportation buses. Guide dogs are trained to sit on the floor of the vehicle, not on a seat. A dog in a harness is a working dog. Guide dogs are friendly, not aggressive, but should not be petted or distracted while in harness.

Pets may be boarded with the passenger under the following conditions:

- They must be in a manufactured cage with solid bottom, able to fit on the passengers' lap without protruding either into the aisle or adjacent seat.
- Pets will not be allowed to be released, while on board the vehicle.

#### 11. Respirator or Portable Oxygen Tank

There is no mandated limit on respirator or oxygen tank size. Most units are manageable with driver assistance during passenger boarding and alighting.

For larger units, the passenger and unit may be loaded via the wheelchair lift. Please utilize all safety and security measures necessary to complete these actions without incident.

If you anticipate difficulty or a hazardous situation, contact the dispatch center for directions and assistance.

12. Securement of passengers is frequently overlooked. The inability of a person's upper torso to withstand starting and stopping forces; the inability of the passengers to foresee emergency situations and their inability to react by bracing themselves; the inability of children to use regular seat belts; and the inability of users of artificial limbs to withstand temperature variations are all important considerations in passenger securement. Without proper securement, riders may be injured during normal vehicle operation. This is particularly true of persons in wheelchairs or children in safety seats. Securement of wheelchairs and children safety seats must be completed properly; utilizing all needed straps and safety belts in accordance with manufacturer's specifications. To ensure all wheelchairs and scooters are firmly and properly secured upon boarding, please follow these procedures:

- If they are capable, passengers on scooters should be politely asked if they would prefer to transfer to a seat. Tie the scooter down to prevent movement.
- If they decline to transfer to a seat, make sure to secure the scooter as best you can by putting belts around steering stanchion and around seat, if possible. You will receive one-on-one instruction.
- Check to make sure that belts are tight and do not slip upon movement by pulling on the belt.

***Do not transport a wheelchair-bound passenger or child unless they are secured properly. If there is any doubt, regardless of the delay in schedule, contact dispatch for further instruction.***

Additional securement tips are located in *Exhibit 10*.

13. Drivers are expected to understand the significance of the following and how it may affect passengers on-board:
  - Heating and cooling systems on passengers with various conditions such as artificial limbs.
  - Ventilation is critical to the safety, well being and comfort of passengers.
  - The passengers and/or drivers are expressly prohibited from smoking on PCPT vehicles.
  - Housekeeping, including the securement of packages, bottles, canes walkers, clipboards, jacks, and other devices that can become flying missiles in case of a collision.
  - Noise levels.
  - Color of vehicle interiors and their effect on the visually impaired.
  - Terrain and its effect on mobility restricted individuals.
  - Weather.
14. Knowledge of passenger assistance training techniques reduces the potential for injuries when vehicle accidents occur; but, more importantly, this knowledge helps prevent injuries to the passengers during normal activity.
15. When dealing with some of the more frail riders, it has happened that the driver's extra concern with a potential no-show has resulted in the person receiving emergency assistance in time. However, it must be stressed that in the performance of **paratransit service**, an unanswered door should be handled with caution in case the driver is mistaken for a possible intruder. Some recommendations include:

- When you arrive at the passenger pick-up point, if it is possible, attempt to park the bus where it is clearly visible to the scheduled passenger so that you can be easily identified.
  - If you go to the door because of no response to your arrival, try to announce your presence and identity, as well as knocking on the door or ringing the bell. If you still get no response, then request Dispatch to call the rider. They will attempt to contact the person and, if no response, they will try the emergency contact. Dispatch will advise you as to further action.
  - Unfortunately, walking around the home or trying the doors may represent more of a hazard to the driver than a help to the person, so it should be avoided.
- C. The following actions will help you ensure you remain professional and courteous throughout your driving assignment:
1. *Follow the route and schedule as precisely as possible.*
  2. *Come to a complete stop, place transmission into park or neutral, as applicable, and apply the parking brake before opening passenger doors to board or alight.*
  3. *A smile and a pleasant greeting or “thank you” goes a long way in making the passenger feel more comfortable.*
  4. *Call out all stops at major intersections, transfer points, major destinations and any stop specifically requested – it’s the law.*
  5. *Operate your vehicle smoothly and professionally. Go very slow over speed bumps.*
  6. *Adjust the heat or air conditioner for passenger comfort.*
  7. *Keep your interior passenger lights on during periods of darkness or inclement weather.*
  8. *Do not exit your bus before passengers, unless you are assisting a passenger.*
  9. *For fixed route service, never leave/depart from a time point earlier than the schedule calls for.*
  10. *For fixed route service, be attentive to flag-down riders. It is better to be a little behind on the schedule than to miss a passenger.*
  11. *For fixed route service, provide correct information on schedules and/or connections when needed or asked for.*

## XIV. PASSENGER BEHAVIOR/SAFETY RULES

Passenger behavior has the potential to affect the safe operation of your vehicle. No driver is expected to transport individuals who may endanger the safety of others.

Drivers are trained in passenger assistance and sensitivity, and also receive an overview on handling disruptive passengers. Common sense and professionalism play the largest role in the proper management of passenger behavior.

In those instances where a passenger's behavior cannot be adequately managed, and this behavior presents a real or potential safety hazard, the driver should properly exit traffic and stop to report the situation to Dispatch for further guidance.

Passengers must adhere to the following rules while on-board the vehicle to ensure their safety:

- Passengers must properly secure safety restraints when the vehicle is so equipped before the vehicle moves. The driver can assist as required.
- Passengers must not talk to the driver while the vehicle is in motion to avoid distraction. However, passengers should notify the driver of a problem.
- Service animals are authorized on board for special needs passengers.
- Passengers can carry belonging as long as they are small enough to fit on their lap or by their feet. Items cannot block the aisle or use the seat next to the passenger. PCPT is not responsible for items left on the bus.
- Any suspicious package must be reported to the driver immediately.
- The seats near the front are designated for the elderly and people with disabilities.
- Passengers must remain behind the standee line.
- Passengers must remain seated until the vehicle comes to a complete stop for alighting purposes.
- No children on strollers. Strollers must be folded and out of the aisle.
- It is the goal of PCPT to provide transportation for persons of all ages. In order to accomplish this, a policy on unaccompanied children was implemented (See *Exhibit II*). Children age four and under ride free. No more than three children with each paying adult.
- No eating or drinking. No open food or drink containers. No smoking. Alcoholic beverages must be unopened and in a bag. An open beverage container is one with a snap-on lid (i.e., soda or coffee cups and not spill proof). Bottles with a cap that can be secured and tightened and spill proof will be allowed, such as soda bottles, water bottles and baby bottles. While the general policy of no eating or drinking on the bus remains

valid, please use appropriate discretion on enforcement.

- No weapons, flammable materials or illegal drugs on PCPT vehicles.
- No playing radios or recorded music without headphones. Volume on the headphones shall be kept at a level which does not disturb other riders.
- Conversations between riders or on a cell phone shall be conducted at a reasonable volume.
- Vulgar or abusive language will not be tolerated.
- Passengers are required to wear shirts and shoes.
- No loitering, soliciting, gambling, littering and/or yelling.
- No laying on the bus seats, do not put feet on the seat.

## **XV. AMERICANS WITH DISABILITIES ACT (ADA) SERVICE REQUIREMENTS**

A. PCPT complementary paratransit service is characterized by a level of service that is comparable to that provided on the PCPT fixed-route bus system. Comparable ADA paratransit service is provided using six (6) primary criteria. These criteria are defined below, along with an assessment of PCPT's compliance with the criteria.

- (1) **Service Area** – PCPT shall provide complementary paratransit service to origins and destinations within corridors with a width of  $\frac{3}{4}$  of a mile on each side of each fixed-route. The corridor shall include an area within  $\frac{3}{4}$  of a mile radius at the ends of each fixed-route.

PCPT currently identifies ADA paratransit eligibility through the initial assessment and registration conducted by the information staff. The PCPT employee also determines ADA paratransit eligibility by assessing the eligibility application and the home address, in terms of its location within  $\frac{3}{4}$  of a mile of existing fixed bus routes.

- (2) **Response Time** – PCPT shall schedule and provide paratransit service to any ADA paratransit eligible person at any request time on a particular day in response to a request for service made the previous day.

Agency sponsored paratransit trips require advance reservations of seventy-two (72) hours as a standard; however, shorter reservation time is permitted based upon the availability of service and will be accommodated for ADA paratransit eligible users. The current procedures require that reservations be made by 7:30 p.m. PCPT also permits trip reservations to be made up to fourteen (14) days in advance, which is consistent with ADA requirements.

As necessary, PCPT will negotiate pick-up times with riders to accommodate previously scheduled trips or to avoid capacity constraints. To encourage multi-load trips and increase overall system efficiency, PCPT negotiates pick-up times to the maximum extent possible.

- (3) **Fares** – The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare (without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed-route system.

The full fare for a paratransit trip is \$4.00 and a half fare of \$2.00 is available to the elderly population (age 65+), students with appropriate ID, Medicare card holders, and persons with disabilities. The full fare on fixed-route bus service is \$1.50, indicating that PCPT is in full compliance with this criterion.

- (4) **Trip Purpose Restrictions** – PCPT shall not impose restrictions or priorities based on trip purpose. Although the Local Coordinating Board (LCB) has established a priority list of trip purposes for nonsponsored paratransit trips, these priorities are not applied to ADA eligible trips. No trips have been denied to date, resulting in no restrictions or priorities based on trip purpose for ADA paratransit eligible users. As such, PCPT remains in compliance with this criterion.

- (5) **Hours and Days of Service** – The complementary paratransit service shall be available throughout the same hours and days as the entity's fixed-route service.

Advance reservation paratransit service is provided by PCPT and contractors to ensure that the coordinated system operates on a twenty-four (24) hour basis, seven (7) days a week, which exceeds the hours of fixed route service.

- (6) **Capacity Constraints** – PCPT shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: (1) restrictions on the number of trips provided to an individual, (2) waiting lists for access to the service, (3) any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

PCPT is in compliance with this criterion since the availability of complementary paratransit service to ADA paratransit eligible individuals is not limited for any reason, including those listed above.

- B. Drivers will ensure all accessibility features are maintained and operational. These include lifts, ramps, securement devices, signage, and systems to facilitate communication.
- C. Drivers will immediately report any failure of a lift in service. If a lift is inoperative, the vehicle will be removed from service before the next day and PCPT supervisory personnel will ensure the lift is repaired before the vehicle returns to service. However, when no spares are available, the vehicle may remain in service with an inoperative lift for no more than three days. Supervisory personnel must authorize this use. Alternative service to persons with disabilities will be provided if a vehicle with an inoperable lift is

used on a fixed route and the headway to the next accessible vehicle exceeds 30 minutes.

- D. Wheelchairs must be secured. However, service will not be denied on the basis that a wheelchair cannot be secured. In these instances, the driver will notify the dispatch center for direction.

Alternatives include:

- Transfer of the passenger to a seat. However wheelchair users cannot be required to transfer to a seat;
  - Use of contract paratransit service;
  - Use of another wheelchair which can be secured, and;
  - Educating/coordinating with the individual and/or their family on the safety benefits of proper wheelchair securement.
- E. Drivers will provide assistance upon request or as necessary with lifts, ramps, and securement systems. Passengers unable to climb up or down the bus boarding steps may utilize the lift or ramp. In these cases, the passenger should be placed in a wheelchair to facilitate the process.
- F. Drivers will assess the need for gait belt use by wheelchair passengers and recommend use as applicable.
- G. Drivers will announce stops at transfer points, major intersections, destination points, at adequate intervals along a route, and upon request.
- H. Appropriate route signage shall be displayed on the bus to ensure a high level of visual identification by passengers at bus stops.
- I. Service animals shall be permitted in PCPT revenue service vehicles.
- J. Drivers will permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, or will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers. Contact the dispatch center for further direction.
- K. Service is permitted for persons using respirators or portable oxygen.
- L. Documented training and proficiency are required for drivers on the safe operation of accessibility equipment, as well as proper treatment of persons with disabilities.

See *Exhibit 12* for additional ADA information.

## **XVI. BIKES ON BUSES PROGRAM**

The Bikes on Buses program is a customer service feature associated with the PCPT transit service. The following operational guidelines provide procedures to ensure the program is conducted in a safe, efficient and professional manner. The following procedures are required and must be followed.

1. Secure your vehicle. Place the transmission in neutral and apply the parking brake before the passenger attempts to load the bike.
2. Observe completion of loading and unloading operations to advise the passenger if an unsafe condition might exist.
3. All bike accessories should be secured or removed by the passenger prior to boarding the bus.
4. If your last bike-riding passenger fails to return the rack to the upright position, you must get out and stow the rack. Do not drive with the empty rack down.
5. Report all irregularities and incidents to the dispatch center and your supervisor as soon as possible.

**EXHIBIT 1**  
**SUBSTANCE ABUSE POLICY**

# PASCO COUNTY PUBLIC TRANSPORTATION SUBSTANCE ABUSE POLICY



Prepared By:

Pasco County Public Transportation

Approved By:

Pasco County Board of County Commissioners

Florida Department of Transportation

Pasco County Personnel Department

February 2005  
Revised October 2011



**Florida DOT**  
**Substance Abuse Model Policy**  
{Zero Tolerance Version}

**Transportation Manager Statement**

Pasco County Public Transportation (PCPT) is dedicated to providing safe, dependable, and economical transportation services to its patrons. PCPT employees are a valuable resource and it is also our goal to provide a safe, healthy and satisfying working environment for our employees. In meeting these goals, it is our policy to:

- Assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner;
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse;
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances;
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

This Substance Abuse Policy implements a drug and alcohol testing program for all safety-sensitive employees. Each employee shall be provided a signed copy of the adopted policy. *Policy items implemented under the authority of PCPT are italicized throughout this policy.* All other policy items are implemented under the authority of the US DOT and/or the Federal Transit Administration.

*Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

This policy was originally approved by the Pasco County Board of County Commissioners on March 8, 2005, and the update submitted to the Board on September 25, 2012.

Name: Michael H. Carroll

Title: Transportation Manager

Signature:



Date:

8/13/12

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## **1. Background**

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the Federal Transit Administration (FTA) published regulations prohibiting drug use and alcohol misuse by transit employees and required transit agencies to test for prohibited drug use and alcohol misuse. 49 Code of Federal Regulations Part 655, "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations" mandates urine drug testing and breath alcohol testing for all employees in safety-sensitive positions. These regulations prohibit the performance of safety-sensitive functions when there is a positive drug or positive alcohol test result or an employee refuses to submit to DOT required drug or alcohol testing.

In addition, the U.S. Department of Transportation (DOT) has issued 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" to provide uniform procedures and standards for conducting drug and alcohol testing programs. The drug and alcohol testing program of PCPT will be conducted in accordance with 49 CFR Parts 40 and 655, as amended. Employees may request copies of the applicable regulations by contacting PCPT designated employer representative listed in Section 25 of this policy.

## **2. Purpose**

This policy is established to comply with FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

## **3. Covered Employees**

This policy applies to all safety-sensitive transit system employees as identified and described herein. Paid part-time employees and contractors, when performing safety-sensitive duties, are also covered by this policy when performing any PCPT related business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Additionally, this policy applies to volunteers who perform safety sensitive duties who are required to hold a Commercial Driver's License, or who receive remuneration in excess of his or her actual expenses incurred while engaging in the volunteer activity. This written policy shall be distributed to all employees and applicable volunteers in safety-sensitive positions. Adherence to this policy and its provisions are a condition of employment in a safety sensitive position; per 49 CFR Part 655.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license
3. Control the movement/dispatch of a revenue service vehicle
4. Perform maintenance on a revenue service vehicle or equipment used in revenue service
5. Carry a firearm for security purposes
6. May perform any of the above safety sensitive functions in a supervisory or training role.

This policy is applicable to the following positions within Pasco County Government

- *Transportation Manager*
- *Transportation Operations Manager*
- *Transportation Program Coordinator*
- *Transportation Services Supervisor*
- *Lead Bus Driver*
- *Bus Driver*
- *Bus Dispatcher*
- *Fleet Supervisor*
- *Lead Automotive Technician*
- *Automotive Technician*
- *Automotive Mechanic*
- *Automotive Trainee*

#### **4. Prohibited Substances**

In accordance with US DOT 49 CFR Parts 655 and 40; the following are prohibited substances:

- Cocaine
- Opiates (e.g., heroin, codeine)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Amphetamines (includes methamphetamine and MDMA – Ecstasy)
- Alcohol Misuse as defined in Section 23, below.

#### **5. Prescription and Over the Counter Medications**

The appropriate use of legally prescribed drugs and non-prescription medications are not prohibited. A legally prescribed drug means a prescription or other written approval from a physician for the use of a drug by an individual in the course of medical treatment. However, the use of any substance which carries a warning label that indicates mental functioning, motor skills, or judgment may be adversely affected must be reported to supervisory personnel and medical advice must be sought, before performing safety sensitive duties.

The misuse or abuse of legally prescribed drugs is prohibited; this includes the use of medication that is prescribed to another individual as well as illegally obtained prescription drugs.

*PCPT strongly encourages employees to inform their prescribing physician of the safety-sensitive job functions that they perform, in order to ensure that appropriate medications are prescribed.*

#### **6. Employee Protections**

The procedures that will be used to test for the presence of prohibited substances or misuse of alcohol shall be such that they protect the employee's privacy, the validity of the testing process and the confidentiality of the test results.

All urine drug testing and breath alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended. All urine specimen collections, analysis and reporting of results shall be in accordance with 49 CFR Part 40, as amended.

Drug and alcohol testing shall be conducted in a manner that will ensure the highest degree of accuracy and reliability using techniques, equipment, and laboratory facilities which have been

approved by the U.S. Department of Health and Human Services (DHHS).

Alcohol initial screening tests will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) or non-evidential alcohol screening device that has been approved by NHTSA. Confirmatory tests for alcohol concentration will be conducted utilizing a NHTSA approved EBT.

1. Except as required by law or expressly authorized in this section, PCPT shall not release employee information that is contained in records maintained per 49 CFR Section 655.73.
2. An employee may, upon written request, obtain copies of any records pertaining to the employee's use of alcohol or controlled substances, including any records pertaining to his or her alcohol or controlled substances tests.
3. PCPT shall release information regarding an employee's records as directed, by the specific written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.
4. Records pertaining to a Substance Abuse Professional's evaluation, treatment and follow up testing results shall be made available to a subsequent DOT employer upon receipt of written consent from an employee.

**7. Employee Responsibility to Notify PCPT of Criminal Drug Conviction**

It is a violation of this policy for any employee to fail to immediately notify PCPT of any criminal drug statute conviction, or a finding of guilt whether or not adjudication is withheld, or the entry into a diversionary program in lieu of prosecution. Violating employee shall be immediately removed from safety sensitive duties.

*Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

**8. Employee Training**

Safety-sensitive employees will receive at least 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

Supervisors who make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral and performance indicators of probable drug use and 60 minutes on the physical, behavioral and performance indicators of probable alcohol use.

**9. Pre-employment Drug and Alcohol Background Checks**

In compliance with 49 CFR Part 40.25, PCPT must make a good faith effort to obtain drug and alcohol testing records from prior DOT covered employer(s) for the previous two years for all applicants seeking safety-sensitive positions and all current employees transferring into a safety-sensitive position. PCPT will require each applicant/transferee to a safety-sensitive position to complete a written consent that allows the release of drug and alcohol testing information from previous DOT covered employers to PCPT. An applicant/transferee who refuses to provide written consent will not be permitted to perform safety-sensitive functions for PCPT.

All safety-sensitive applicants who have previously failed a DOT pre-employment test must provide proof that they have completed a Substance Abuse Professional's (SAP) evaluation, treatment and return to duty process in addition to a pre-employment drug test with negative results, prior to their employment into a safety-sensitive job function. The credentials, training and education of the SAP must meet the requirements of 49 CFR Part 40 Subpart O.

#### **10. Pre-Employment Testing**

All safety-sensitive position applicants shall undergo a urine drug test prior to placement in a safety sensitive position. PCPT must be in receipt of a negative urine drug test result prior to the applicant's performance of any safety sensitive function. A cancelled test result will require an applicant to undergo a subsequent pre-employment urine drug test, until a negative test result can be obtained.

*If an applicant's pre-employment urine drug test result is verified as **positive**, the applicant will be excluded from consideration for employment per PCPT authority. Applicant will be provided a referral to an SAP meeting the required qualifications per 49 CFR Part 40.281, as amended.*

An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test. PCPT must be in receipt of a negative drug test result prior to the employee being reinstated to safety sensitive duty.

#### **11. Random Testing**

Employees in safety-sensitive positions shall be subject to random, unannounced testing. The minimum annual percentage rate for random alcohol testing and the minimum annual percentage rate for random controlled substances testing shall be in accordance with 49 CFR Part 655, as amended. The percentages of testing shall be based on the average number of safety-sensitive employees per calendar year.

The administering of random testing shall be spread reasonably throughout the calendar year and throughout all times of day when safety-sensitive functions are performed. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

Random alcohol testing shall be conducted on a safety-sensitive employee during, just before or just after the performance of a safety-sensitive function.

Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty.

The selection of employees for random alcohol and drug testing shall be made by a scientifically valid method. The selection process shall provide each covered employee an equal chance of being tested each time selections are made. A computer based random number generator that is fair and equitable for the covered employees shall derive the list.

## 12. Reasonable Suspicion Testing

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and/or breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to be in compliance with FTA regulations. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty.

## 13. Post-Accident Testing

**Fatal Accident:** A safety-sensitive employee shall be required to undergo urine drug and breath alcohol testing following an accident involving a revenue service vehicle that results in a fatality (regardless of whether or not the vehicle is in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested. As soon as practical following an accident involving the loss of human life, surviving covered employees shall undergo drug and alcohol testing.

**Non-Fatal Accident:** A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene, *and/or* if one or more vehicles incurs disabling damage that requires towing from a site; unless PCPT determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall be tested. The decision regarding whether or not the employee's performance could have contributed to the accident will be the sole discretion of PCPT using the best information available at the time of the decision.

Following an accident, the employee must be "readily available" for testing. Post accident tests will be conducted as soon as possible, all reasonable efforts shall be made to test the safety sensitive employee(s) within (2) two hours of the accident, but not after eight (8) hours for alcohol testing and thirty two (32) hours for drug testing. If a drug or alcohol test required by this section is not administered within the required time period following the accident, PCPT shall prepare and maintain on file, a record stating the reasons the testing was not promptly administered and efforts to conduct testing shall cease.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. Any safety-sensitive employee, who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing, shall be considered to have refused the test.

The post-accident testing requirements shall not delay necessary medical attention for injured persons, nor will they prohibit an employee who was performing a safety-sensitive function from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

In the rare event that an employee is unable to submit to a post-accident test within the required time period (i.e., 8 hours for alcohol and 32 hours for drugs) due to circumstances beyond PCPT's control, the results of a blood, urine or breath alcohol test conducted by a federal, state or local official having independent authority for the test, will be considered to meet the requirements for a post-accident test. The test must conform to the applicable federal, state, or local testing requirements and the results must be obtained by PCPT (Per 49 CFR Part 655.44).

#### **14. Refusal to Submit to Urine Drug Testing**

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing as described in sections 10-13. An employee who fails to cooperate with the testing process or attempts to thwart the testing process will be considered to have "refused testing". Refusal to submit to DOT required testing is a violation of this substance abuse policy.

*Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

The following actions constitute a "refusal to test" in accordance with 49 CFR Part 40, as amended:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- (2) Failure to remain at the testing site until the testing process is completed (after the process has been started).
- (3) Failure to provide a urine specimen for any drug test required by this part or DOT agency regulations.
- (4) In the case of a directly observed or monitored collection in a drug test, failure to permit the observation or monitoring of your provision of a specimen.
- (5) Failure 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.
- (6) Failure or decline to take an additional drug test the employer or collector has directed you to take.
- (7) Failure to undergo a medical examination or evaluation, as directed by the Medical Review Officer (MRO) as part of the verification process, or as directed by PCPT.
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, failure to follow the observer's 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.
- (10) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admitting to the collector or MRO that you adulterated or substituted the specimen.

Refusals to test will result in employee's immediate removal from safety sensitive duties and a referral to an SAP that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the

qualifications outlined in 49 CFR Part 40.281 Subpart O.

## 15. Observed Urine Drug Collections

During an observed collection, the employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around, that they do not have a prosthetic device. The collector/observer must witness the employee's urine leave the body and enter the collection cup. The collector/observer must be the same gender as the employee being observed.

Observed collections are required in the following circumstances:

- Anytime the employee is directed to provide another specimen because the temperature on the original specimen was out of the accepted temperature range of 90°F - 100°F;
- Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with;
- Anytime a collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- Anytime the employee is directed to provide another specimen because the laboratory reported to the MRO that the original specimen was invalid and the MRO determined that there was not an adequate medical explanation for the result;
- Anytime the employee is directed to provide another specimen because the MRO determined that the original specimen was positive, adulterated or substituted, but had to be cancelled because the test of the split specimen could not be performed.
- Anytime a follow up or return to duty test is required (test types not applicable to PCPT policy).

## 16. Specimen Analysis

All specimens will be analyzed in accordance with the procedures set forth in 49 CFR Part 40, as amended. Specimen validity testing will be conducted on all urine specimens provided for testing under DOT authority. Specimen validity testing is the evaluation of the specimen to determine if it is consistent with normal human urine. The purpose of validity testing is to determine whether certain adulterants or foreign substances were added to the urine, if the urine was diluted, or if the specimen was substituted.

## 17. Dilute Test Results

Upon receipt of MRO verified **negative-dilute** drug test results with creatinine levels greater than 5 mg/dl and less than 20 mg/dl, PCPT will exercise the option to require that applicants/employees submit to a secondary urine collection as provided in 49 CFR Part 40.197. The collection of the second specimen will not be conducted under direct observation. The result of the second urine drug test will be accepted as the final result.

*PCPT will exercise this option uniformly for all pre-employment and random tests that produce a negative-dilute test result with creatinine levels greater than 5mg/dl but less than 20mg/dl.*

Upon receipt of a **positive-dilute** urine drug test result, PCPT will immediately remove the employee from safety sensitive duty and provide the employee with a referral to a DOT qualified Substance Abuse Professional. A positive dilute result is always deemed as a final

positive result. *Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

**18. Medical Review Officer's Role and Responsibilities**

The designated MRO shall be a licensed physician (doctor of medicine or osteopathy) with knowledge of drug disorders. PCPT shall use the following MRO:

**Name of MRO:** Dr. Natalie P. Hartenbaum, MD, MPH, FACOEM

**Address:** 1364 Welsh Road, Ste. C-2 North Wales, PA 19454

**Phone Number:** (215) 540-1651 **Fax Number:** (215) 371-5974

The role of the MRO is to review and interpret confirmed positive test results obtained through the employer's testing program. In carrying out this responsibility, the MRO shall examine alternate medical explanations for any positive test result. This action may include conducting a medical interview and review of the individual's medical history, or review of any other relevant biomedical factors. The MRO shall review all medical records made available by the tested individual when a confirmed positive test could have resulted from legally prescribed medication. The MRO shall not, however, consider the results of urine samples that are not obtained or processed in accordance with DOT regulations.

Additionally, the MRO cannot accept an assertion of consumption of a hemp food product as a basis for verifying a confirmed marijuana (THC) test result as a negative. Consumption of a hemp food product is not to be considered a legitimate medical explanation for a prohibited substance or metabolite in an individual's specimen.

An employee shall be notified by the MRO of a laboratory confirmed positive test and a verification interview will be conducted with the employee, by the MRO in accordance with 49 CFR Parts 40.131, through 40.141

**19. Verified Positive Results**

MRO verified positive urine drug tests will result in immediate removal from safety sensitive duties and a referral to an SAP that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O, will be provided to employee.

*Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

**20. Cancelled/Invalid Test Results**

A drug test that has been declared cancelled by the Medical Review Officer, because the specimen was invalid or for other reasons, shall be considered neither positive nor negative. Additionally, a specimen that has been rejected for testing by the laboratory is reported by the MRO as a cancelled test.

When a negative urine drug test result is required (as is the case with pre-employment, return to duty and follow up test types) the employer must conduct another drug test on the

individual. For some categories of cancelled drug tests, the MRO will indicate that a re-collection of a specimen using direct observation specimen collection procedures is required, regardless of test type. Direct observation collection procedures will be in accordance with 49 CFR Part 40.67 as amended. The MRO may also direct an employee to undergo a medical evaluation to determine whether or not clinical evidence of drug use exists when there are documented medical explanations for an individual producing invalid specimens and a negative result is needed for a pre-employment, return to duty or follow-up test.

For alcohol testing, a test that is deemed to be invalid per 49 CFR Part 40.267, shall be cancelled and therefore considered neither positive nor negative.

## **21. Split Specimen Testing**

Split specimen collection procedures will be followed in obtaining specimens. An employee is entitled to request, within 72 hours of learning of a verified positive test result, that the split specimen be tested at a different DHHS certified laboratory than that which conducted the test of the primary specimen. If the test result of the split specimen fails to reconfirm the presence of the drug or drug metabolite, the test result shall be ruled "Canceled". The procedures for canceled tests, as outlined in 49 CFR Part 40.187, will be followed. If the test result of the split specimen is positive, the test results shall be deemed positive. If the laboratory's test of the primary specimen is positive, adulterated or substituted and the split specimen is unavailable for testing, a re-collection under direct observation is required. Direct observation collection procedures will be in accordance with 49 CFR Part 40 as amended.

Split Specimen Testing is not authorized for test results reported by the MRO as "Invalid".

### **Payment of Split Specimen Testing:**

When an employee has made a request to the MRO for a test of the split specimen, PCPT is required to ensure that the cost for the split specimen testing is covered, in order for a timely analysis of the sample. *PCPT will seek reimbursement from the employee for the cost of the completed test, if the results reconfirm the original positive finding.*

## **22. Alcohol**

For the purposes of this policy, alcohol is defined as the intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols including methyl or isopropyl alcohol. Alcohol use means the consumption of any beverage, mixture, or preparation, including any medication containing alcohol. 49 CFR Part 655 authorizes alcohol testing and requires PCPT to take action on the findings, regardless of whether it was ingested as a beverage alcohol or in a medicinal or other preparation.

## **23. Alcohol Use and Breath Alcohol Testing**

No safety-sensitive employee shall report for duty or remain on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater. If there is actual knowledge that an employee may be under the influence of alcohol while performing safety sensitive functions, the employee shall not be permitted to perform or continue to perform safety-sensitive functions, pending a reasonable suspicion interview, conducted per Section 12. No safety-sensitive employee shall use alcohol while performing safety-sensitive functions, within (4) four hours prior to performing a safety sensitive function, or during the hours that they are on call or standby for duty. No safety-sensitive employee shall use alcohol within eight (8) hours following an accident or until the employee undergoes a post-accident test, whichever occurs first.

A Breath Alcohol Technician (BAT) qualified to conduct DOT breath alcohol testing shall

conduct all DOT required alcohol screening tests.

In accordance with the provisions of 49 CFR Part 40, as amended, the results of both the screening and confirmation of breath alcohol tests, as applicable, shall be displayed to the individual being tested immediately following the test(s).

The results of breath alcohol testing will be transmitted by the breath alcohol technician to PCPT in a confidential manner, in writing, in person, by telephone or electronic means in accordance with 49 CFR Part 40, as amended. All testing will be conducted consistent with the procedures put forth in 49 CFR Part 40, as amended.

PCPT affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. Handling of tests and confidentiality shall be in conformance with 49 CFR Part 40, and as described below:

If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. A safety-sensitive employee who has a confirmed alcohol concentration of greater than 0.02 but less than 0.04 will result in removal from his/her position for (8) eight hours unless a retest results in a concentration measure of less than 0.02.

An alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. An employee testing positive for alcohol will be immediately removed from safety sensitive duty and will be provided with a referral to a DOT qualified SAP, in accordance with 49 CFR Part 40, as amended.

*Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

#### **24. Refusal to Submit to Alcohol Testing**

The following actions constitute a refusal to submit to Alcohol Testing:

- (1) Fail to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- (2) Fail to remain at the testing site until the testing process is complete.
- (3) Fail to provide an adequate amount of saliva or breath for any alcohol test required by this part or DOT agency regulations.
- (4) Fail to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure.
- (5) Fail to undergo a medical examination or evaluation, as directed by PCPT.
- (6) Fail to sign the certification at Step 2 of the ATF.
- (7) Fail to cooperate with any part of the testing process.

A referral to an SAP that has knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders, and who meets the qualifications outlined in 49 CFR Part 40.281 Subpart O will be provided. *Per PCPT authority, violation of this substance abuse policy will result in termination of employment and/or exclusion from hire.*

**25. System Contacts**

**Drug and Alcohol Program Manager or Designated Employer Representative**

Name: Barbara De Simone, Personnel Director  
Address: 7530 Little Road – Suite 330  
New Port Richey, Florida 34654  
Phone: (727) 847- 8103 Fax: (727) 847-8992  
E-mail: bdesimone@pascocountyfl.net

**Alternate**

Name: Jane Calano, Risk Manager  
Address: 7530 Little Road – Suite 330  
New Port Richey, Florida 34654  
Phone: (727) 847- 8539 Fax: (727) 847-8992  
E-mail: jcalano@pascocountyfl.net

**Substance Abuse Professional**

Name: Donna Hunter  
Address: 4023 N. Armenia Ave., Suite 102  
Tampa, Florida 33603  
Phone: (813) 871-2232

**National Hot-Line Numbers and Help Lines:**

1-800-COCAINE

The American Council on Alcoholism Help Line  
1-800-527-5344

The National Institute on Drug Abuse Hot Line  
1-800-662 HELP

Alcoholics Anonymous 212-686-1100

A copy of the referenced regulations (49 CFR Parts 40 and 655); are available on the CUTR Substance Abuse Management Resource Website: [sam.cutr.usf.edu](http://sam.cutr.usf.edu)

Please sign the Acknowledgement of Receipt of this Policy (attached) and return to your supervisor or Designated Employer Representative.

# Rx & OTC Medications

## Safety-sensitive Employee Guidelines for Use for Rx and OTCs

1. **Be cautious.** All medications, prescriptions (Rx) and over-the-counter (OTC) medications have the potential to be dangerous. Use medications cautiously and always in accordance with your physician's directions. Do not perform any safety-sensitive function if you are impaired by any medication. However, this caution should not be construed to require any FTA covered employee to delay or deny any necessary medical treatment.
2. **Inform your prescribing physician, dentist or other medical professional.** Before accepting a prescription, inform your physician of your safety-sensitive position and explained your job duties. Do not assume he/she will remember your explanation for one visit to the next. Remind him/her of any other medications you might be taking; make sure to include those medications prescribed by other physicians. Make sure the physician has your complete medical history. Ask if you will be able to perform your duties safely on these medications, if not; ask if there is an alternative. Follow employer's policy and procedures for documenting the physician's assessment and release to work statement, if applicable.
3. **Solicit information from your pharmacist.** Any time you need additional information about an Rx or OTC, ask your pharmacist. A pharmacist will be very knowledgeable about the medication ingredients, side-effects, precautions, drug interactions, and effects when combined with other drugs. Even if you have already obtained information from your prescribing physician, your pharmacist may be more knowledgeable and be able to provide additional information and insight. Read warning labels and side-effects provided on information summaries provided with Rx and OTCs.
4. **Do not over-medicate.** Always follow prescription directly as written. Never increase the dosage or frequency of use without explicit directions from your doctor. Not only is this practice medically risky, but increase doses of a medication, may cause impairment when the same medications used as recommended may not.
5. **Check the strength of the prescription.** Sometimes medicines are prescribed in different strengths (i.e., 500 vs. 250MG) Do not take a pill without first checking the dosage and comparing it to the prescription, even if you have taken this medication before or this is a refill.
6. **Never take someone else's medication.** Even if you have taken this medication or one like it before, this is illegal, dangerous and it may cause impairment.
7. **Always monitor your reaction.** Any time you take any medication (Rx or OTC) watch for any side-effects which could impact your availability to perform your job safely including drowsiness, dizziness, confusion, etc. try to get used to the medications first before reporting to work. Try to get used to the medication first before reporting to work. The same applies even if you have taken this medication in the past with no previous side-effects. An individual's reaction to a medication may vary with each treatment, the nature of the illness and other medications taken.
8. **Avoid Rx/OTCs that have been problems in the past.** If you have taken medications in the past that have caused negative side-effects, make a note of the active ingredients and avoid these in the future, inform your prescribing physician of your problem with the previous medication and ask for alternative medications that do not have this ingredient. For OTCs, read ingredients portion of the label and ask the pharmacist for assistance.
9. **Ask for alternative treatments or dosage schedule.** If you noticed side-effects that could pose a safety risk, consult your prescribing physician (or pharmacist is the case of an OTC) about alternative treatments, medications, dosages or schedule of use. You may be able to avoid the negative side-effects by simply shifting the dosage schedule to take your medication following your shift rather than before.
10. **Do not perform safety-sensitive duties while impaired.** In instances where no alternative is available, you must inform your supervisor and follow your employers Rx/OTC procedures for removal from safety-sensitive duty. Do not perform any safety-sensitive duty while you are impaired by any medication.

**EXHIBIT 2**

**HARASSMENT  
AND  
DISCRIMINATION POLICY**



# Pasco County P.R.I.D.E.

(Personnel/Risk Management Information Distribution Email)

Vol. 2, No. 2

## Harassment & Discrimination

Steps to take in preventing and resolving sexual harassment and other discrimination issues.

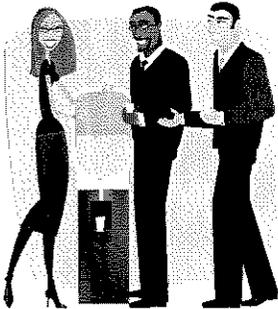
Every employee should enjoy the right to work in an environment free of harassment and discrimination. Pasco County BOCC recognizes this fact and therefore takes a firm stance against any harassing or discriminatory behavior.

### WHAT IS HARASSMENT/DISCRIMINATION:

Harassment and discrimination are forms of misconduct that undermine the integrity of the employment relationship.

There are generally two categories of behaviors or practices that are unacceptable and will **not** be tolerated here in the County: *Quid Pro Quo* and *Hostile Work Environment*.

### Quid Pro Quo:



Quid Pro Quo is a form of sexual harassment that can best be defined as follows:

- Influencing **any** condition of a person's employment or career advancement based on their willingness (or refusal) to submit to sexual advances.

"Condition of a person's employment" may include: employment status, evaluations, wages, advancement opportunities, assigned duties or shifts, etc.

### What's Inside...

- Quid Pro Quo Pg. 1
- Hostile Work Environment Pg. 2
- Prevention Pg. 2
- Investigating Procedures Pg. 3

### Appendix

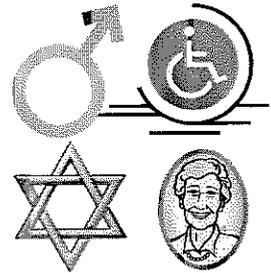
- Administrative Directive # 42 (Harassment Policy)

## Hostile Work Environment:

Hostile Work Environment relates to behaviors or practices that unreasonably interfere with a person's job performance and/or cause an intimidating or offensive work environment. This may include both sexual harassment and other forms of discrimination.

Some examples include:

- Un-welcomed sexual flirtations, sexual advances, or propositions.
- Graphic comments about an individual's body.
- Displaying sexually suggestive materials in the work place (including County vehicles).
- Influencing any condition of a person's employment or career advancement based on their race, nationality, skin color, religion, age, sex, marital/family status, or disability.
- The use of racist, sexist, ethnic or other bias language or jokes, or displaying materials of such nature in the work place (including County vehicles).



**Remember, these are merely examples for your guidance, and do not constitute an all-inclusive list.**

## PREVENTION:

There are simple things each and every manager and supervisor can do to prevent harassment and/or discrimination in their work places:



- Treat each person as a unique individual with unique talents and abilities (No Stereotyping).
- Adhere to Fair Hiring practices.
- Provide reasonable accommodations for those with disabilities, where applicable (Talk with Personnel Director for clarification).
- Keep open channels of communications with all members of your staff.
  - Provide fair and equitable job assignments and training opportunities.
  - Evaluate employees based on the ability to perform the job.
  - Promptly address the use of racist, sexist, ethnic or other bias language or jokes.
  - Give everyone the same opportunity to succeed at his or her job.

**Diversity Management** means enabling every member of a workforce to perform to his or her potential. It means creating an environment in which everyone will do his or her best work.

## INVESTIGATING A HARASSMENT OR DISCRIMINATION CLAIM:

### **Step One: Interview the Complainant**

1. Sit down with the complainant and assure them that you take their claim seriously.
2. Notify the complainant that you must investigate the claim (can't just "let it go" this time).
3. Notify the complainant that their claim will be kept confidential to the maximum extent possible. But total confidentiality **cannot** be guaranteed.
4. Listen to the complaint in its entirety. Do not pass judgment or make accusations.
5. Take notes if necessary.
6. Do not make statements such as "boys will be boys," or "that's just the way Harry is..."
7. End the interview by telling the complainant that you will be notifying the Personnel Director and conducting a further investigation.

### **Step Two: Notify Personnel Director**

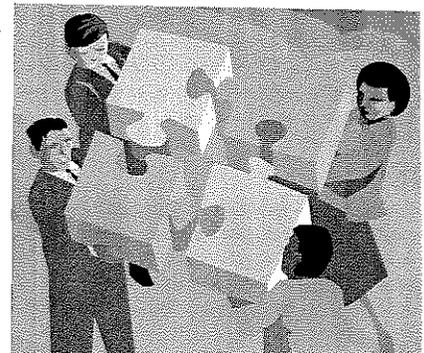
1. Call the Personnel Director (Barbara De Simone) as soon as possible.
2. Inform the Personnel Director of the information you have obtained so far.
3. The Personnel Director will direct you as to what steps to take next in the investigation process.

If it is determined that the complaint is factual, appropriate disciplinary action will be taken to ensure the harassing or discriminatory behavior stops. Conversely, if it is determined that the complaint is not factual, or that an employee provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or the employee who provided false information.

### **REMEMBER THE OLD SAYING:**

*"An ounce of prevention is worth a pound of cure"*

1. Be sure your staff is fully aware of the County's Harassment policy (see appendix) and they know that harassment and/or discrimination of any kind will not be tolerated.
2. Keep open lines of communication with all members of your staff.





# PASCO COUNTY, FLORIDA

DADE CITY (904) 521-4274  
WEST PASCO (813) 847-8115  
FAX (813) 847-8021

COUNTY ADMINISTRATOR'S OFFICE  
7530 LITTLE ROAD  
NEW PORT RICHEY, FL 34654

August 6, 1992

TO: ASSISTANT COUNTY ADMINISTRATORS, DEPARTMENT HEADS, AND DIVISION HEADS  
FROM: *John J. Gallagher* JOHN J. GALLAGHER, COUNTY ADMINISTRATOR  
RE: SEXUAL HARASSMENT POLICY (Administrative Directive #42)

---

It is the policy of Pasco County that all employees should be able to enjoy a work environment free from all forms of discrimination including sexual harassment.

Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. No employee should be subjected to unsolicited and unwelcomed sexual overtures or conduct, either verbal or physical.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcomed, that is personally offensive, that lowers morale, and that, therefore, interferes with our work effectiveness.

Each supervisor has a duty to maintain his or her work place free of sexual harassment. This duty includes discussing this policy with all employees and assuring them that they are not required to endure insulting, degrading, or exploitative sexual treatment.

Specifically, no person with authority shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development.

Other sexually harassing conduct by any employee in the work place also is prohibitive. Such conduct includes but is not limited to:

1. Unwelcomed sexual flirtations, advances, or propositions.
2. Verbal abuse of a sexual nature.

3. Graphic verbal comments about an individual's body.
4. Sexually degrading words used to describe an individual.
5. The display in the work place of sexually suggestive objects or pictures.

Any employee who believes that he or she has been the subject of sexual harassment should first express their displeasure with the behavior. If the inappropriate behavior continues, they should report the alleged act immediately to their supervisor. Supervisors should make every effort to ensure that complaints of sexual harassment are resolved promptly and effectively.

If you believe it would be inappropriate to discuss the matter with your supervisor, or if your supervisor is responsible for the harassing behavior, report it directly to the head of your department or the Personnel Director who will undertake an investigation and take appropriate, prompt, remedial action. If it is the supervisor or a supervisor within the "chain of command", the employee does not have to express their displeasure with the behavior and may report it directly to the Personnel Director or department head.

All complaints under this harassment policy will be kept confidential to the maximum extent possible. The County prohibits any form of retaliation against an employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation.

If it is determined that an employee is guilty of harassing another employee, appropriate disciplinary action to ensure that the inappropriate behavior stops will be taken against the offending employee. Similarly, if, after investigating any complaint of harassment or unlawful discrimination, the County determines that the complaint is not bona fide or that an employee has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave the false information up to and including discharge.

All employees must be made aware of this policy and the protection it provides. This policy will become part of the departmental orientation for new employees.

JJG/HME/ad42:admin

cc: County Attorney's Office

**ADMINISTRATIVE DIRECTIVE #42**

**EXHIBIT 3**

**SAFE DRIVER RECOGNITION PROGRAM**

## **Pasco County Public Transportation (PCPT) Safe Driver Recognition Program**

On February 22, 1994, the Pasco County Board of County Commissioners approved the Public Transportation Safe Driver Recognition Program. This program has been amended twice to enhance program criteria and strengthen the quality and integrity of the steps used to determine the eligibility and selection of our safest and most professional drivers.

### Eligibility Standards:

- Accumulation of a minimum of 25,000 on-the-job miles over a one- (1) year period.
- Mileage must be attained through accident/incident free driving. This is defined as incurring no at-fault accidents or any moving traffic violations while operating County owned vehicles during the award period.

(Note: When a driver meets the eligibility and qualification requirements, except the minimum mileage standard due to valid and verified sick leave, they will not lose their previous status of cumulative recognition. For example, Driver A, was previously awarded a three (3) year Safe Driver Award. During year four (4), this driver failed to obtain the minimum mileage because of valid/verified sick leave absences, but otherwise had a clean record and was a model employee. As a result, the operator would not automatically lose their three (3) year award status and would be eligible the following year for a four (4) year award as long as they met the minimum standards for that year.)

### Selection Process:

- The Transportation Operations Manager or designee will review each driver's performance record to determine eligibility based on mileage and accident/incident record for the specific award period.
- A selection committee will subsequently convene annually in January to recommend those eligible drivers for the applicable awards. The committee will consist of one (1) urban area driver and one (1) small rural area driver who are eligible to receive the current award and must have attained a five- (5) year, or greater, accident-free safe driver award; two (2) Transportation Services Supervisors and the Transportation Operations Manager or Medicaid Transportation Coordinator.
- The committee will document their assessment of each assigned bus operator by completing a Safe Driver Recognition Program Assessment form used to help determine driver eligibility and qualification.
- The committee will provide a list of the drivers recommended for applicable recognition to the Transportation Manager for final review and approval.
- The Transportation Manager, or designee, will coordinate the following recognition events as applicable for those drivers approved for an award.

Recognition:

<u>Award</u>	<u>Time Frame</u>	<u>Presented by</u>
<ul style="list-style-type: none"><li>• Safe Driver Award (Wallet Certificate)</li><li>• Certificate of Appreciation</li></ul>	One Year	Public Transportation Manager & Transportation Operations Manager
<ul style="list-style-type: none"><li>• Safe Driver Award (Wallet Certificate)</li><li>• Certificate of Appreciation</li><li>• Lapel Pin with Applicable Year Bar</li></ul>	Two or More Years	Community Services Director & Public Transportation Manager
<ul style="list-style-type: none"><li>• Safe Driver Award (Wallet Certificate &amp; Goldtone Card)</li><li>• Certificate of Appreciation</li><li>• Lapel Pin with Applicable Year Bar</li><li>• Parchment Resolution</li></ul>	Five & Ten Years	County Commissioner or County Administrator or Designee
<ul style="list-style-type: none"><li>• Safe Driver Award (Wallet Certificate &amp; Goldtone Card)</li><li>• Certificate of Appreciation</li><li>• Lapel Pin with Applicable Year Bar</li><li>• Parchment Resolution</li><li>• Award Plaque</li></ul>	Ten & Fifteen Years	County Commissioner or County Administrator or Designee
<ul style="list-style-type: none"><li>• Safe Driver Award (Wallet Certificate &amp; Goldtone Card)</li><li>• Certificate of Appreciation</li><li>• Lapel Pin with Applicable Year Bar</li><li>• Parchment Resolution</li><li>• Award Trophy</li></ul>	Twenty Years	County Commission Chairman or Designee

**EXHIBIT 4**  
**ACCIDENT PACKAGE**

**SUPERVISORY CHECKLIST FOR ACCIDENTS**

<b>Action</b>	<b>Date/Time</b>	<b>Supervisor Initials</b>
Notify Law Enforcement of location, road blockage, and injuries. This is done through dispatch and annotated in the Service Interruption Log.		
Contact the Following:		
a. Mike Carroll		
b. Operations Manager		
c. Risk Management. Give time/location, vehicle number, driver name, how many on board, injuries, and if workers' compensation.		
Investigate Accident		
Notify Fleet Management if vehicle is disabled.		
Complete Immediate Notification of Vehicle Accident Form		
Notify Office Staff and 511, if Route Delay		
Complete Paperwork in Accident Packet and Submit to Operations Manager:		
a. Operator's Report of Motor Vehicle Accident		
b. Law Enforcement Traffic Report		
c. Supervisor Documentation Drug/Alcohol Testing - Drug Testing, if Necessary.		
d. Supervisory Follow-Up		
e. Supervisor Recommendation Form		
f. Operator's Post-Accident Survey		
g. Check Vehicle-Damage-Repairs book, annotate any comments, date and intial		
Complete Workers' Compensation Paperwork if necessary		
a. Supervisor Investigation Report		
b. Give Photo Copy to Employee		
Notify Thelma Williams. Give time/location, vehicle number, driver name, how many on board, injuries, and if workers' compensation.		

**Attach this checklist to package when processing**

Pasco County **Operator's Report**  
**Motor Vehicle Accident/Vandalism**

File Number: \_\_\_\_\_  
(For Risk Management Use Only)

**1.**

Name of Employee/Driver: \_\_\_\_\_  
Dept/Division Name: \_\_\_\_\_ Dept/Division No: \_\_\_\_\_  
Accident/Vandalism: Date: \_\_\_\_\_ Time: \_\_\_\_\_  
County Vehicle/Equipment I.D. No.: \_\_\_\_\_ Vehicle Description: \_\_\_\_\_

**2.**

Accident Location: \_\_\_\_\_  
(i.e. city or community, street name, nearest address or intersection, nearest landmark)  
Accident Type: Struck From Behind \_\_\_ Struck Vehicle Ahead \_\_\_ Head-On Collision \_\_\_  
Struck Fixed Object \_\_\_ Sideswipe \_\_\_ Lost Control \_\_\_ Backing \_\_\_  
Pedestrian/Bicycle \_\_\_ Animal \_\_\_ Vandalism \_\_\_ Other(describe) \_\_\_\_\_

**3.**

Other Driver's Name, Address, Phone: _____ _____	Registered Owner's Name, Address, Phone: _____ _____
Name of Insurance Company & Policy Number: _____	
Passenger(s) Name, Address, Phone: _____ _____	Witness(es) Name, Address, Phone: _____ _____

**4.**

Damage to County Vehicle? Yes \_\_\_ No \_\_\_ If yes, describe: \_\_\_\_\_  
Damage to non-county vehicle? Yes \_\_\_ No \_\_\_ If yes, describe: \_\_\_\_\_  
Were there injuries/deaths? Yes \_\_\_ No \_\_\_ If yes, describe: \_\_\_\_\_  
Did Law Enforcement Investigate? Yes \_\_\_ No \_\_\_ (If yes, attach report from Law Enforcement)  
County employee(s) wearing provided seatbelts? Driver: Yes \_\_\_ No \_\_\_  
Passenger(s): Yes \_\_\_ No \_\_\_  
Occupant(s) of other vehicle(s) wearing seatbelts? Driver: Yes \_\_\_ No \_\_\_  
Passenger(s): Yes \_\_\_ No \_\_\_

**5.**

Traffic conditions at time of accident: None \_\_\_ Light \_\_\_ Moderate \_\_\_ Heavy \_\_\_  
Environment conditions at time of accident: Clear \_\_\_ Rain \_\_\_ Fog \_\_\_ Dust \_\_\_ Smoke \_\_\_  
Has Risk Management been notified of accident? Yes \_\_\_ No \_\_\_ Date: \_\_\_\_\_  
Has Fleet Management been notified of accident? Yes \_\_\_ No \_\_\_ Date: \_\_\_\_\_



Employee/Driver Signature \_\_\_\_\_

Date \_\_\_\_\_

Distribution Within Three Working Days: Original to Risk Management, Copies to Safety Officer & Fleet Management  
*Please Use the Other Side of This Form to Draw Any Diagrams or Document Any Other Information*

**Work Product Prepared In Anticipation Of Litigation**

**Injuries**  
(Fill out below, if injuries occurred)

1. Were one or more persons transported to a medical facility from the scene of the accident? Yes \_\_\_\_ No \_\_\_\_

If yes, continue filling out this form.

2. How many people were transported to the medical facility? \_\_\_\_\_

**Note: The following information is mandatory for all injured persons being transported to a medical facility.**

3. Who was transported? Check all that apply:

Person inside vehicle:

Passenger \_\_\_\_

Bus Operator \_\_\_\_

Occupant of Other Vehicle \_\_\_\_

Person outside vehicles:

Passenger waiting for/leaving bus \_\_\_\_

Pedestrian \_\_\_\_ (location of person when injured) \_\_\_\_\_

4. Injured Person # 1: Male \_\_\_\_ Female \_\_\_\_  
Passenger \_\_\_\_ Bus Driver \_\_\_\_ Other vehicle \_\_\_\_ Pedestrian \_\_\_\_

Age range: Child 12 and under \_\_\_\_

Teen (13-18) \_\_\_\_

Adult (19-60) \_\_\_\_

Senior (61 +) \_\_\_\_

Unknown \_\_\_\_

Injured Person # 2: Male \_\_\_\_ Female \_\_\_\_

Passenger \_\_\_\_ Bus Driver \_\_\_\_ Other vehicle \_\_\_\_ Pedestrian \_\_\_\_

Age range: Child 12 and under \_\_\_\_

Teen (13-18) \_\_\_\_

Adult (19-60) \_\_\_\_

Senior (61 +) \_\_\_\_

Unknown \_\_\_\_

(Additional injuries can be listed on back of this form)

Injured Person # 3: Male \_\_\_ Female \_\_\_  
Passenger \_\_\_ Bus Driver \_\_\_ Other vehicle \_\_\_ Pedestrian \_\_\_  
Age range: Child 12 and under \_\_\_  
Teen (13-18) \_\_\_  
Adult (19-60) \_\_\_  
Senior (61 +) \_\_\_  
Unknown \_\_\_

Injured Person # 4: Male \_\_\_ Female \_\_\_  
Passenger \_\_\_ Bus Driver \_\_\_ Other vehicle \_\_\_ Pedestrian \_\_\_  
Age range: Child 12 and under \_\_\_  
Teen (13-18) \_\_\_  
Adult (19-60) \_\_\_  
Senior (61 +) \_\_\_  
Unknown \_\_\_

Injured Person # 5: Male \_\_\_ Female \_\_\_  
Passenger \_\_\_ Bus Driver \_\_\_ Other vehicle \_\_\_ Pedestrian \_\_\_  
Age range: Child 12 and under \_\_\_  
Teen (13-18) \_\_\_  
Adult (19-60) \_\_\_  
Senior (61 +) \_\_\_  
Unknown \_\_\_

Injured Person # 6: Male \_\_\_ Female \_\_\_  
Passenger \_\_\_ Bus Driver \_\_\_ Other vehicle \_\_\_ Pedestrian \_\_\_  
Age range: Child 12 and under \_\_\_  
Teen (13-18) \_\_\_  
Adult (19-60) \_\_\_  
Senior (61 +) \_\_\_  
Unknown \_\_\_

Injured Person # 7: Male \_\_\_ Female \_\_\_  
Passenger \_\_\_ Bus Driver \_\_\_ Other vehicle \_\_\_ Pedestrian \_\_\_  
Age range: Child 12 and under \_\_\_  
Teen (13-18) \_\_\_  
Adult (19-60) \_\_\_  
Senior (61 +) \_\_\_  
Unknown \_\_\_

PASCO COUNTY PUBLIC TRANSPORTATION

**SUPERVISORY DOCUMENTATION ON DRUG/ALCOHOL TESTING  
FOR EMPLOYEES INVOLVED IN AN ACCIDENT/CRASH**

**Accident/Crash Summary:**

Driver's Name: \_\_\_\_\_

Accident/Crash Location: \_\_\_\_\_

Date Accident/Crash Occurred: \_\_\_\_\_ Time Occurred: \_\_\_\_\_

**On Scene Analysis:**

Time PCPT Supervisor Notified: \_\_\_\_\_ Time Arrived at Scene: \_\_\_\_\_

Time Investigating Officer Notified: \_\_\_\_\_ Time Arrived at Scene: \_\_\_\_\_

**Testing Determination**

1. Respond to each condition relevant to this accident/crash (in accordance with 49 CFR 653, Subsection 653.7)

a. A fatality is involved. Yes \_\_\_\_\_ No \_\_\_\_\_

b. An individual suffers a bodily injury and immediately receives medical treatment away from the scene of the accident. Yes \_\_\_\_\_ No \_\_\_\_\_

Driver \_\_\_\_\_ Passenger(s) \_\_\_\_\_ Other Vehicle Occupant(s) \_\_\_\_\_ Pedestrian(s) \_\_\_\_\_

c. One or more vehicles incurs disabling damage as the result of the occurrence and is transported away from the scene by a tow truck or other vehicle. Yes \_\_\_\_\_ No \_\_\_\_\_

2. Can you completely discount the operator as a contributing factor? Yes \_\_\_\_\_ No \_\_\_\_\_

Reason: \_\_\_\_\_  
\_\_\_\_\_

3. Can you completely discount all other safety sensitive employees as a contributing factor in this accident/crash? Yes \_\_\_\_\_ No \_\_\_\_\_

a. If no, which employee/position? \_\_\_\_\_

b. If no, reason \_\_\_\_\_

4. Testing must be conducted if the following conditions exist:

a. "Yes" is check for Condition 1a.

b. "Yes" is check for Condition b, or c, and

c. "No" is checked for Question 2, and/or

d. "No" is checked for Question 3.

**Testing Information**

Required post-accident alcohol breath testing will be done within two (2) hours of the time of the accident, but not after eight (8) hours. Urine drug testing will be done within 32 hours of the time of the accident.

Test Location: \_\_\_\_\_ Time/Date: \_\_\_\_\_

**\*\*\*Provide reason(s) the test(s) were not administered within the required time frame(s) on the back of this form. Sign and date any statements.\*\*\***

Supervisor's Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

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

Transportation Operations Manager

FILE NUMBER: \_\_\_\_\_  
(FOR RISK MANAGEMENT USE ONLY)

PASCO COUNTY  
SUPERVISORY FOLLOW-UP  
ACCIDENT/VANDALISM

1. Name of Employee: \_\_\_\_\_
2. Department Name: \_\_\_\_\_ Department No.: \_\_\_\_\_
3. Accident/Vandalism (Please circle the appropriate type)  
Date of Accident/Vandalism: \_\_\_\_\_ Time of Accident/Vandalism: \_\_\_\_\_
4. County Vehicle/Equipment I.D. No.: \_\_\_\_\_ Vehicle Description: \_\_\_\_\_
5. Law Enforcement Agency (FHP, Pasco County Sheriff, City Police, etc.) \_\_\_\_\_  
Results of the investigation: \_\_\_\_\_
6. Citations Issued? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, to whom \_\_\_\_\_  
Type of Violation: \_\_\_\_\_
7. Describe the events, the accident and include driver's and witnesses' (where available) statements of fact: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Did an investigation of the accident/circumstances of the accident demonstrate or reveal any physical or environmental factors which may have been involved? If so, please describe in detail: \_\_\_\_\_  
\_\_\_\_\_
9. Describe condition of County Driver: \_\_\_\_\_
10. Do you concur with the employee's version of the accident report? Yes \_\_\_\_\_ No \_\_\_\_\_
11. After investigation, do you consider this accident to have been preventable?  
Yes \_\_\_\_\_ No \_\_\_\_\_ Explain: \_\_\_\_\_
12. In your opinion what would prevent the same type of accident/vandalism in the future?  
\_\_\_\_\_

\_\_\_\_\_  
Supervisor Print Name

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

DISTRIBUTION WITHIN THREE WORKING DAYS: Original to Risk Management; copies to Safety Officer and Fleet Management

**WORK PRODUCT PREPARED IN ANTICIPATION OF LITIGATION**

***SUPERVISOR ACCIDENT/INCIDENT RECOMMENDATION FORM***

**DRIVER:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**DATE OF ACCIDENT/INCIDENT:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_

**INTERSECTION:** Near of the Intersection \_\_\_\_\_ Far Side of the Intersection \_\_\_\_\_  
Within the Intersection \_\_\_\_\_ Other \_\_\_\_\_  
Latitude \_\_\_\_\_ Longitude \_\_\_\_\_  
At Stop \_\_\_\_\_ Approaching Stop \_\_\_\_\_ Leaving Stop \_\_\_\_\_  
Between Stops \_\_\_\_\_ Loading \_\_\_\_\_ Unloading \_\_\_\_\_

**Hours on Duty** \_\_\_\_\_

**TYPE SERVICE:** Transit \_\_\_\_\_ Route No. \_\_\_\_\_ Other \_\_\_\_\_ Paratransit \_\_\_\_\_

After investigating accident/incident, my analysis of the facts are:

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Action to prevent similar accident/incident:

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Recommended discipline/training:

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**Supervisor:** \_\_\_\_\_

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

TO: \_\_\_\_\_

FROM: \_\_\_\_\_

DATE: \_\_\_\_\_

RE: POST ACCIDENT SURVEY

You were involved in a vehicle accident on \_\_\_\_\_ at  
(Date)

\_\_\_\_\_  
(Time)

\_\_\_\_\_  
(Vehicle No.) (Location)

Please answer the following questions:

1. Do you think this accident was preventable? Please explain.

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

2. Do you feel responsible for this accident? Please explain.

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

3. How can we prevent this type of accident from recurring?

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

4. Do you feel you/others need additional training? Please explain.

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

5. Do you feel any disciplinary action is warranted? Please explain.

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6. Are you prepared to brief this accident case during a training/staff meeting?

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7. Your description of the Accident/Incident:

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Please return to your supervisor by: \_\_\_\_\_.

---

Driver's Signature

cc: Transportation Operations Manager

**EXHIBIT 5**  
**SITE EVACUATION**  
**&**  
**BOMB THREAT PROCEDURES**

**EMERGENCY PREPAREDNESS SITE EVACUATION FOR:**

**PASCO COUNTY COMMUNITY SERVICES  
AND ELDERLY NUTRITION BUILDINGS, WEST PASCO**

**Offices Included:**

**Community Services Administration  
Elderly Nutrition Administration  
Galen Wilson Dining Site  
Public Transportation  
Veterans Services  
Human Services  
SAVE**

**Lead Emergency Coordinator (LEC) and  
Area Emergency Coordinator (AEC)**

**Community Services Building**

<b>LEC: Bill Klinger</b>	<b>Veterans Services</b>	<b>Extension 2861</b>
<b>Alternate: John Ott</b>	<b>Veterans Services</b>	<b>Extension 2862</b>
<b>AEC: Carol Seltman</b>	<b>Fiscal</b>	<b>Extension 2892</b>

**Administration**

<b>AEC: Tracy Wolf</b>	<b>Fiscal</b>	<b>Extension 2853</b>
<b>Male Restroom: David Morrison</b>	<b>Fiscal</b>	<b>Extension 2824</b>
<b>Count Room: David Morrison</b>		
<b>Female Restroom: Debbie Hall</b>	<b>Fiscal</b>	<b>Extension 2826</b>

**Human Services**

<b>AEC: Gail Bratter</b>	<b>Human Services</b>	<b>Extension 3297</b>
<b>Alternate: Mark Sacco</b>	<b>Human Services</b>	<b>Extension 2890</b>

**Elderly Nutrition and Dining Site**

<b>LEC: Bill Klinger</b>	<b>Veterans Services</b>	<b>Extension 3219</b>
<b>AEC: Diane Cunningham</b>	<b>Nutrition Admin.</b>	<b>Extension 3288</b>
<b>Alternate: Karen Ceccofiglio</b>	<b>Nutrition Admin.</b>	<b>Extension 3287</b>
<b>AEC: Carol McAllister</b>	<b>Dining Site</b>	<b>Extension 3288</b>
<b>Alternate: Josephine Benson</b>	<b>Dining Site</b>	<b>Extension 3288</b>

**Veterans Services (West Pasco)**

<b>AEC: Craig Hinebaugh</b>	<b>Veterans Services</b>	<b>Extension 2863</b>
<b>Alternate: Volunteer</b>	<b>Veterans Services</b>	<b>Extension 3219</b>

**Public Transportation (West Pasco)**

<b>AEC: Joseph DeGeorge</b>	<b>Public Transportation</b>	<b>Extension 2808</b>
<b>Alternate: Michelle Jones</b>	<b>Public Transportation</b>	<b>Extension 2845</b>

## COMMUNITY SERVICES BUILDING EXTERIOR EVACUATION ASSEMBLY POINT

### ASSEMBLY POINT #1 – ELDERLY NUTRITION BUILDING

Staff and clients will evacuate the Community Services building via the designated exits and proceed to the Elderly Nutrition building.

**Community Services Administration, SAVE, and Public Transportation** staff – exit via doors at the west end of the building (see area floor plan). Then turn left after exit and proceed straight out to parking lot, walking to the right of the first row of cars. At the end of the row, turn left and continue to the Elderly Nutrition building. Once inside, move to the rear of the building and stay away from all windows and doors.

At the same time, three transportation staff members should station themselves, one at each of the three driveways to prevent all non-emergency vehicles from entering the site. Once emergency vehicles are on site, these staff members should precede to Assembly Point #1.

AECs exit the building last, checking to be sure the building is empty and collecting any sign-in books.

**Human Services and Veterans Services** staff are to exit, with clients, via the doors at the side or east end of the building and proceed on the sidewalk to the Elderly Nutrition building.

LEC to designate one staff member and one back-up from Human Services to alert the personnel in the Light House for the Blind and Deaf Services of the bomb threat. Employees and clients in these buildings should remain inside. The informing staff member will proceed to the Elderly Nutrition building.

### PROS – ASSEMBLY POINT #1

- Relative safety from bomb blast
- Relative safety from incoming emergency vehicles
- Protection from elements – heat, rain, etc.

### CONS – ASSEMBLY POINT #1

- Exposure to flying debris

## Bomb Threat Procedures

Below is the *Bomb Threat Action Checklist*, the actual protocol to be followed when a threat is received. *This checklist will contain site-specific instructions.*

### Bomb Threat Action Checklist

1. Dial 9-9-1-1 (from a county extension), and tell the operator you wish to report a bomb threat. The operator will ask you some questions and then transfer you to Sheriff's Dispatch for assistance.
2. While on the telephone with 9-1-1, notify your Area Emergency Coordinator (AEC) of the threat. Utilize a co-worker, or supervisor, write a note, or waive your arm if necessary.
3. The AEC will immediately notify the building's Lead Evacuation Coordinator (LEC) with pertinent information.
4. The AEC will immediately begin notification of the people in their assigned work area.
5. If detonation is imminent, or the Sheriff's Office concurs with the threat assessment, the AEC will immediately initiate evacuation of the building.
6. If the threat indicates that there is time before detonation, an evacuation will not occur until and unless ordered so by the ranking administrator or law enforcement personnel (Do not activate a fire alarm unless told to do so.)

### BUILDING EVACUATION

7. If safety permits AND PRIOR TO EVACUATION (all personnel):
  - a. Perform a sweep search of your work area looking for any suspicious boxes, packages, etc as you exit the area
  - b. DO NOT TOUCH ANY SUSPICIOUS OBJECTS
  - c. DO NOT ALTER THE ENVIRONMENT IN ANY WAY
  - d. Report your findings to the AEC or supervisor
8. The AEC will search common areas, compile the *Area Inspection Form*, affix the Area Inspection Form to the door of the suite, close the door, and then report search findings to the LEC. If a door must be locked, the AEC will have a key to their respective areas if needed for the LEC and/or law enforcement.
9. Go to your designated evacuation assembly point to ensure a proper "head count". No person shall re-enter a building without proper authorization.

## BOMB THREAT CHECKLIST

Exact time of call: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

Caller I.D. Display: \_\_\_\_\_

### Questions to Ask

1. When is bomb going to explode? \_\_\_\_\_
2. Where is the bomb? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. Where are you calling from? \_\_\_\_\_
9. What is your address? \_\_\_\_\_
10. What is your name? \_\_\_\_\_

### Caller's Voice (circle)

Calam	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like? \_\_\_\_\_

Were there any background noises? \_\_\_\_\_

Remarks: \_\_\_\_\_

Person receiving call: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone number call received at: \_\_\_\_\_

### **Community Services Employee Bomb Threat Procedures**

1. County employee who receives phoned Bomb Threat calls 9-911 and notifies their Area Evacuation Coordinator (AEC). They are also to complete their "Bomb Threat Checklist."
2. A primary search of the building will be conducted by the Lead Evacuation Coordinator, (Bill Klinger, Veterans Services) and the Area Evacuation Coordinators.
3. Staff will be advised if it is necessary to evacuate the building after law enforcement personnel arrive on site and make their own assessment.
4. All cell phones must be off.
5. All two-way radios must be off.
6. Take personal belongings, such as keys and purses, with you if evacuation is called for.

**EXHIBIT 6**  
**OPERATIONAL STANDARDS VIOLATIONS**



Operational Standards Violations

Offense of Associated Standard/Requirement	Violation	Consequence	Violation	Consequence	Violation	Consequence
1. Improper completion of pre-trip inspection.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
2. Running route late without notifying dispatch - 4 or more minutes	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
3. Failure to maintain bus exterior/interior in clean/orderly manner.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
4. Report/complaint on driver courtesy/behavior/driving.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
5. Failure to display proper destination signage.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
6. Failure to annotate bus on fuel board as needed.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
7. Failure to properly complete assigned surveys/logs/reports.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
8. Out of uniform and/or failure to properly display I.D.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
9. Failure to run interior passenger security lights during darkness.	1st	Retraining	2nd	Counseling	3rd	Loss of seniority for next selection period
10. Running route schedule early.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
11. Failure to stop for passengers at a bus stop.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
12. Three incidents within a 30-day period of unclassified money not due to equipment failure.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
13. Failure to fuel bus as assigned or running out of fuel.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
14. Improper securement of wheelchair/scoter and or wheelchair user.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
15. Deviating from assigned route without prior approval.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
16. Failure to announce stops/destinations.	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
17. On-duty traffic violations (Speeding, Running Red Lights etc.)	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM
18. Cell Phone/Electronic Device use	1st	Counseling	2nd	Loss of seniority for next selection period	3rd	Actions in accord with CSM

Loss of seniority for bid selection purposes will be applied to the next bid selection cycle. Further violations of the same nature on the following selection assignment period will result in disciplinary action in accord with the Career Service Manual. Seniority for selection purposes will be restored when the operator completes his loss of seniority cycle without further incident. Actions for violations may be adjusted accordingly based on circumstances.

**EXHIBIT 7**

**DISABILITY APPLICATION  
FOR  
REDUCED-FARE PHOTO ID**



## Disability Application for Reduced-Fare Photo ID

The PCPT Reduced-Fare Photo ID Program allows eligible individuals to ride PCPT's regular bus routes for a reduced fare by presenting a PCPT Reduced-Fare Photo ID Card to use or purchase a pass.

### Who Qualifies?

Under Federal Regulations 49 CFR, Parts 27 and 37 (or as subsequently amended) – Transportation of Individuals With Disabilities – Disabilities are those permanent or temporary physical or mental impairments that substantially limit one or more of the major life functions of such individual. These may include, but may not be limited to, vision or hearing impairment, mental retardation, motor skills impairment, heart or respiratory ailments.

If you are a Medicare card holder (not Medicaid) you do not need to apply for the Reduced-Fare Photo ID Program. Just present your original Medicare card and a Government-issued photo ID to the bus operator upon boarding to ride for the reduced fare.

### How to Apply

All sections of this application must be complete; incomplete applications will be returned unprocessed. After the "Applicant Information and Release" section is completed, the application should be taken to your doctor for certification. Completed applications, which include both pages, must be brought to PCPT when you have your Reduced-Fare Photo ID card made. Please check the available dates for issuing the ID cards at various locations by calling PCPT at 727-834-3322(West), 352-521-4587(East), or 813-235-6073(Central); or via email at info@ridepcpt.com

#### Applicant Information and Release - Please print or type

Name \_\_\_\_\_

Street Address \_\_\_\_\_ Unit/Apt # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

I authorize the physician completing this application to release information about my disability to the Pasco County Public Transportation (PCPT) for the purpose of determining my eligibility for the Disabled Reduced-Fare Program. If approved, I will show my photo ID each time I board the bus and upon request, and understand that use of my ID by someone other than me is fraudulent and will result in the revocation of my Reduced-Fare Program privileges.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_



Applicant name \_\_\_\_\_

Under Federal Regulations 49 CFR, Parts 27 and 37 (or as subsequently amended) – Transportation for Individuals With Disabilities – Disabilities are those permanent or temporary physical or mental impairments that substantially limit one or more of the major life functions of such individual. These may include, but may not be limited to, vision or hearing impairment, mental retardation, motor skills impairment, heart or respiratory ailments.

**Medical Certification - Please print or type**

Physician Name \_\_\_\_\_ License #/ State \_\_\_\_\_

Office Address \_\_\_\_\_ Suite # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

What is the applicant's diagnosis/disability? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is the disability permanent?

Yes       No

If no, then for how long? \_\_\_\_\_

I hereby certify that the medical information provided above is true and correct, and I understand that false or fraudulent statements and certifications are punishable by law under Title 18 USC, Subsection 10001, (1982).

Signature of Physician \_\_\_\_\_ Date \_\_\_\_\_

**EXHIBIT 8**  
**INCIDENT REPORT**

PASCO COUNTY PUBLIC TRANSPORTATION

INCIDENT REPORT

Service:

\_\_\_\_\_ Transit                      \_\_\_\_\_ Advance Reservation Paratransit  
\_\_\_\_\_ Rural                              \_\_\_\_\_ Urban                      \_\_\_\_\_ Other

Description of Incident:

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

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

Driver: \_\_\_\_\_

Vehicle: \_\_\_\_\_

Location: \_\_\_\_\_

Time: \_\_\_\_\_

\_\_\_\_\_

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

Individuals Involved: (Use additional paper if needed.)

1. Name: \_\_\_\_\_

2. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Telephone: \_\_\_\_\_

Staff Opinion or Comment:

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

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

Notified Insurance: Date \_\_\_\_\_

Time: \_\_\_\_\_

PASCO COUNTY PUBLIC TRANSPORTATION  
INCIDENT REPORT

Type of Incident:

- Passenger Related \_\_\_\_\_ Incident \_\_\_\_\_ Injury \_\_\_\_\_
- Occurred: Inside Vehicle \_\_\_\_\_ Outside Vehicle \_\_\_\_\_
- Boarding \_\_\_\_\_ Alighting \_\_\_\_\_
- Associated with Lift \_\_\_\_\_

Or

- Other (Explain) \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Action Taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action Taken by Whom: \_\_\_\_\_

Individuals who suffered injury or illness: (Use additional paper if needed.)

- |                |                |
|----------------|----------------|
| 1. Name: _____ | 2. Name: _____ |
| Address: _____ | Address: _____ |
| _____          | _____          |
| Age: _____     | Age: _____     |

Name of Attending Physician: \_\_\_\_\_

Hospital Used: \_\_\_\_\_

Reported By: \_\_\_\_\_ Title: \_\_\_\_\_

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

Received by Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Time: \_\_\_\_\_

Received by Transportation Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Michael H. Carroll \_\_\_\_\_ Time: \_\_\_\_\_

Received by Community Services Director: \_\_\_\_\_ Date: \_\_\_\_\_

Adelaida D. Reyes \_\_\_\_\_ Time: \_\_\_\_\_

**EXHIBIT 9**

**WORKERS' COMPENSATION CLAIM PROCEDURES**

PASCO COUNTY, FLORIDA  
INTER-OFFICE MEMORANDUM

---

TO: ALL EMPLOYEES

DATE: 9/5/08

FILE: IN08-814

SUBJECT: WORKERS' COMPENSATION CLAIM  
PROCEDURES AND EARLY RETURN  
TO WORK (LIGHT DUTY)

  
FROM: Jane M. Calano  
Risk Manager

REFERENCES:

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Employees who are injured in the line of duty shall be entitled to workers' compensation benefits. In order to be eligible to receive compensation for lost time, an authorized physician must document the injury/illness. An employee cannot elect to stay home and receive workers' compensation benefits; they must be relieved of duty by an authorized physician. There are no exceptions to this.

The following procedures must be followed in the event of an employee injury.

**ALL employees are hereby advised of their responsibility to immediately report all injuries, even those not requiring medical attention, to their supervisor. A NOTICE OF INJURY MUST BE COMPLETED FOR AN INJURY EVEN IF THE EMPLOYEE DOES NOT WISH TO SEEK MEDICAL ATTENTION AT THE TIME OF THE INJURY. THIS MUST BE ACCOMPANIED BY THE SUPERVISOR'S REPORT OF ACCIDENT INVESTIGATION (ATTACHED). THE NOTICE OF INJURY IS REQUIRED IN THE EVENT THE EMPLOYEE LATER SEEKS MEDICAL ATTENTION. FAILURE TO PROMPTLY REPORT INJURIES MAY RESULT IN DENIAL OF THE CLAIM.**

It shall be the responsibility of the immediate supervisor to report (via telephone call) to the County's Risk Management Division that the individual has been injured and/or taken to a medical facility for treatment. If the accident/injury occurs when the offices are closed, the call must be made the first thing the next business day morning. This verbal report **MUST** be followed by the NOTICE OF INJURY (State of Florida). **The Notice of Injury must be submitted to the Risk Management Office within 2 days from the date of accident or immediately following a holiday or weekend. This must be done immediately so that the Carrier as well as the State of Florida, Division of Workers' Compensation will be placed on notice. If the Carrier does not have the notice within seven (7) calendar days of the injury the employer (Pasco County) will be fined an amount up to \$1,000.00. If the Department fails to send the Notice of Injury in a timely fashion, the fine will be presented to the offending Department for payment.**

The injured employee shall be referred to the closest medical facility listed on the attached sheet.

Should the employee require medical treatment, the Risk Management Division, having been notified as referenced above, will be able to verify/authorize treatment by a physician or a hospital for INITIAL TREATMENT ONLY.

Any further treatment to the injured employee must be authorized by the County's Third Party Administrator (TPA). After conferring with the County's Risk Management Division regarding any particular claim, the TPA will then be able to authorize an approved specialist in the relevant field of medicine in order to effect the proper and beneficial care that our employees deserve. We want to emphasize that only Commercial Risk Management (the County's TPA) can authorize follow-up or continuing treatment and that any medical treatment given by an unauthorized source shall NOT be covered by WORKERS' COMPENSATION OR THE COUNTY'S HEALTH INSURANCE PROGRAM. In addition, an employee is NOT to use his/her Blue Cross Blue Shield insurance card for prescriptions related to an on-the-job injury. They are to tell the pharmacy that they are an employee of Pasco County BOCC and that this is related to a workers' compensation claim. Employees have, in the past, created an adverse utilization situation when getting workers' compensation prescriptions paid by their health insurance.

Employees absent on workers' compensation will not cease to be covered by benefits afforded him/her, ie., group insurance. However, it will be the responsibility of the employee to assure that insurance for any dependent(s) is kept in force as well as any voluntary, employee paid benefits.

The employee should submit intermittent reports from the attending physician on his/her status (bi-weekly whenever possible) on the attached Progress Report. It will be necessary to furnish a copy of the employee's job description to the attending physician with the Progress Report to determine the employee's ability to return to work in either a full duty or light duty capacity. It will be the responsibility of the employee to furnish this information to the County's Risk Management Division as long as the employee is losing time.

Finally, we must remind you that we have in place an EARLY RETURN TO WORK PROGRAM (ERTW) which, in many cases, will allow the employee to return to work prior to a No Restrictions release from the attending physician. The following outlines the program and the requirements:

- ~ Each ERTW is to be decided on a case-by-case basis with the needs of the Department identified, followed by a recommendation by a physician concerning the employee's abilities to perform modified job duties.
- ~ The Department MAY NOT maintain a policy of refusing to allow employees to return to work on a light duty basis.
- ~ Requests for ERTW should be submitted, via memo, by the Department Head to the Risk Manager. The modified job duties along with the physical requirements and the period requested should be included or attached to the request.
- ~ The Risk Manager must approve the ERTW up to 60 days. Extensions to this time period must not exceed 45 days (each) and must be approved by the Personnel Director.
- ~ The limitations of the ERTW should be considered to be similar to "reasonable accommodation" as related to the Americans with Disabilities Act (ADA).
- ~ If the employee has reached maximum medical improvement (MMI) and can no longer perform the essential job duties of his/her position, the Personnel Director will work with the Risk Manager to assure compliance with the ADA and Workers' Compensation Statutes.

Page 3

Please remember that the County will not permit an employee to return to work after an injury resulting in either medical attention and/or absence without a signed release (light duty or full duty) from the treating physician. A copy of the Medical Disposition Report is attached for your use and information. It should be noted that the department/division is not to retain medical information, including a physician release; this information must be forwarded to Risk Management in accordance with HIPAA regulations.

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

JMC/

Attachments: Workers' Compensation Medical Facilities  
Supervisor's Report of Accident Investigation  
Workers' Compensation Progress Report  
Workers' Compensation Medical Disposition Report

Cc: Board of County Commissioners  
County Administrator  
County Attorney  
Chief Assistant County Administrator  
Assistant County Administrators  
OMB Director

WHEN INJURED AT WORK, YOU MUST CALL RISK MANAGEMENT TO INFORM THEM AT (727) 847-8028.

COMMERCIAL RISK MANAGEMENT, INC. (800) 786-6070

05-4-2012

UNLESS YOUR INJURY IS SERIOUS OR OCCURS AFTER HOURS, PLEASE SEEK TREATMENT AT ONE OF THE FACILITIES LISTED BELOW. IF YOU FEEL AN EMPLOYEE NEEDS AN AMBULANCE, PLEASE CALL 9-1-1 AND USE YOUR DISCRETION.

WEST SIDE OF COUNTY

Gulf Coast Medical Center  
11528 U.S. Highway 19 North  
Port Richey, FL 34668

**HOURS: Monday – Friday, 8 am – 6 pm**

Telephone: (727) 868-2151

2<sup>nd</sup> Location by Gulfview Square Mall  
9238 U.S. Highway 19 South  
Port Richey, FL 34668

**HOURS: Monday – Friday, 8 am – 6 pm, Saturday, 8 am – 5 pm,  
Sunday, 10 am – 2 pm**

Company Care Occupational Health Services  
14100 Fivay Road, Suite 140  
Hudson, FL 34667

**HOURS: Monday – Friday, 8 am – 4:30 pm**

Telephone: (727) 819-2941

Trinity Urgent Care  
10730 State Road 54, Suite 104  
Trinity, FL 34655

**HOURS: Monday – Saturday, 9 am – 9 pm, Sunday, 10 am – 4 pm**

Telephone: (727) 372-3888

Suncoast Urgent Care (Hernando County)  
4112 Mariner Blvd.  
Spring Hill, FL 34609

**HOURS: Monday – Saturday, 9 am – 9 pm, Sunday, 10 am – 4 pm**

Telephone: (352) 684-3288

CENTRAL PASCO

Med Express Urgent Care  
22945 State Road 54  
Land O' Lakes, FL

**HOURS: Sunday – Saturday, 8 am – 8 pm**

Telephone: (813) 909-9099

EAST SIDE OF COUNTY

McBath Medical Clinic (Not a walk-in facility)  
13925 17<sup>th</sup> Street  
Dade City, FL

**HOURS: Monday – Friday, 8 am – 5pm (MUST CALL AHEAD)**

Telephone: (352) 567-6763

Caring Physicians  
6755 Gall Blvd.  
Zephyrhills, FL 33542

**HOURS: Monday – Friday, 9 am – 5 pm, Saturday, 9am – 12 pm**

Telephone: (813) 782-4439

SUPERVISOR'S REPORT OF ACCIDENT/INJURY INVESTIGATION  
(To be completed immediately after accident/injury)

- 1. DIVISION/DEPARTMENT \_\_\_\_\_
- 2. NAME OF INJURED EMPLOYEE \_\_\_\_\_ SSN # \_\_\_\_\_
- 3. NAME OF SUPERVISOR \_\_\_\_\_
- 4. DATE AND TIME OF ACCIDENT/INJURY \_\_\_\_\_
- 5. OCCUPATION/JOB TITLE WHEN INJURED \_\_\_\_\_
- 6. LOCATION OF ACCIDENT/INJURY (BE SPECIFIC) \_\_\_\_\_

\*\*\*\*\*

- 7. DESCRIBE INJURY/ILLNESS \_\_\_\_\_
- 8. TREATMENT PROVIDED \_\_\_\_\_
- 9. # OF DAYS LOST OR RESTRICTED DUTY \_\_\_\_\_ 10. LOST/RESTRICTED DUTY BEGAN \_\_\_\_\_
- 11. IF WORK RELATIONSHIP IS DOUBTFUL, GIVE REASON \_\_\_\_\_

- 12. DATE INJURY REPORTED \_\_\_\_\_

\*\*\*\*\*

- 13. DESCRIPTION OF INCIDENT \_\_\_\_\_

- 14. UNSAFE CONDITION OR ACT \_\_\_\_\_

- 15. WITNESS (NAME, ADDRESS, AND PHONE NUMBER) \_\_\_\_\_

- 16. ESTIMATED MAN-HOURS LOST \_\_\_\_\_ 17. ESTIMATED MONETARY LOSS DAMAGE \$ \_\_\_\_\_

- 18. ACTION TO PREVENT RECURRENCE \_\_\_\_\_

- 19. WHO WILL TAKE ACTION \_\_\_\_\_ BY WHEN \_\_\_\_\_

- 20. NAME OF SUPERVISOR (PRINT CLEARLY) \_\_\_\_\_

- 21. SIGNATURE OF SUPERVISOR \_\_\_\_\_ DATE \_\_\_\_\_

cc: DEPARTMENT, SAFETY OFFICER, AND RISK MANAGEMENT DIVISION

PASCO COUNTY, FLORIDA

**WORKERS' COMPENSATION MEDICAL DISPOSITION**

.....  
EMPLOYEE NAME: \_\_\_\_\_ JOB TITLE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_

DATE OF INJURY: \_\_\_\_\_ DATE REPORTED: \_\_\_\_\_  
.....

PHYSICIAN'S DIAGNOSIS AND RECOMMENDATIONS:

DIAGNOSIS: \_\_\_\_\_

I HAVE REVIEWED THE EMPLOYEE'S JOB DESCRIPTION AND FIND THAT:

PATIENT MAY RETURN TO FULL DUTY (NO RESTRICTIONS) ON: \_\_\_\_\_

PATIENT MAY RETURN TO LIGHT DUTY (RESTRICTIONS) ON: \_\_\_\_\_

PATIENT HAS THE FOLLOWING RESTRICTIONS: \_\_\_\_\_  
\_\_\_\_\_

ANTICIPATED DURATION OF LIGHT DUTY STATUS: \_\_\_\_\_

FOLLOW-UP REQUIRED: YES \_\_\_\_\_ NO \_\_\_\_\_

PATIENT REFERRED TO: \_\_\_\_\_

PHYSICIAN'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

THIS FORM DOES NOT CONSTITUTE AUTHORIZATION – AUTHORIZATION FOR INITIAL TREATMENT MUST BE OBTAINED FROM THE RISK MANAGEMENT DIVISION OF PASCO COUNTY BOARD OF COUNTY COMMISSIONERS (727) 847-8028. CONTINUING TREATMENT OR REFERRALS MUST BE AUTHORIZED BY COMMERCIAL RISK MANAGEMENT (813) 289-3900.

THANK YOU.

PASCO COUNTY, FLORIDA

WORKERS' COMPENSATION PROGRESS REPORT

\*\*\*\*\*

EMPLOYEE NAME: \_\_\_\_\_ JOB TITLE: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_

DATE OF INJURY: \_\_\_\_\_

\*\*\*\*\*

THIS SECTION TO BE COMPLETED BY THE ATTENDING PHYSICIAN

PHYSICIAN NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

FIRST CONSULTED FOR THIS CONDITION: \_\_\_\_\_

STATUS OF EMPLOYEE'S CONDITION TO DATE: \_\_\_\_\_

\_\_\_\_\_

I HAVE REVIEWED THE EMPLOYEE' JOB DESCRIPTION AND FIND THAT:

ESTIMATED TIME TO RETURN TO WORK: \_\_\_\_\_

LIGHT DUTY STATUS: \_\_\_\_\_ FULL DUTY STATUS: \_\_\_\_\_

THE EMPLOYEE HAS THE FOLLOWING RESTRICTIONS: \_\_\_\_\_

\_\_\_\_\_

PHYSICIAN SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_ NEXT APPOINTMENT: \_\_\_\_\_

\*\*\*\*\*

PLEASE NOTE: THIS FORM MUST BE COMPLETED EVERY TWO WEEKS

**EXHIBIT 10**

**TIPS TO SECURE PASSENGERS IN WHEELCHAIRS**

# More tips on how to secure passengers in wheelchairs

by Smokey Spencer  
Manager of Mobility Products – Maxon Mobility

To clear up any question or debate, a **wheelchair (passenger) lift must always be operated from the ground.\*** According to the Community Transportation Association of America's (CTAA) ROADEO 2002 Guide, drivers of buses or vans must not remain in the vehicle while raising or lowering the wheelchair lift platform. In addition, do not ride on the lift with a passenger. The driver should be on the ground so as to not overload the lift, be in a position to check the outboard roll-stop and to lend assistance if the chair begins to roll (do not take shortcuts).

## **When loading on a platform lift, please keep in mind the following:**

- Lower platform to ground level
- Let platform deploy far enough for the end (the outboard roll-stop) to fold flat
- Keep feet out from under the platform at all times
- Back the wheelchair to the end of the platform and pull it up and on. The front casters must be totally on the platform.
- Grasp the wheelchair handgrip with one hand and operate the UP button of the control box with the other hand (while standing on the ground).
- Raise lift to floor level of the bus or van. As the lift leaves the ground, ensure that the outboard roll-stop as well as the inboard barrier is engaged while rising.
- At floor level, always keep one hand on the chair while reaching around to release the breaks (one at a time).
- Pull the wheelchair back into the bus. Watch your head and that of your passenger (overhead clearance can sometimes be extremely low).

## **When unloading on a platform lift:**

- Open and latch the lift door from outside the vehicle
- Unload the lift
- Re-enter bus through service door (DO NOT jump onto lift)
- Push wheelchair slowly forward out onto platform. Be sure to center wheelchair as you go
- Lock one brake and then the other, always holding on to the chair with one hand
- At ground level, unlock wheels and push chair off the platform

**It's recommended that passengers in wheelchairs face forward on the platform lift because:**

- The majority of the weight is concentrated toward the supported end of the platform (there is less sway)
- There is no chance that the feet of the passenger will get caught in the gap plate as the lift raises to floor level
- The driver can keep complete control by having access to wheelchair handgrips
- Keep wheelchair in proper position to be rolled straight back into securing position in the bus
- Psychologically, the passenger feels more secure backed up against the bus body than out on the end facing towards the bus

Though the above positioning procedures are preferable, there are options. According to Roy Glauthier of Transportation Planning and Policy in California, the Americans with Disabilities Act (ADA) leave the direction of loading on the lift to the personal choice of the rider; not the company, organization or the driver. Glauthier also points out that Subpart B clearly states that “the lift shall permit both inboard and outboard facing of wheelchairs and mobility aid users.” [Section 38.23(b)(11)] Additionally, the Federal Transit Authority (FTA) has ruled that the individual gets to choose how they will be loaded since the equipment allows either direction.

Wheelchair securement is an important issue for all bus drivers. **Remember that the only person who operates the lift is the driver.** In addition, wheelchair lifts make it possible to load chairs of all weights/sizes in an efficient and safe manner. All drivers should familiarize themselves with all wheelchair lifts in the marketplace and lift operating procedures.

As with any piece of machinery, wheelchair lifts are potentially hazardous equipment if used improperly. Though the driver's loading duty is easier with a wheelchair lift, there is always more education, caution and awareness needed when operating a lift.

**EXHIBIT 11**

**POLICY ON UNACCOMPANIED CHILDREN**

## **PCPT Policy**

### **Unaccompanied Children**

It is the goal of PCPT to provide transportation for persons of all ages. Nonetheless, to safely use the PCPT bus transit system, customers must be able to understand written signs and displays, such as those which show bus destinations and route numbers, and to follow instructions issued verbally by employees or over the public address systems on buses. Riders should also have the maturity to be able to react to unexpected situations that may arise in any transportation system, such as route delays, cancellations or other service disruptions. For these reasons, PCPT recommends that children under the age of 8 be accompanied by an adult or a responsible youth (at least 12 years old) when riding public transportation buses.

Children age 8 and above may ride alone, but we strongly suggest the following:

1. Children should carry identification showing their name, address, home phone number and the name and phone number of the person who will be meeting them.
2. Parents and guardians should review the details of the trip with their child prior to travel, including the bus route they will be riding and the locations where they will be getting on and off the bus. For young children, this information should be given to them in writing, as there are a number of routes and connection points, which may confuse a small child in the excitement of traveling.
3. The parent or guardian should establish a specific location at the destination point of where your child will be met.
4. No child should be traveling unaccompanied during hours of darkness.

All drivers will ensure that the child knows that if they have any questions or problems, they can expect assistance from you.

When there is a major incident that results in the cancellation or delay of route service for an extended period of time, it is our policy to attempt to notify the guardians of the unaccompanied children, if that information is available. If not, we will notify the Pasco County Sheriff's Office.

## Unaccompanied Children (For Public Distribution)

It's our goal to provide transportation for persons of all ages. Nonetheless, to safely use the PCPT bus transit system, customers must be able to understand written signs and displays, such as those which show bus destinations and route numbers, and to follow instructions issued verbally by employees or over the public address systems on buses. Riders should also have the maturity to be able to react to unexpected situations that may arise in any transportation system, such as route delays, cancellations or other service disruptions. For these reasons, PCPT recommends that children under the age of 8 be accompanied by an adult or a responsible youth (at least 12 years old) when riding public transportation buses.

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3. We urge you to establish a specific location at the destination point of where your child will be met.
4. No child should be traveling unaccompanied during hours of darkness.

The most important point is to make sure that the child knows that if they have any questions or problems, they should request assistance from the driver.

PCPT is charged with providing safe and reliable service for all of our customers. We therefore cannot neglect these responsibilities in order to monitor unaccompanied children. Please do not expect our drivers or customer service representatives to ensure that children board the correct bus, nor expect drivers to provide supervision over children on buses or to put the child off at their destination.

When there is a major incident that results in the cancellation or delay of route service for an extended period of time, it is our policy to attempt to notify the guardians of the unaccompanied children, if that information is available. If not, we will notify the Pasco County Sheriff's Office. If you are meeting an unaccompanied child and are told that bus service is suspended, we suggest you first call the Customer Information Center (727) 834-3322 (West Pasco) or (352) 521-4587 (East Pasco).

## Know the Rules...When Your Child is Traveling Unaccompanied by Bus

The purpose of this publication is to guide parents and their children in a way that will help prevent a negative experience and ensure a safe journey for your child from start to finish. Appropriate planning for bus travel with your child is the best way to guard against potentially unsafe situations.

To assist you in this process, it helps to know that there are some consistencies among transportation providers. For instance, Greyhound and Amtrak, the nation's primary bus company and passenger railroad respectively, do not allow children who are younger than the age of 8 to travel unaccompanied. While children who are older than 12 are considered an adult in many aspects and may travel unaccompanied as any adult would without restrictions, children between the ages of 8 and 11 should only be allowed to travel unaccompanied under the conditions noted below.

- An adult designated by the child's parent or guardian should meet the child at the applicable predetermined bus stop destination location.
- Bus trips should be scheduled during daylight hours.
- A responsible adult should bring the child to the bus pick-up location and provide the child with identification showing their name, address, home phone number and the name and phone number of the person who will be meeting them.

**The general rules noted below will help make the travel experience for your child safer and more enjoyable.**

1. Review the specific requirements of the trip with your child.
2. Unaccompanied children should sit directly behind the driver.
3. As with any experience, "practice makes perfect." Thus, it is a good idea to take some practice runs with your child so they understand the procedures and become comfortable with the process. Let your child know the types of things to expect. Instruct your child to follow general safety rules like remaining seated while onboard. Advise your child that the bus driver is the "helping adult" to seek out when needing assistance, needing answers to questions, feeling uncomfortable, or becoming confused by anything or anyone.
4. You should remain at the pickup location until the bus leaves. Should a delay occur, your child will be much more comfortable waiting with you versus waiting alone. And if the trip is canceled or redirected, you will want to be there to make alternative arrangements.
5. Be prepared to show identification when you bring your child to the bus and advise the adult(s) picking up your child that they may have to show identification when they pick up your child. Make certain you have a back-up plan for the person(s) meeting the bus at the destination, in case they are delayed. Make certain that your child knows the person he or she is traveling to meet, so that an unfamiliar person does not meet him or her, and advise your child never to leave the boarding area with anyone you have not authorized to pick him or her up.
6. Your child must have the correct pass or denomination of money for the bus fare.

7. Children may use hand-held video games, radios, tape players, CD players, and portable television if they use headphones and the equipment is not noisy or intrusive to other passengers. Consider equipping your child with a cellular telephone so that delays or problems may be communicated to you. Cellular telephone use is allowed, but conversations must be conducted in a low-key manner and the ring tones must not be noisy or intrusive to other passengers.
8. As in any social situation, it's okay for your child to be polite but restrained. Caution your child not to reveal any personal information about him or herself to other passengers.

**PCPT  
TRANSIT BUS SERVICE  
UNACCOMPANIED CHILDREN (Ages 8 – 11)  
SUGGESTED CHECK LIST FOR PUBLIC DISTRIBUTION**

**(Parent/guardian should complete the following and ensure the child carries it with them.)**

**Name of Child:** \_\_\_\_\_

**Age of Child:** \_\_\_\_\_ **Home/Cell Phone Number:** \_\_\_\_\_

**Destination:** \_\_\_\_\_

-----  
**PCPT urges you complete the following actions prior to your child's unaccompanied travel on a PCPT bus:**

- \_\_\_\_\_ 1. Review the specific requirements of the trip.
- \_\_\_\_\_ 2. Remind your child to sit directly behind the driver.
- \_\_\_\_\_ 3. Instruct your child to follow general safety rules like remaining seated while onboard.
- \_\_\_\_\_ 4. Advise your child that the bus driver is the "helping adult" to seek out when needing assistance, needing answers to questions, feeling uncomfortable, or becoming confused by anything or anyone.
- \_\_\_\_\_ 5. Remain with the child at the pickup location until the bus departs.
- \_\_\_\_\_ 6. Be prepared to show identification when you bring your child to the bus and advise the adult(s) picking up your child that they may have to show identification when they pick up your child.
- \_\_\_\_\_ 7. Make certain you have a back-up plan for the person(s) meeting the bus at the destination, in case they are delayed.
- \_\_\_\_\_ 8. Make certain that your child knows the person he or she is traveling to meet and advise your child never to leave the boarding area with anyone you have not authorized to pick him or her up.
- \_\_\_\_\_ 9. Ensure your child has the correct pass or denomination of money for the bus fare.
- \_\_\_\_\_ 10. Children may use hand-held video games, radios, tape players, CD players, and portable televisions if they use headphones and the equipment is not noisy or intrusive to other passengers.
- \_\_\_\_\_ 11. Consider equipping your child with a cellular telephone so that delays or problems may be communicated to you. Cellular telephone use is allowed, but conversations must be conducted in a low-key manner and the ring tones must not be noisy or intrusive to other passengers.
- \_\_\_\_\_ 12. Caution your child not to reveal any personal information about him or herself to other passengers.

**EXHIBIT 12**  
**ADA GUIDELINES**

**Equipment maintenance (49 CFR, §37.161):** Lifts, securement systems, public address systems, and other access-related equipment must be maintained in operating condition. If damaged or out of order, this equipment must be repaired promptly. When equipment is out of order, reasonable steps must also be taken to accommodate riders who would otherwise use the equipment.

Public entities also must comply with additional specific maintenance requirements.

**Lift and securement use (49 CFR, §37.165):** Section 37.165 of the regulations establish the policy regarding the use of lifts and securement devices, accommodation of mobility devices, transfers, and driver assistance. Subsection (b) requires that all “common wheelchairs” and their users must be transported. A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled “scooters” and other non-traditional designs that fit within these standards must be transported. Most mobility devices fit within these standards. There are some, however, such as very large or heavy wheelchairs or stretchers that exceed the weight limit and dimensions set forth in the guidelines. In these cases, the regulations allow entities to refuse service regardless of other qualifying functional limitations that the user may have.

Subpart (c) requires that wheelchairs be secured during transport. Vehicle operators are to assist passengers in the use of the lift, ramp, and securement systems.

Use of the securement system can be required as a condition of receiving service. If a vehicle has a securement system, which meets the new standards of Part 38 of the regulations, wheelchair users must be transported in a forward-facing or rear-facing position. Wheelchair-users can be transported facing the aisle only on vehicles that are not yet equipped in compliance with the standards in part 38.

Service cannot be denied on the grounds that a mobility device cannot be secured to the provider’s satisfaction. Providers should make every effort to obtain state-of-the-art securement systems that accommodate all types of wheelchairs.

In addition to a securement system for mobility aids, each securement area provided on a vehicle must be equipped with a three-point passenger restraint system (see §38.23(d)(7)). Mobility aid users can only be required to use this restraint system, however, if all other passengers on the vehicle are required to use a similar system. For example, if a fixed-route bus does not have seat belts for ambulatory passengers, mobility aid users cannot be required to use a seat belt. If a paratransit service requires all passengers to use a seat belt, mobility aid users can also be required to use a seat belt (use of the shoulder harness could not be required, though, unless this

was a policy for all passengers). Obviously, use of a three-point passenger restraint is desirable and their use should be recommended even if this cannot be required.

The above passenger restraint requirements do not affect state laws which require children to be secured with approved restraint systems. Such requirements do not discriminate against a person with a disability because all children under a certain age, height, or weight would be required to be properly secured.

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, entities can **request** that the user transfer to a vehicle seat. The regulations do not, however, allow entities to require such a transfer. For some users of these devices, transfers pose a safety risk. Vehicle seats also are not always designed to provide the specific support that an individual may need. Entities can explain to riders the reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability. The proper techniques for assisted transfers also should be part of the training provided to drivers.

Finally, the regulations require that a person who cannot enter a vehicle using the stairs but who does not use a wheelchair must be allowed to enter the vehicle using the lift. Equipment specifications included in the regulations require handrails on both sides of the lift for this reason. On paratransit systems, entities should also consider keeping inexpensive manual wheelchairs on vehicles. This will give the rider the option to either stand on the lift or ride in the wheelchair provided.

**Accommodating mobility aids and life support systems (49 CFR, §37.167(d)&(h)):** Two additional requirements concerning mobility aids and life support equipment are contained in §37.167. First, operating policies must permit riders to travel with service animals trained to assist them. Service animals include guide dogs used by persons with vision or hearing impairments, and dogs and other animals that provide aid to persons with disabilities.

Second, persons must be permitted to travel with respirators, portable oxygen. Travel with this equipment can only be denied if it would violate rules concerning the transportation of hazardous materials (49 CFR Parts 100-199).

In general, the transport of common types of portable life support equipment is not prohibited. Cylinders of oxygen used by passengers for health reasons, for example, are not subject to the Hazardous Materials Regulations.

**Attendant policies/refusing service (49 CFR, §37.5(e) and §37.5(h)):** Personal care attendants (PCAs) must be permitted to accompany riders and are not considered companions. On paratransit systems, PCAs are not to be charged a fare. On fixed-route systems, a fare may be

charged. The regulations permit entities to require individuals to indicate the need to travel with a PCA when they request paratransit eligibility certification.

Entities cannot require that an individual travel with an attendant. If the provider feels that a rider would benefit from the aid of an attendant, this can be suggested. Service cannot be refused, however, if the person decides to continue to travel independently.

Service can only be refused if a rider engages in “violent, seriously disruptive, or illegal conduct.” Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees. In keeping with the concept of comparability, fixed-route and paratransit policies in this area should be consistent.

Service cannot be refused even if insurance companies condition coverage or set rates based on policies that are contrary to the regulations.

**Additional charges (49 CFR, §37.5(d)):** Special fares and charges, beyond those required of other riders, cannot be imposed on persons with disabilities even if additional services are required. For example, taxi companies cannot charge a fee for stowing a wheelchair in the trunk unless they also have a formal charge for stowing luggage. Similarly, it would not be acceptable to only put a TDD on a local phone line if a toll-free information service is available to users from outside the calling area.

**Boarding/disembarking time (49 CFR, §37.167(i)):** Adequate time must be provided for persons with disabilities to board and disembark from vehicles. In fixed-route service, in particular, operators should be cognizant of the additional time requested by a person with a physical disability or vision impairment to be properly seated.

#### **ADDITIONAL REQUIREMENTS THAT ONLY APPLY TO FIXED-ROUTE SYSTEMS (BOTH PUBLIC AND PRIVATE)**

**Announcing stops (49 CFR, §37.167(b)):** Operators must announce stops at all transfer points with other fixed-routes, at major intersections and destination points, and at intervals along a route which are sufficient to permit persons with vision impairments or other disabilities to be oriented to their location. Stops must also be announced at the request of passengers with disabilities.

**Identifying vehicles and/or passengers (49 CFR, §37.167(c)):** At stops that service more than one route, methods of communication and/or systems of identification must be established to permit persons with vision impairments or other disabilities to identify vehicles or to allow operators to identify passengers seeking to ride on their vehicle.

Many transit systems use a card system to facilitate proper passenger/vehicle identification.

**Permitting riders to disembark (49 CFR, §37.167 (g)):** Riders who use the lift must be allowed to disembark at any stop unless one of the following conditions apply:

- The lift cannot be deployed;
- The lift would be damaged if it is deployed; or
- Temporary conditions at the stop, not under the control of the entity, preclude the safe use of the stop by all passengers.

**Priority seating policy (49 CFR, §37.59(c)):** The ADA vehicle specifications require that priority seating be provided on fixed-route vehicles. Operators cannot, however, require passengers with disabilities to use these seats if they choose not to.

**Q: What is a service animal?**

**A:** The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. “Seeing Eye dogs” are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.
- A service animal is not a pet.

**Q: How can I tell if an animal is really a service animal and not just a pet?**

**A:** Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. However, an individual who is going to a restaurant or theater is not likely to be carrying documentation of his or her medical condition or disability. Therefore, such documentation generally may not be required as a condition for providing service to an individual accompanied by a service animal. Although a number of states have programs to certify service animals, you may not insist on proof of state certification before permitting the service animal to accompany the person with a disability.

**Q: What if a service animal barks or growls at other people, or otherwise acts out of control?**

**A.** You may exclude any animal, including a service animal, from your facility when that animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. You may not make assumptions, however, about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

Although a public accommodation may exclude any service animal that is out of control, it should give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises.