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March 15, 2007

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Access to Information

To meet the intent of the Americans with Disabilities Act (ADA) by ensuring all persons have appropriate access to brochures and Riders Guides, LFPT will have:

- ✓ **Brochures** and other printed materials are available in alternative formats upon request (including but not limited to large print and audio).
- ✓ **A statement** that "information is available in alternative format" will be included on all brochures and printed materials.
- ✓ **A TTY/TDD** or the Ohio Relay number (1-800-750-0750) included on all printed or Internet materials with phone numbers listed, and all public service announcement).
- ✓ **Public hearings** held in accessible locations.
- ✓ **Public hearing notices** including statement that "any person requiring special accommodations should contact LFPT at 740-681-5086".

Abuser Notification Policy

It is policy to include Abuser Notification with annual MUI training, Annual written notice to each employee explaining the conduct for which the employee may be placed on the abuser registry and setting forth the requirement for each employee who is engaged in a direct service position to report in writing to the agency provider, if he or she is ever formally charged with, convicted of, or pleads guilty to any of the offenses listed or described in divisions (A)(3)(a) to (A)(3)(e) of section 109.572 of the Revised Code within fourteen days after the date of such charge, conviction or guilty plea.

ADA Compliance Program

The Americans with Disabilities Act (ADA) mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles and assure system-wide accessibility of their services to persons with disabilities. LFPT employees will be expected to observe and adhere to the policies and procedures:

- ✓ No person will be denied access to participate in transit service, programs, or activities simply because of a disability.
- ✓ LFPT will provide programs and services in the most integrated setting possible.
- ✓ LFPT will establish eligibility standards or rules that ensure individuals with disabilities are provided an equal opportunity to enjoy their services, programs, or activities.
- ✓ LFPT will furnish auxiliary aids and services when possible to ensure effective communications, including, but not limited to, alternative format availability for all marketing or informational materials.
- ✓ LFPT may provide special benefits, beyond those required by the regulations, to individuals with disabilities.
- ✓ LFPT will not compel an individual with a disability to accept a special accommodation or benefit if the individual chooses not to accept it.
- ✓ LFPT will not place special charges on individuals with disabilities to cover the costs of measures necessary to ensure nondiscriminatory treatment, such as making modifications required for program accessibility.
- ✓ LFPT will operate so that, when viewed in its entirety, the system is accessible and usable by individuals with disabilities.



ADA - Notifying the Public of Rights

- ✓ The City of Lancaster operates its programs and services in accordance with ADA, 49 CFT Parts 27, 338, and 39. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under ADA may file a complaint with the City of Lancaster.
- ✓ For more information on the City of Lancaster civil rights program, and the procedures to file a complaint, contact the ADA Coordinator/Transit Director at 740-681-5086, (TTY 800-750-0750); email cwoody@ci.lancaster.oh.us; or in writing at 746 Lawrence Street, Lancaster, Ohio 43130. For more information, visit <http://www.ci.lancaster.oh.us/242/Transit>
- ✓ If information is needed in another language, contact 740-681-5086.
- ✓ The City of Lancaster has posted information onto our website and in all of our public transit vehicles pertaining to the Public Rights under ADA. We have also added ADA information to our public transit brochures as of December 2012.

ADA Complaint Procedure

Any person who believes he/she has been discriminated against on the basis of disability by the City of Lancaster, Public Transit (hereinafter referred to as “the City”) may file an ADA complaint by completing and submitting the ADA Complaint Form. The City investigates complaints received no more than 30 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter stating whether the complaint will be investigated by our office. The City has 15 business days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the City will administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After review, the investigator will issue either a closure letter or a letter of finding (LOF) to the complainant. A closure letter summarizes the allegations and states the case will be closed due to no ADA violation. A LOF summarizes the allegations and interviews regarding the alleged incident, and explains any disciplinary action, additional staff training or other action will occur. If the complainant wishes to appeal the decision, he/she has 15 business days after the date of the letter or the LOF to do so. For transportation-related ADA matters, a person may also file a complaint directly with the Ohio Department of Transportation, at ODOT Office of Equal Opportunity, Attention: ADA Coordinator, 1980 West Broad Street, Columbus, OH 432230. A copy of Investigations, Lawsuits and Complaint table are also submitted to ODOT, Office of Equal Opportunity, ADA Coordinator.

LIST OF TRANSIT-RELATED ADA INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

<i>Period:</i> 1/1/2015-11/6/2020	<i>Date</i>	<i>Summary</i> <i>(basis of complaint: race, color, national origin)</i>	<i>Status</i>	<i>Action(s) Taken</i>
Investigations	NONE	N/A	N/A	N/A
Lawsuits	NONE	N/A	N/A	N/A
Complaints	NONE	N/A	N/A	N/A

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ADA Complaint Form

LFPT is committed to providing safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 740-681-5086, visit our administrative office, or contact us by email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response. ADA Coordinator/Director; 746 Lawrence Street, Lancaster, OH 43130; cwoody@ci.lancaster.oh.us

SECTION I: TYPE OF COMMENT (Choose One)*

Compliment__	Suggestion__	Complaint__	Other:_____	ADA Related? Y / N
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SECTION II: CONTACT INFORMATION

Salutation [Mr./Mrs./Ms., etc.]:

Name:

Rider ID (if applicable):

Street Address:

City, State, Zip code:

Phone: _____ Email: _____

Accessible Format Requirements:	Large Print__	TDD/Relay__	Audio Recording__	Other_____
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SECTION III: COMMENT DETAILS

Transit Service (Choose One) [as applicable] [Bus/Subway/Paratransit]*

Date of Occurrence: _____ Time of Occurrence: _____

Name/ID of Employee(s) or Others Involved:

Vehicle ID/Route Name or Number:

Direction of Travel:

Location of Incident:

Mobility Aid Used (if any):

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

Description of Incident or Message [Text box on web form for narrative]:

SECTION IV: FOLLOW UP

May we contact you if we need more details or information?	Yes	No
--	-----	----

What is the best way to reach you? (Choose One)*	Phone	Email	Mail
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If a phone call is preferred, what is the best day and time to reach you?

SECTION V: DESIRED RESPONSE (Choose One)*

-Email response -Telephone response -Response by U.S. Postal Mail



Attendance Policy

Teamwork is a key element of our success and we rely on the performance and support of our coworkers, so it is essential that regular and timely attendance be followed. Time and regular attendance are expectations of performance for all employees. To ensure adequate staffing, coverage, productivity, and all contractual requirements are met, employees will be held accountable for adhering to their workplace schedules. All employees are required to report to work on time every day they are scheduled and are required to clock in and out using their tablets for assigned shifts, breaks, and lunches.

Excused Absence are pre-arranged requests for medical, personal, jury or witness duty, maternity, family leave of absence, military leave, vacation or holidays. All requests for excused absences should be completed on a "Request for Time Off" form and submitted no later than the Wednesday the week prior to the date sought for time off. The request should not be made with less than 48 hours' notice.

Absenteeism is measured in "occurrences" rather than individual days. Each absence period is referred to as an occurrence. Employees are required to submit a doctor's note for each occurrence greater than two (2) days. If an employee reports to work 15 minutes late and up to one (1) hour after scheduled reporting time, this will be counted as an absence.

Tardiness is defined as arriving to work after your scheduled reporting time, rather for start/return from work shift, or start/return from rest or meal breaks. A tardy equal one-half (1/2) an occurrence. If an employee is tardy for their shift, the shift may be re-assigned, and the employee may be sent home for the day without pay. If an employee arrives more than 15 minutes late for their assigned shift, they will be issued an absence.

Failure to Complete Shift will result in one (1) occurrence. If an employee works more than one-half (1/2) of their shift, but is unable to complete the whole shift, then failure to complete the shift will result in one-half (1/2) occurrence. If this continues into the next day, then the full time will be considered as a single occurrence.

Late Call-Off - If an employee calls the office to report absent for the day less than 60 minutes prior to the start of the shift, this will be recorded as a Late Call-Off and will incur two (2) occurrences.

No-Call/ No-Show - Failure by an employee to notify their supervisor of an absence will result in a No-call/No-Show. If an employee is more than 60 minutes late for the shift without calling, a No-Call/No-Show will be issued. A No-Call/No-Show will result in four (4) occurrences.

Employees are allowed a maximum of seven (7) occurrences within a rolling 12-month period before a written warning is issued and disciplinary action begins. Employees who fail to report to duty without giving prior notification on any three (3) or more consecutive scheduled working days will be considered to have voluntarily resigned their employment with LFPT.

Disciplinary Guideline for Attendance - Schedule of Points

Absentee Type	Points
Tardy	1/2
Failure to complete at least 1/2 shift	1/2
Failure to complete entire shift	1
Absence	1
Late Call-Off	2
No- Call/No-Show	4



Levels of Correction:

- 2 Occurrences (during the probationary period) = Termination
- 7 Occurrences = Written Warning
- 9 Occurrences = Final Warning
- 10 Occurrences = Termination

Background Check Policy

To ensure that LFPT employs qualified individuals and to provide a safe and secure environment for all passengers and employees. All new employees shall have background checks completed as a condition of employment with LFPT. All offers of employment, oral and written, shall include the following statement: "This offer is contingent upon the City's completion of a background check."

DEFINITIONS:

"Background check" means verifying that the selected applicant or employee have no undisclosed history that will negatively impact LFPT. Background checks will include criminal history check and sex and violent offender registry check, and any other checks required by contractual agreements.

"Criminal history check" means verifying that the selected applicant or employee has no undisclosed criminal history in any jurisdiction where the applicant or employee currently resides or has resided.

"Sex and violent offender registry check" means verifying that the selected applicant or employee has no undisclosed convictions of certain sex and violent crimes in any jurisdiction where the applicant or employee currently resides or has resided.

- ✓ The individual's official name, date of birth, and social security number will be obtained from the person and provided to LFPT
- ✓ A criminal history check and sex and violent offender registry check shall be initiated after acceptance of the conditional offer of employment.
- ✓ All results of criminal and sex and violent offender convictions or issues are considered confidential and will be maintained in confidential files.
- ✓ If the background check indicates that there are no convictions, the Transit Director will inform the applicant that the employment offer is confirmed.
- ✓ If the background check indicates that there are convictions, the Transit Director will provide a copy of the report to the individual. (All related information will be treated as confidential and protected as such.)
- ✓ If the background check reveals convictions that the individual disclosed in the application, the Transit Director will review the report with the Service Safety Director and HR Director, and they will jointly evaluate each conviction, including any additional information that the individual provides, before the offer of employment is confirmed or withdrawn. The existence of a conviction does not automatically disqualify an individual from employment. Relevant considerations may include but are not limited to; the nature of the conviction, the date of and relationship the conviction has to the duties and responsibilities of the position and the number of convictions. Any decision to accept or reject an individual with a conviction is solely at the discretion of the City. All related information will be treated as confidential and protected as such.
- ✓ If unreported convictions are revealed in the criminal history check, the offer of employment will be withdrawn and, if employed, the individual will be separated from employment, unless the individual can show that the report is in error. The decision to reject or terminate an individual with an unreported conviction is solely at the discretion of the City.
- ✓ Violations of LFPT policies, including providing false or misleading information used for any of the above background checks, may include disciplinary actions up to and including termination.



- ✓ Decisions regarding the withdrawal of an employment offer as a result of a background check may be appealed to the employment committee of the governing board. An employee who is terminated as a result of a background check may appeal such decision in accordance with LFPT's personnel grievance procedures.

Backing Procedure

When there is no other option for the operator but to back up a vehicle, the following procedures must be followed:

- ✓ Before backing, the operator must radio Dispatch and ask permission to back (10-37)
- ✓ Dispatch will respond back and remind the operator to get out and look (G.O.A.L.)
- ✓ Operator will verbally confirm the directive and get out to ensure there are no hazards prior to backing
- ✓ Operator will get back in the seat, put on their seatbelt, turn on 4-way flashers, tap the horn, check all mirrors and then proceed to back at 1mph
- ✓ Once completed with backing, radio dispatch to confirm you have completed (10-50).

Bloodborne Pathogens Exposure Control Plan

To provide a safe and healthful work environment for our entire staff, the following Exposure Control Plan (ECP) is provided to eliminate or minimize occupational exposure to Bloodborne Pathogens in accordance with OSHA Standard, Title 29 Code of Federal Regulations 1910.1030. A copy of this policy will be made available to all transit employees at risk of occupational exposure to Bloodborne Pathogens.

The ECP is a key document to assist LFPT in implementing and ensuring compliance with the standard, thereby protecting our employees. This ECP includes:

- ✓ Employee exposure determination
- ✓ The procedures for evaluating the circumstances surrounding an exposure incident, and
- ✓ The schedule and method for implementing the specific sections of the standard, including,
- ✓ Methods of compliance
- ✓ Hepatitis B vaccination and post-exposure follow-up
- ✓ Training and communication of hazards to employees
- ✓ Record keeping

Exposure Determination - In complying with OSHA regulation, employers must identify the potential occupational exposure that each employee faces. Each job classification must be categorized according to the risk exposure. The exposure determination is made without regard to the use of personal protective equipment. (Employees are considered exposed even if they wear personal protective equipment). The regulation contains only the first two of the three categories listed below and they are not labeled in the regulation. The labels have been added for convenience and the third category has been added to provide a check to be sure a classification is not accidentally overlooked or mis-categorized. The categories do not distinguish between daily exposure and occasional exposure. They are based on whether all, some, or none of the employees in that job classification have an exposure, even if the exposure is irregular. At LFPT, the following job classifications are in these categories:

Category A: This classification includes all employees within their classification who may have occupational exposure to blood or other potentially infectious materials. These classifications would have direct contact with passengers or be involved in the cleaning up of a bio-hazardous spill. These positions could include scheduler, dispatcher, drivers, mechanic, and managers.



Category B: This classification includes some employees within their classification who may have occupational exposure to blood or other potentially infectious materials. (None currently)

Category C: This classification includes employees within their classification who may have occupational exposure to blood or other potentially infectious materials. This includes non-transit personnel.

Implementation Schedule and Methodology - In the event the Transit Director or designee is unavailable, the Dispatcher, should be contacted and assume the responsibilities listed in this policy. OSHA requires that this plan include a schedule and method of implementation for the various requirements of the standard. The following complies with this requirement.

COMPLIANCE METHODS - Universal precautions will be observed at this facility to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source individual.

Practice controls will be utilized to eliminate or minimize exposure to Bloodborne pathogens to employees. The following controls will be utilized: Biohazard clean up kits and sharps containers.

Kits are to be monitored by drivers and is their responsibility to notify the Dispatcher when additional supplies are needed or need to be replaced. Hand washing facilities at the transit office are readily available to employees who incur exposure to blood or other potentially infectious materials as required by OSHA. When hand washing is not immediately feasible, each vehicle is equipped with antiseptic wipes for immediate clean up. The employee should proceed to the transit office, or when out of town, to the nearest facility where they can wash their hands with soap and running water.

The Transit Director or Dispatcher is to inform the HR Director immediately when an employee has been in an exposure situation. After the removal of personal protective gloves, employees are to wash hands and any other potentially contaminated skin area with soap and water immediately, or as soon as feasible, and will ensure that if an employee incurs exposure to their skin or mucous membranes, the areas shall be washed or flushed with water as soon as possible following contact.

NEEDLES - Contaminated needles and other contaminated sharps will not be bent, recapped, removed, sheared or purposely broken. Although OSHA allows exceptions to this, at this facility, recapping or removal is NOT permitted. All sharps are to be disposed of immediately in a sharps container provided.

WORK AREA RESTRICTIONS - When there is an exposure to blood or other potentially infectious materials in the vehicles, employees are not to eat, drink, apply cosmetics or lip balm, smoke, or handle contact lenses until the area has been cleaned and given a clearance check to return the unit to service. All clean up procedures will be conducted in a manner which will minimize splashing, spraying, or splattering of droplets of blood or other potentially infectious materials.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE Provision: All personal protective equipment used for LFPT will be provided without cost to employees. Personal protective equipment will be chosen based on the anticipated exposure to blood or other potentially infectious materials. The protective equipment will be considered appropriate only if it does not permit blood or other potentially infectious materials to pass through or reach the employees skin, eyes, mouth, or other mucous membranes under normal conditions of use and for the duration of time that the protective equipment will be used. All PPE will be disposed of and replaced at no cost to the employee.



PPE Use: Employee should use appropriate PPE, unless that employee temporarily and briefly declined to use PPE when under rare and extraordinary circumstances; it was the employee's professional judgment that in the specific instance its use would have posed an increased hazard to the safety of the worker, coworker or client. When the employee makes this judgment, they will investigate and document the circumstances to determine whether they can institute changes to prevent such occurrences in the future.

PPE Accessibility: The Transit Director will ensure that the appropriate PPE is readily accessible at the work site. Hypoallergenic gloves will be made available to the employees.

Gloves: Gloves will be worn when the employee anticipates that they will have hand contact with blood, other potentially infectious materials, and when handling or touching contaminated, or potentially contaminated items or surfaces. Disposable gloves used by LFPT are not to be washed or decontaminated for re-use. They are to be replaced as soon as they become contaminated, torn, punctured, or when their ability to function as a barrier is compromised.

Eye and Face Protection: Safety shields provided in the biohazard kits are required to be worn whenever a splash, spray splatter, or droplets of blood or other potentially infectious materials may be generated and eye, nose, or mouth contamination can reasonably be anticipated. Situations that would require such protection are as follows:

1. Complex vehicle clean-up involving vomit or other solid body waste.
2. Large concentration of blood/blood splatter, such as may occur with a vehicular accident.
3. Large clean-up involvement with urine.

REGULATED WASTE DISPOSAL

Contaminated Sharps: Containers for sharps will be easily accessible to personnel in the transit office. Always use mechanical means, such as a brush and dustpan or tongs, to pick up contaminated broken glassware; never pick up with hands even if gloves are worn. The contaminated needle or glassware should be placed in a container that will be closable, puncture resistant, leak proof on sides and bottom. (The container is not to be re-used). The container is then placed in a labeled, red-orange infectious waste plastic bag. If leakage is possible, the bag should be placed in another similar bag.

Other Regulated Waste: Other regulated waste will be disposed of in labeled, color-coded red-orange infectious waste plastic bags. Bags will be closable and constructed to prevent leakage of fluids during handling, storage or transportation. If outside contamination of the regulated waste occurs, a second bag will be used for disposal of the first contaminated bag.

HEPATITIS B VACCINE, POST-EXPOSURE EVALUATION AND FOLLOW-UP

General: LFPT will make available the Hepatitis B vaccination series to all employees who have an occupational exposure, and post exposure follow-up to employees who have had an exposure incident. All medical evaluations and procedures, including the Hepatitis B vaccination series and post exposure follow-up, are:

- a) Available at no cost to the employee;
- b) Available to the employee during work hours;
- c) Performed by or under the supervision of a licensed physician, or by or under the supervision of another licensed health care professional; and
- d) Provided according to the recommendations of the U.S. Public Health Service.

All laboratory tests will be conducted by an accredited laboratory at no cost to the employee.

Hepatitis B Vaccination: The Transit Director will provide information on Hepatitis B vaccinations addressing its safety, benefits, methods of administration and availability. The Hepatitis B vaccination series will be made available after the employee has received the training in occupational exposure and within ten working days of initial assignment. The vaccination series will be available to all employees who have occupational exposure, unless the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune, or the vaccine is inadvisable for medical reasons.

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Participation in a pre-screening program will not be a prerequisite for receiving Hepatitis B vaccination. All employees are strongly encouraged to receive the Hepatitis B vaccination series. However, if an employee declines the Hepatitis B vaccination, the employee must sign the OSHA required waiver indicating their refusal. This form will be kept in a locked, confidential file in the Transit Director's office.

Employees who initially decline Hepatitis B vaccination may request and obtain the vaccination later at no cost to the employee if the employee is still employed by the LFPT and be at risk of occupational exposure.

If a routine booster dose of Hepatitis B vaccine is recommended by the U.S. Public Health Service at a future date, such booster doses will be made available.

Post Exposure Evaluation and Follow-up: All exposure incidents will be reported to the Transit Director investigated and documented. Should an exposure incident occur, contact the Dispatcher or Transit Director immediately. The employee must document each exposure on an "Exposure Incident Report". The Transit Director will add any additional information as needed.

When an employee has had any possibility of contamination, the exposed employee will immediately receive a confidential medical evaluation and follow-up including the following:

- a) Completion of the Exposure Incident Report
- b) Identification and documentation of the source individual. This information will be kept confidential.
- c) After consent is obtained, the source individual's blood shall be tested as soon as possible in order to determine HBV and HIV infectivity. If consent is not obtained, the City of Lancaster's legal representative shall establish that legally required consent could not be obtained.
- d) When the source individual is already known to be infected with HBV or HIV, testing for the source individual's knows HBV or HIV status need not be repeated.
- e) Results of the source individual's testing will be made available to the exposed employee, and the employee will be informed of applicable laws and regulations by the City of Lancaster's legal representative concerning disclosure of the identity and infectious status of the source individual.
- f) After obtaining consent, collect exposed employee's blood as soon as possible after the exposure incident and test blood for HBV and HIV serological status.
- g) If the employee does not give consent for HIV serological testing during the collection blood for baseline testing, the baseline blood sample should be preserved for 90 days. During this time, the exposed employee elects to have the baseline sample tested; it will be done as soon as possible.
- h) When medically indicated, all employees who incur an exposure incident will be offered post-exposure evaluation and follow-up in accordance with the OSHA standard. Occupational Health will perform all post exposure follow-up.

Information Provided to Healthcare Professional: The healthcare professional evaluating an employee after an exposure incident will be provided the following information:

- a) A copy of 29 CFR 1910.1030
- b) A written description of the exposed employee's duties as they relate to the exposure incident;
- c) Written documentation of the route of exposure and circumstances under which exposure occurred;
- d) Results of the source individuals blood testing, if available; and
- e) All medical records relevant to the appropriate treatment of the employee including vaccination status, which are the employer's responsibility



Healthcare Professional's Written Opinion: The Transit Director will provide the employee with a copy of the evaluating healthcare professional's written opinion within 15 days of the completion of the evaluation. The healthcare professional's written opinion for Hepatitis B vaccination will be limited to whether the employee requires or has received the Hepatitis B vaccination.

The written opinion for post-exposure evaluation and follow-up will be limited to whether the employee has been informed of the results of the medical evaluation and of any medical conditions, which may require further evaluation and treatment.

All other diagnoses must remain confidential and not be included in the written report for LFPT.

LABELS AND SIGNS - Bags for disposal of infectious waste are available at the transit office. The bags will be fluorescent orange or red-orange and labeled with the universal biohazard symbol. Regulated wastes must be handled in accordance with the rules and regulations.

INFORMATION AND TRAINING - Training is provided at the time of initial assignment to tasks where occupation exposure may occur. Training for all employees will be provided to address new exposures created or policy changes. Training will be tailored to the education and language level of the employee and offered during the normal work shift at no cost to the employee. The person conducting the training should be knowledgeable in the subject matter. Training should cover:

- a) An accessible copy of the standard and an explanation of its contents;
- b) A discussion of the epidemiology (epidemic diseases) and symptoms of Bloodborne diseases;
- c) An explanation of the modes of transmission of Bloodborne pathogens;
- d) An explanation of LFPT's exposure plan and how to obtain a copy;
- e) Recognition of tasks that may involve exposure;
- f) An explanation of the use and limitations of methods to reduce exposure, for example, work practices and personal protective equipment (PPE);
- g) Personal protective equipment – types, uses, location, removal, handling, decontamination disposal;
- h) Basis for selection of PPE;
- i) Information on the Hepatitis B vaccination, including effectiveness, safety, method of administration, benefits, and that the vaccination will be offered free of charge;
- j) Emergency procedures involving blood and other potentially infectious materials;
- k) Exposure incident procedures;
- l) Post-exposure evaluation and follow-up
- m) Signs, labels and/or color-coding;
- n) Questions and answer session.

RECORD KEEPING - Medical Records: Medical records are kept in the employee's files in the Transit Director's office and maintained in accordance with OSHA Standard 29 CFR 1910.20. These records will be kept confidential and must be maintained for at least the duration of employment plus 30 years. The records include the following:

- a) Name and Social Security number of the employee;
- b) A copy of the employee's Hepatitis B vaccination status, including the dates of vaccinations;
- c) A copy of all examination results, medical testing, follow-up procedures as required by this policy;
- d) The employer's copy of the healthcare professional's written opinion as required by this policy;
- e) A copy of all information provided to the healthcare professional as required by this standard.

Medical records are not disclosed or reported without the employee's express written consent to any person within or outside the workplace except as required by 29 CFR 1910.1030 or as may be required by law.



TRAINING RECORDS: Bloodborne pathogen training records will be maintained and kept in the Transit Director's office. And will be maintained at least three years from the date of training. The following information will be documented:

- a) The dates of the training session;
- b) The contents or summary of the training session;
- c) The name(s) and qualifications of person's conducting the training;
- d) The names and job titles of all persons attending the training session.

AVAILABILITY: All employee records required in this policy will be made available by request to the employee or the employee's authorized representative in accordance with 29 CFR 1910.20.

Employee records will be made available to the Assistant Secretary of Labor for the Occupational Safety and Health Administration and the Administrator of the National Institute for Occupational Safety and Health upon request. If LFPT is closed with no successor employer to receive and retain the records for the prescribed period, LFPT will notify the Administrator of the National Institute for Occupational Safety and Health (NIOSH) at least three (3) months prior to scheduled record disposal and prepare to transmit them to the Administrator. The Transit Director is responsible for annually reviewing this program and its effectiveness, and for updating this program as needed. All provisions required by this standard were implemented on April 1, 2007.

Bloodborne Pathogens Protection

Bloodborne pathogens are potentially infectious microorganisms that are present in human blood and can cause disease in humans. These pathogens can result in the development of the acquired immune deficiency syndrome (AIDS), hepatitis, and other diseases. To ensure that the Occupational Safety and Health Administration (OSHA) Bloodborne pathogens regulations are followed, employees will be expected to observe and adhere to the following policies and procedures:

- ✓ **Employees** of LFPT may be exposed to Bloodborne pathogens in the performance of their duties. All employees will receive mandatory Bloodborne pathogen training annually.
- ✓ **In the event** of a biohazard spill as a result of a vehicle accident or onboard injury, first aid for injured passengers, along with notification of appropriate medical assistance personnel, should be the priority. Additionally, a biohazard spill may occur as a result of vomiting or loss of bladder/bowel control. Anytime the driver administers first aid, latex gloves and other personal protective equipment should be used.
- ✓ **Following** first aid administration, the vehicle must be cleared of the spill. The following steps should be followed:
 - 1) Contact dispatch or your immediate supervisor and describe the situation.
 - 2) If you are instructed to wait for assistance, secure the vehicle and wait.
 - 3) Locate the biohazard kit that is on the vehicle. Avoid stepping in the fluid spill.
 - 4) Put on the disposal gloves found in the biohazard kit when giving any first aid or cleaning up any potentially dangerous bodily fluid spill, such as blood, vomit, urine or defecation.
 - 5) Cover the spill area with the disinfectant found in the biohazard kit.
 - 6) Using the appropriate instrument from the biohazard kit, dispose of any material that may be contaminated by placing it in the biohazard bag found in the biohazard kit. If the clean-up includes broken glass or other sharp objects, take extra precautions.
 - 7) Use mechanical means rather than using your hands to pick up the objects and dispose of them in the leak proof, puncture proof container provided in the biohazard kit.
 - 8) Discard carefully all clean up materials including gloves in the biohazard bag.
 - 9) Double bag the biohazard bag immediately if there is any possibility of it ripping or tearing.
 - 10) Ensure that all biohazard materials are placed in the appropriate transit system depository.
 - 11) Thoroughly wash hands with soap, disinfectant and running water as soon as possible.
 - 12) Complete all required incident documentation.



- ✓ For additional details please refer to [Bloodborne Pathogens Exposure Control Plan](#)
- ✓ Employees are required to read and become familiar with this plan and watch/review the training video "Your Ticket to Safety".
- ✓ As an "at-risk" employee and for your protection, the Hepatitis B vaccination is available, free of charge. The vaccination is a series of three shots administered over a six-month period. It is your choice to accept or decline the Hepatitis B vaccination. If you choose not to accept the Hepatitis B vaccination, you are required to sign an OSHA waiver indicating your refusal. If you initially decline the Hepatitis B vaccination, but later decide to accept, it will be provided to you at no charge.
- ✓ **REPORT ANY BLOODBORN PATHOGEN EXPOSURE IMMEDIATELY TO YOUR SUPERVISOR!**

Bloodborne Pathogens Protection/First Aid Kits

- ✓ **Hazardous Materials Kits (a.k.a. haz-mat kits)** are available in each vehicle and are equipped with the necessary supplies for cleaning vomit, blood, and other bodily fluids. Hazardous Material Kits are located near the front of each bus.
- ✓ **The following items** are found in each kit:
 - 1) Disposal puncture resistant vinyl gloves (minimum of two pair).
 - 2) Paper towels.
 - 2) Dustpan and brush.
 - 3) Tongs for picking up large sharps.
 - 4) Commercial disinfectant spray or foam that is effective on HIV-1 or Tuberculosis.
 - 5) Two florescent orange or orange-red bags with "BIOHAZARD" printed in a contrasting color.
 - 6) Two additional plastic bags in which the first bag can be placed if the first orange/orange-red bag is contaminated by bodily fluid.
 - 7) Solidifying powder or kitty litter or commercial absorbent powder.
 - 8) Face masks that cover mouth and nose or mouth only if a face shield is used.
 - 9) Goggles.
 - 10) Antiseptic hand wipes.
 - 11) A container for sharps (stored with kit or near kit). The container must be sealable, leak proof, puncture resistant, and cleanable.
 - 12) Shoe covers.
- ✓ First Aid kits are also located near the front of each bus.
- ✓ Each driver is to become familiar with the location of each kit and assure the kit is in each vehicle during the pre-trip inspection.
- ✓ When performing the daily pre-trip vehicle inspection, every employee is required to ensure that each haz-mat and First Aid kit has all the necessary materials. If any kit needs supplies (e.g. supplies used, damaged, missing, or otherwise unusable) please notify the dispatcher immediately. Gloves must be replaced regularly due to deterioration caused by prolonged storage periods.
- ✓ **REPORT ANY BLOODBORN PATHOGEN EXPOSURE IMMEDIATELY TO YOUR SUPERVISOR!**

Cell Phones/Personal Electronic Devices

The use of personal cell phones/ texting devices/ pagers and all hands-free cell phone equipment (Bluetooth) is strictly prohibited while driving a company vehicle. Personal cell phones, texting devices, pagers, and all hands-free equipment should be turned off (not on vibrate or silent mode) while a driver is in control of a company vehicle.

If an employee is expecting or receives an urgent call during business hours, the employee must request supervisor permission to take the call away from the employee's workstation.

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Employees must adhere to all federal, state, local, and company rules and regulations regarding use of cell phones and/or PDAs while driving. Employees should not use handheld cell phones for business purposes while driving and should locate a lawfully designated area to park to make a call.

Except for business purposes, employees who are scheduled to be on the phones as part of their required job duties, use of personal mobile device phones is not allowed during business hours except when away from the work area on a scheduled break. All mobile devices must be kept out of sight in a desk drawer or purse. If you have an urgent need to use your cell phone outside of break times you must discuss the situation with your supervisor. This includes use of cell phones for texting, calling, gaming, watching movies/TV, listening to music, etc.

Daily Pre-Trip Inspections

Pre-Trip Inspection is a requirement of the Ohio Department of Transportation and the Federal Transit Administration to ensure all vehicles in operation are safe and in good condition. Employees will be expected to observe and adhere to the policies and procedures:

- ✓ **All drivers** are required to perform a pre-trip inspection of any vehicle to be used in revenue service. The pre-trip inspection must be performed at the beginning of each driver shift prior to departure from LFPT facilities. It is the driver's responsibility to ensure, through the pre-trip inspection form, that the vehicle is safe for on-road service.
- ✓ **If a driver** reports for duty and is assigned a vehicle inspected by a different driver at an earlier point in the day, that driver must still perform the daily pre-trip inspection. Likewise, if a driver is assigned a second (or more) vehicle to complete a daily shift, a pre-trip inspection must be performed on each vehicle driven for revenue service.
- ✓ **Each** driver is required to complete a pre-trip inspection in its entirety before beginning a daily shift or before beginning use of a newly assigned vehicle. The pre-trip inspection form will be recorded electronically immediately following the inspection for supervisor review.
- ✓ **Questions** regarding a concern, defect, or any issue that may impact the performance of the vehicle found during the pre-trip inspection or during the shift shall be reported to the dispatcher immediately. If the concern is determined to impact the safety of the assigned vehicle, a new vehicle shall be assigned (if available). If a replacement vehicle is not available, the schedule for that vehicle will be dispersed among the other drivers and/or cancellation may occur.
- ✓ **The pre-trip inspection** will be part of all new driver orientation and training. A refresher course will be conducted on an annual basis to ensure all drivers are familiar with the process and to ensure that all vehicles are given the most thorough inspection possible.
- ✓ **As required** by ADA regulations, all lifts must be cycled during the pre-trip inspection. Any problems with the lift must be reported immediately to the Dispatcher on duty.
- ✓ **All vehicle defects** are to be recorded on the pre-trip inspection form. Any defects that affect the operational safety of the vehicle are to be reported immediately to the dispatcher so arrangements can be made to repair the defect immediately.
- ✓ **Drivers are to never** operate a vehicle with questionable safety issues.

Data Definitions

The Transit Director will be responsible for developing a method of capturing data using the most current ODOT approved definitions, and train drivers on data definitions, and each driver will be required to document information used to report data correctly and completely on the driver's manifest.

- ✓ **Actual Revenue Miles of Service (ARMS)** – The miles that vehicles travel while in revenue service. Actual revenue miles exclude deadhead, operator training, maintenance, testing, school bus service, and charter services.



- ✓ **Total Miles of Service (TMS)** - The total miles that a vehicle travels from when the vehicle leaves the transit facility until the vehicle returns to the facility. This does include deadhead time and actual revenue miles as defined in ARMS. Total miles of service exclude operator training, maintenance, testing, school, bus service, and charter services.
- ✓ **Actual Revenue Hours of Service (ARHS)** – The hours that vehicles travel while in revenue service. Actual vehicle revenue hours include layover/recovery time. Actual vehicle revenue hours exclude deadhead, operator training, maintenance, school bus service, and charter service.
- ✓ **Total Hours of Service (THS)** – The total hours a vehicle travels from when the vehicle leaves the transit facility until the vehicle returns to the facility. This does include deadhead time and actual revenue hours as defined in ARHS. Total hours of service exclude operator training, maintenance testing, school bus service, and charter services.
- ✓ **Passenger Trips** – The number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination. Passenger trips include Personal Care Attendants (PCA), transfers, and non-paying passengers. Passenger trips exclude service animals, meals, and packages.
- ✓ **ADA Eligible** – Physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.
- ✓ **Trip Denials** – In a demand response system, a trip denial occurs when a passenger’s trip request cannot be accommodated within a one-hour window before or after the requested trip time due to capacity constraints. Trip times can be negotiated with the passenger if the new trip time does not go beyond one hour prior or one hour past the requested time. *Even if the trip can be accommodated outside of this “window” it is a trip denial.* A record of all trip denials MUST be maintained identifying the trips denied for ADA eligible passengers.
- ✓ **Trip Refusal** – Trip refusals are trips requested outside the systems service hours or service area and the transit system is unable to provide the service.
- ✓ **Trip Turndowns** - Any trip requests that are refused by a passenger. Documenting trip turndowns is not an ADA requirement but is an ODOT Rural Transit Program requirement. For example, a passenger requests an 8:00 trip and the system cannot provide the trip at 8:00 but offers an 8:30 pick-up. If the passenger declines the 8:30 trip, the trip is documented as a turndown.
- ✓ **Road Calls** – Any situation which requires assistance from the maintenance department is considered a road call and must be reported as such. Assistance is defined as mechanic or support personnel meeting the vehicle in route or at a layover point, e.g. to switch a vehicle on a route, replace a headlight, check low tire pressure, or repair a malfunctioning passenger ramp/door.
- ✓ **Farebox Revenue** – Revenue collected from passengers or third-party agents at the advertised general public or elderly and disabled fares is reported as Farebox Revenue. Fares may be collected through bulk sale of tickets, tokens, passes, etc. or collected in cash at the time the passenger boards the vehicle.
- ✓ **Contract Revenue** – Generated through a written contract to provide service for a third party at the fully allocated cost. Contract revenue may include administrative fees, capital replacement costs, and other costs included in the fully allocated cost.

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- ✓ **Deadhead for Fixed Service** – The miles and hours that a vehicle travels when out of revenue service
- ✓ **Deadhead for Demand Response:** Includes leaving the dispatch point to the first passenger pick-up and last passenger drop-off to the dispatch point. Deadhead does not include charter service; school bus service; operator training; and maintenance training.
- ✓ **Elderly and Disabled** – Elderly is defined, for Rural Transit Program grantees, as individuals aged 65 and older. Disabled is defined as any non-elderly person with a mental or physical impairment limiting some major life function. Only non-contract, elderly and disabled public transit

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passengers are eligible for assistance under the E&D Program. All systems, including those which do not participate in the E&D Program, must report elderly and disabled passengers under these definitions. Further E&D guidance may be found in the Elderly and Disabled Transit Fare Assistance Program Criteria.

- ✓ **Contract Service** – The transportation of a group of people for a specific cost paid by a third party, e.g. Title XX group transportation of Title III-B trips, etc. This service must be open door end, when the service is viewed as a whole, should not constitute more than 50 percent of the total service unless the system can document that the service is adequately marketed to the general public and no general public passengers are denied service. Charges for this service should also reflect a system's fully allocated rate. **Any Title III-B as State Block Grant Funds that assists with transportation expenses is considered Local Cash, not Contract service revenue.**
- ✓ **Deviated Trips Provided** – Trips provided to individuals requesting a deviation from the scheduled route of a Deviated Route. Deviated trips are available to the general public and must provide equivalent service.

Disadvantaged Business Enterprise (DBE) Compliance & Complaint Procedure

It is the policy of the City of Lancaster (LFPT) to ensure that DBEs, as defined in CFR Title 49 part 26, have an equal opportunity to receive and participate in DOT assisted contracts. It is also our policy to

- 1) Ensure nondiscrimination in the award and administration of DOT assisted contracts;
- 2) Create a level playing field on which DBEs can compete fairly for DOT assisted contracts;
- 3) Ensure that the DBE Program is narrowly tailored in accordance with applicable law;
- 4) Ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
- 5) Help remove barriers to the participation of DBEs in DOT assisted contracts; and
- 6) Assist the development of firms that can compete successfully in the marketplace outside the DBE Program.
- 7) Not use quotas in the administration of our DBE Program.
 - ✓ **All protest must be submitted to:** Service Safety Director c/o LFPT, 104 E. Main Street, Lancaster, OH 43130
 - ✓ **Pre-bid** – A pre-bid or solicitation phase protest is received prior to the bid opening or proposal due date. A pre-bid protest must be filed no later than twenty-four hours before bid opening. This filing must be in writing with the name of the protestor, solicitation/contract number or description, and the statement of grounds for the protest.
 - ✓ **Pre-award** – A pre-award protest is received after receipt of proposals or bids, but before award of a contract. A pre-award protest must be filed within two business days following the bid opening. This filing must be in writing with the name of the protestor, solicitation/contract number or description, and the statement of grounds for the protest.
 - ✓ **Post-award** – a post-award protest is received after award of the contract. A post-award protest must be filed no later than 180 days after the date of the alleged violation following award of the contract. This filing must be in writing with the name of the protestor, solicitation/contract number or description, and the statement of grounds for the protest. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Service Safety Director. Under these circumstances, the complainant will be interviewed, and Service Safety Director will assist the complainant in converting the verbal allegations to writing.
 - ✓ **The Service Safety Director** will respond to all protest in writing, addressing each substantive issue raised in the protest. Response will be made within seven business days after receiving the protest.
 - ✓ **Allowance** will be made for reconsideration if data becomes available that was not previously known, or an error of law or regulation has occurred.



- ✓ **Vendors** may appeal the final determination to the funding agency. In the case of Public Transit Systems (Section 5311 recipients), the final determination appeal will be forwarded to the Ohio Department of Transportation, Office of Transit. **If the complainant is dissatisfied** with the Ohio Department of Transportation’s resolution of the complaint, he/she has the right to file a complaint with the: Departmental Office of Civil Rights; U.S. Department of Transportation; 400 7th Street, S.W., Room #10215, S-30; Washington, D.C. 20590; Telephone: 202-366-4648; TTY Access: 202-366-9696

Disciplinary (Corrective) Actions

This disciplinary policy has been created to encourage the use of informal counseling and progressive disciplinary measures to correct violations of company policy, unsatisfactory job performance, attendance issues, and/or inappropriate behavior. Disciplinary action, once approved by the Transit Director, will be documented in a written Employee Discipline Notice with the type of problem, level of discipline, and proposed solution. The employee will be given the opportunity to provide comments.

The levels of discipline are as follows:

- ✓ Written Documentation Report (to address minor issues in the introductory period)
- ✓ Verbal Warning
- ✓ Written WARNING
- ✓ Last Change Agreement
- ✓ Separation of Employment

Depending on the severity of the issue, the corrective action may escalate without going through all the steps, up to and including termination of employment. If you show a pattern of recurring corrective actions, the City reserves the right to separate employment.

If an employee is on a step of discipline and is out on any type of leave for one (1) month or more (other than when using accrued PTO), the duration of the discipline will be extended by the length of time the employee is absent.

If an employee is rehired within 90 days, the employee will return to the same level of discipline and continue the duration of the discipline. Additionally, depending on the severity of infractions, employees may be suspended without pay at any stage.

Dress Code & Personal Appearance Standard of Conduct

Employees are expected to dress, groom, and behave in accordance with accepted social and business standards. Creating a professional appearance also includes generating a professional and positive tone of voice on the phone and maintaining correct posture while seated at workstations. Employees should not slump back in chairs, sit with knees drawn up to chest, or place feet on desk or chairs.

All regular drivers are required to report to work in the appropriate uniform. Uniforms will be neat and clean. All drivers must wear their identification badge. Dispatchers, schedulers, and administrative personnel should report to work in professional apparel which is neat and clean. All personnel are prohibited from wearing tee shirts, tank tops, or any garment which is inappropriate for a professional setting.

Drivers may wear shorts/culottes in conjunction with the uniform during the summer season with the following stipulations;

- ✓ Length allowed is no shorter than four (4) inches above knee
- ✓ A neat, clean, professional appearance must always be maintained.

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Shirts will be tucked in and all buttons, other than the top collar button, properly fastened. Drivers are prohibited from wearing any type shoe which might slip or preclude full, unimpeded control on vehicle pedals, i.e., accelerator pedal, including open-toed or slick-bottom shoes, sandals, and flip flops.

If a supervisor has cause to confront an employee on more than one occasion on a dress code or personal hygiene issue, the employee may be asked to go home and change. Time missed because of failure to comply with dress code will not be compensated. Violations of this policy may also result in disciplinary action, up to and including termination of employment. The uniform policy listed above is subject to change.

Drug and Alcohol Records CFR Part

To ensure compliance with 49 CFR Parts 40 and 655, which govern the maintenance and storage of all drug and alcohol testing records for agencies receiving funding through the Federal Transit Administration

- ✓ **All drug and alcohol** testing records must be maintained in a file separate from all other employee files and stored in a secure location (i.e. locked file cabinet). Full access to employee drug and alcohol files will be maintained by the HR Director.
- ✓ **The following drug and alcohol** testing records must be maintained for a minimum of five (5) years from the date of creation:
 - 1) Covered employee verified positive drug and alcohol test results;
 - 2) Documentation of refusals to take required drug or alcohol test;
 - 3) Covered employee referrals to the SAP
 - 4) Employer reports from SAPs; and
 - 5) Copies of annual MIS reports submitted to ODOT (FTA)
- ✓ **The following drug and alcohol** testing records must be maintained for the indicated time frame:
 - 1) All drug and alcohol test results obtained from previous employers for new hires or transfers into safety-sensitive positions for a minimum of three (3) years.
 - 2) All records of the collection process and employee training for a minimum of (2) years.
 - 3) All negative drug and alcohol test results for a minimum one (1) year.

Summary of Final Rule, effective October 1, 2010: The Department is required by the Omnibus Transportation Employees Testing Act (Omnibus Act) to follow the HHS requirements for the testing procedures/protocols and drugs for which we test.

- ✓ **Primary laboratory requirements** in this final rule include:
 - Testing for MDMA (aka. Ecstasy); Lowering cutoff levels for cocaine and amphetamines;
 - Conducting mandatory initial testing for heroin;
- ✓ The Department brought several testing definitions in-line with those of HHS.
- ✓ Each Medical Review Officer (MRO) will need to be re-qualified every five years including passing an examination given by an MRO training organization. The Final Rule eliminated the requirement for each MRO to take 12 hours of continuing education every three years.
- ✓ An MRO will not need to be trained by an HHS-approved MRO training organization if the MRO meets DOT's qualification and requalification training requirements.
- ✓ MRO recordkeeping requirements did not change from the five years for non-negatives and one year for negatives.
- ✓ The Final Rule does not allow the use of HHS-Certified Instrumented Initial Testing Facilities (IITFs) to conduct initial drug testing because the Omnibus Act requires laboratories to be able to perform both initial and confirmation testing but IITFs cannot conduct confirmation testing.
- ✓ The Final Rule is effective October 1, 2010.

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Employee Training Requirements

Operating LFPT vehicles and equipment and transporting passengers in a safe manner is our top priority. LFPT shall provide the necessary training to all employees to ensure safe and efficient performance and compliance with all local, State, Federal and contractual requirements including but not limited to: LFPT and City policies and procedures; insurance; liability; Worker's Compensation, Social Security, other applicable laws. **Employees will be expected** to attend monthly safety training and meetings as required (minimum 10 meetings per year).

All training/personnel records will be documented and kept on file including but not limited to:

- 1) Employee Name
- 2) Course Title
- 3) Instructor Name and Credentials (if available)
- 4) Training Materials (if available)
- 5) Date of Training
- 6) Date of refresher (if required)

Ohio Department of Aging (ODA) & Ohio Department of Transportation (ODOT)

Funding Program	ODA Title III	ODA Passport	ODOT Rural Transit Program (Section 5311)	ODOT Specialized Transportation Program (Section 5310)
Requirement	Driver Requirements:	Driver Requirements:	Driver Requirements:	Driver Requirements:
First Aid and CPR	Certificate of completion for first aid & CPR training class (173-3-02)	Certificate of completion for first aid & CPR training class (173-39-02.13)	Certificate of completion for first aid and CPR training class (March 10, 2006 letter)	Certificate of completion of first aid and CPR training class (March 10, 2006 letter)
Defensive Driving Course	Completion of defensive driving course (173-3-02)	Completion of defensive driving course (173-39-02.13)	Defensive driving course is encouraged (March 10, 2006 letter)	Defensive driving course is encouraged (March 10, 2006 letter)
DRIVE or Passenger Assistance Course	Completion of DRVIE training course (173-3-02)	Completion of DRVIE training course (173-3-02)	Completion of some type of passenger assistance training within six months of hire (Rural Transit Manual)	Completion of some type of passenger assistance training within six months of hire (March 10, 2006 letter)
Bloodborne Pathogens	Not addressed, OSHA requirement	Not addressed, OSHA requirement	Completion of Bloodborne Pathogens Training (Rural Transit Manual)	Completion of Bloodborne Pathogens Training (March 10, 2006 letter)
Wheelchair Securement Training	Wheelchair securement and lift operation training (173-3-02)	Wheelchair securement and lift operation training (173-39-02.13)	Wheelchair securement training (Rural Transit Manual)	Wheelchair securement training (March 10, 2006 letter)
Drug and Alcohol Testing	Completion of a pre-employment drug & alcohol test (173-3-02)	Completion of a pre-employment drug & alcohol test (173-39-02.13)	Completion of pre-employment alcohol test (March 10, 2006 letter) Compliance with FTA drug and alcohol program as required, including training requirements	Completion of a pre-employment drug & alcohol test (March 10, 2006 letter) Compliance with FMSCA drug and alcohol program as required, including training requirements
Misc.	Training must be completed & certificates of completion received within 6 months of hire (173-3-02)	Training must be completed & certificates of completion received within 6 months of hire (173-3-02)	Training must be completed & certificates of completion received within 6 months of hire or sooner for some types of requirements (Rural Transit Manual)	Trainings & certificates of completion must be received within 6 months of hire (March 10, 2006 letter)

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Checklist/Documentation for Required Driver Training

Type of Training/When Required	Initial Training Date	Renewal Requirement	Renewal Date
Prior to Hire:			
BCII Driver License check (fewer than 4 points)		Annual	
Criminal Background check: Bureau of Criminal Identification and Investigation (BCI) or another means which meets or exceeds BCI (subject to County approval)		Initial Hire	
Negative result on pre-employment drug screen		Random Tests	
Meet DOT physical requirements		2 years (AnnualCDL)	
Release of Prior Employer Drug Test (if applicable)		Initial Hire	
Orientation:			
LFPT Policy/Procedure Manual		Annual	
City Personnel Policies		Initial Hire	
Drug & Alcohol Policy & Testing (60 minutes)		Initial Hire	
Bloodborne Pathogen Policy		Annual	
Hazardous waste cleanup procedures		Initial Hire	
Hepatitis B – vaccination or declination statement		No deadline	
Customer Service Policy		Initial Hire	
Safety Policy/System Security & Emergency Preparedness Plan Training (SSEPP)		Initial Hire	
Client confidentiality/HIPAA requirements		Initial Hire	
PASSPORT Code of Ethics		Initial Hire	
ADA Compliance		Initial Hire	
Prior to being approved to transport clients:			
Completion of classroom training		Initial Hire	
Completion behind the wheel training		Initial Hire	
Drive under supervision of trainer		Initial Hire	
Check ride by supervisor		Initial Hire	
<i>-- Driver cannot be scheduled to drive until approved by supervisor -</i>			
Minimum Training Requirements			
Radio operation and procedures		Initial Hire	
Vehicle operations		Initial Hire	
Pre-trip/Post-trip inspections			
Post-accident procedures		Initial Hire	
Office and paperwork requirements			
Tablet training (scheduling) & contract requirements (including fare collection)		Initial Hire	
Proper four-point wheelchair tie-down procedures		2 years	
Interstate: entering/exiting		Initial Hire	
Intersections		Initial Hire	
Railroad Crossings		Initial Hire	
Vehicle Evacuation		Initial Hire	
Backing-up vehicles		Annual	
Boarding/Alighting passengers		Initial Hire	
Defensive Driving (DDC)		3 years	
DRIVE training: Passenger sensitivity & assistance		3 years	
Mechanical failures, lifts, other emergencies (8hrs)		Annual	
Passenger Assistance Training		Annual	
Transporting Individuals with Disabilities		Initial Hire	
Passenger Relations and Customer Service		Initial Hire	
On Road Training		Initial Hire	
CPR		Annual	
First Aid		3 years	
MUI Training (Fairfield County Board DD		Annual	
Proper use of fire extinguisher		3 years	
As offered by the Agency or State:			
Drug Free Workplace		Annual	
Violence in the Workplace		2 years	
Sexual Harassment		2 years	
<i>Any additional training offered or required by the City of Lancaster, Fairfield County, ODOT Office of Transit, FTA, or service contracts .</i>			



Farebox Collection and Reconciliation Procedure

- ✓ Fare boxes are installed in each vehicle.
- ✓ At the beginning of each assigned shift, the Dispatcher will issue each Driver a tablet and vehicle key ring with attached farebox key. Drivers are responsible for the safety and security of the keys during their shift.
- ✓ All trips are recorded for each Driver in the scheduling software and indicated on a tablet manifest. The manifest must reflect the total daily fares to be collected and make note of any no shows.
- ✓ As fares are collected from Passengers, the Driver will count and verify the fare amount and then place the fares in the fare box. Passengers must have exact fare. Drivers are not permitted to make change. **There is a one-time exception** if a Passenger was not informed of the cost of the fare, the Driver is permitted to stop at the closest business to allow the Passenger to get change for the exact fare amount. The Driver will provide a brochure to the rider and explain the exact fare policy.
- ✓ At the end of each shift the Driver will be responsible for emptying the fare box of all monies and present the monies to the Dispatcher to be reconciled against their shift manifest report. The Dispatcher will recount the fares in the view and presence of the Driver. The shift manifest report will include date, driver name, and collected amount. The report will be signed by both driver and dispatcher. If there is a discrepancy in the amount due and the amount collected, the reason for the variance must be documented on the Driver's fare collection form. If the fares collected are less than expected, the Driver is expected to offset the difference (with any exceptions to be made for money that may have been stolen).
- ✓ Once signed by both Driver and Dispatcher, the shift manifest report will be placed in a tray on a shelf in the Dispatcher's office.
- ✓ The Dispatcher will always place the fares into a bank deposit bag and then into the safe (located within the Dispatcher's sight). Only the Dispatcher, Scheduler and Assistant Transit Director will access the safe.
- ✓ Each morning the Scheduler will unlock the safe and remove the bank deposit bag, count the fares, and reconcile with the Fare Collection Report. Scheduler will place the fares back into the bank deposit bag, complete a bank deposit slip, and give the deposit to the Director (designee). If the Director (designee) is unavailable, the Scheduler must secure the bank deposit bag until such time it can be presented. This must be completed daily by 10:00 a.m., unless other arrangements have been made with the Director.
- ✓ The Director (designee) will count all the fares and confirm reconciliation between the Fare Collection Report and bank deposit. The Director (designee) will scan a copy of the bank deposit slip and attach a copy of the deposit slip to the electronic document.
- ✓ The Director (designee) will secure the deposit in a safe located in the Director's office until deposited in the bank.

Inclement Weather Conditions

Guidelines on safe operations during poor weather conditions:

Tornado Procedures:

- ✓ **For a tornado warning**, employees will immediately report to designated shelter. Any driver and passengers in vehicles should exit the vehicle and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation.
- ✓ **If possible**, continue monitoring local weather reports.
- ✓ **Management will determine** when personnel and vehicles can return to normal operating mode.
- ✓ **If vehicles** sustaining any damage, they should be inspected and repaired before operating again.

Flood Procedures:

- ✓ **The Transit Director (designee) will** determine if transit services need to be discontinued, or emergency flood preparedness measures taken.



- ✓ **Vehicles** parked in areas that could flood must be moved to high ground if possible.
- ✓ **In case of** flash flood warnings, drivers must avoid known flood areas. Never attempt to cross a flooded road or bridge. If a vehicle stalls because of high water, it is generally safer to stay in the vehicle and radio for emergency help rather than try to walk through flowing water.

Snow Emergencies:

- ✓ **Every effort** will be made to provide service during inclement weather.
- ✓ **Based on** information provided by the Fairfield County Sheriff, the Director will determine limited service or if the system will close.
- ✓ **It may be** necessary to limit service within the city limits for emergency needs only.
- ✓ **Staff should** tune to television stations Channel 4, Channel 10, or radio station 90.9 FM for ongoing announcements of weather-related closings.
- ✓ **Level Three** snow emergencies will result in immediate closure of the transit system until the level three emergency is lifted.

Internal Compliance Program-Policy

It is LFPT policy to annually review rules OAC 5123:2-2-01 and 2-2-02 to ensure compliance with the requirements regarding provider certification, background checks and service delivery, and to annually review the OAC rules for the specific waiver services, including 5123:2-9-17 and 2-9-18 to ensure adherence to service documentation requirements. In addition, LFPT will review personnel files and documentation sheets quarterly to ensure compliance with requirements.

Inventory

- ✓ **The inventory system** will track all assets including vehicles, radios, and office and garage equipment used to provide transportation services.
- ✓ **The Transit Director will** establish and maintain the inventory system with all local, state, and federal reporting requirements.
- ✓ **The inventory and disposition system** will track information for each non-consumable asset with a purchase price of \$1,000 or greater and a useful life of at least one year.
- ✓ **Information** to be tracked for each asset will include:
 - 1) Location,
 - 2) Quantity,
 - 3) Description,
 - 4) Inventory number,
 - 5) Purchase price,
 - 6) Grant number (if applicable),
 - 7) Date placed in service (for vehicles),
 - 8) State and federal share of purchase (if applicable),
 - 9) Date purchased,
 - 10) Vendor purchased from,
 - 11) Date removed from service (for vehicles),
 - 12) Disposal date, and
 - 13) Funds generated by disposal (if applicable).

The Transit Director or designee will conduct a full and accurate physical inventory to be taken annually of all assets acquired, updated, or disposed of the previous calendar year. The annual physical inventory must be completed by January 31 of each year for the previous year (January 1 through December 31). Additional copies of the annual inventory will be made available to any other state and federal entities who formerly request a copy.

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This Section is for Public Transit Systems (section 5311): In addition, LFPT, as a recipient of operating and capital assistance from the Ohio Department of Transportation (ODOT) and the Federal Transit Administration (FTA), will submit, through the Public Transportation Facilities and Equipment Management System (PTMS), an annual inventory of non-consumable assets including vehicles, office, and garage equipment used in the provision of public transportation with a purchase price of \$1,000 or greater and a useful life of more than a year including all computers and two-way radios.

Job Descriptions

- ✓ **All employees** will be provided a copy of their job descriptions.
- ✓ **Each employee** will be required to review the job description and sign and date the file copy.
- ✓ **A signed copy** of the job description will be kept in the employee's personnel file.
- ✓ **Each job description** will include the following:
 - 1) Title of job
 - 2) Responsibilities/Duties
 - 3) To whom the position reports
 - 4) Credentials and Experience
 - 5) Physical characteristics
 - 6) Required skills, knowledge and abilities
- ✓ All job descriptions must be compliant with the Americans with Disabilities Act (ADA)

Licenses and Certifications

- ✓ **All drivers** must have a valid Ohio Driver's License. If a vehicle requires CDL licensing; a Passenger Endorsement will also be required along with the CDL. LFPT will work with drivers to help in obtaining this type of licensing, when needed.
- ✓ **Operators** will immediately report all traffic citations received for violations incurred while on duty. The employee must complete a Violation Reporting Form and submit it to the Director within twenty-four hours of the violation. Employees will be required to pay any such violations including violations received while operating a LFPT vehicle.
- ✓ **All employees** must report any expired license or certification, revoked or suspended license, any traffic violation including those received while in personal vehicles which may have an impact on license status or insurability of the employee. These must be reported to the Transit Director immediately. An employee who operates a vehicle after loss or suspension of license or endorsement shall be terminated.
- ✓ **All maintenance personnel** will be Automotive Service Excellence (ASE) certified from the National Institute of Automotive Service Excellence, or equivalent. In addition, personnel that perform air conditioner maintenance shall be certified under EPS Section 608 and 609. Maintenance personnel that perform lift maintenance must be certified by the manufacture before completing lift warranty repairs.
- ✓ **All maintenance personnel** that drive vehicles requiring Commercial Driver's License (CDL) must have valid CDL with required endorsements.
- ✓ **The maintenance garage** must meet all Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA) requirements.
- ✓ **Maintenance vendors** without written contracts may be asked to provide licenses and/or certifications on personnel that are performing maintenance on agency vehicles.
- ✓ **A Commercial Driver's License** with passenger Assistance Endorsement will be required to operate any vehicle with a gross vehicle ratio of 26,000 pounds or over any vehicle designed to accommodate 15 or more passengers (including the driver).

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Limited English Proficiency (LEP) Policy

LFPT wants to provide meaningful access to all services to LEP Persons in a reasonable and timely manner. LFPT provides free language assistance services to LEP individuals whom they encounter or whenever an individual requests language assistance service. In the event LFPT employees should encounter a LEP individual requesting services, LFPT personnel will inform members of the public that services are available free of charge and make every effort to accommodate the individual in order to accomplish identifying limited English proficiency (LEP) populations. All LFPT personnel will abide by the LEP Policy and LFPT LEP Program revised 2019.

**Data from the U.S. Census Bureau's 2000 Decennial Census was analyzed as part of the process to determine the number or proportions eligible to be served.*

DEFINITIONS:

- A. Primary Language means an individual's native tongue or the language in which an individual most effectively communicates. LFPT personnel should avoid making assumptions about an individual's primary language. For example, not all individuals from Central America speak Spanish fluently. Instead, some Central Americans may claim an indigenous language as their native tongue. LFPT personnel should make every effort to ascertain an individual's primary language to ensure effective communication.
- B. Limited English Proficiency designates individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing). Similarly, LEP designations are context-specific: an individual may possess enough English language skills to function in one setting, but these skills may be insufficient in other situations.
- C. Interpretation is the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.
- D. Translation is the replacement of written text from one language (source language) into an equivalent written text in another language (target language).
- E. Bilingual refers to the ability to use two languages proficiently.

COMMUNICATIONS AND COMPLAINTS

Communications and complaints will be forwarded to the Transit Director and when necessary, the City of Lancaster Law Director for investigation.

NOTIFYING THE PUBLIC ABOUT LFPT'S LANGUAGE SERVICES

Signage will be posted in the most spoken language. In the case of Limited English Proficiency (LEP), LFPT personnel will do their best to direct and convey the information in the brochure to Limited English Proficiency (LEP) persons.

LFPT will provide periodic training to personnel about LEP policies, including how to respond via telephone and in-person. LFPT shall conduct such training for new hires, at orientation and to drivers at least every two years. Training shall initially be conducted within 180 days of the effective date of this Directive. Drivers will be given language posters to have in all vehicles.

MONITORING AND UPDATING LIMITED ENGLISH PROFICIENCY (LEP) POLICIES

- A. The Transit Director will act as LEP Coordinator responsible for coordinating and implementing all aspects of LFPT's services to LEP individuals, assess demographic data annually, and consult with community-based organizations annually in order to determine if there are additional languages into which vital documents should be translated.

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- B. The LFPT dispatcher will log all calls from LEP persons in order to assess our ability to communicate and determine any unmet needs. The contacts by personnel on a workday basis will be reported to the dispatcher immediately following their shift.
- C. The Transit Director will collect Community LEP contacts from the dispatcher, assess the demographic data, review language access services data, and consult with community based organizations to ensure that LFPT is providing meaningful access to LEP persons to the services and benefits that LFPT provides.
- D. Complaint or Incident Reports will be forwarded to the Transit Director.

Four-Factor Analysis 2012

Limited English Proficiency (LEP) is a term used to describe individuals who are not proficient in the English language.

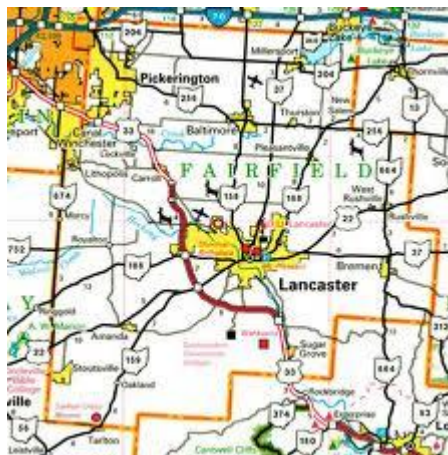
Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency and (Presidential) Executive Order 13166 - requires Federal departments and agencies to develop and make available guidance on how recipients of Federal funds should assess and address the needs of LEP individuals seeking assistance.

The US Department of Transportation (DOT) developed guidance titled A Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons. This guidance was issued to ensure that persons in the United States are not excluded from participation in DOT-assisted programs and activities simply because they face challenges communicating in English.

The intent of this plan is to ensure that LEP individuals have access to published information and transportation services in Fairfield County. The production of multilingual publications and documents and/or interpretation at meetings/events will be provided to the degree that funding permits based on current laws and regulations.

FACTOR 1: Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

1. Geographical Boundaries of the City's Public Transit Service Area: Fairfield County, Ohio



2. Analysis of U.S. Census Data. Data from the U.S. Census Bureau's 2010 Decennial Census (<http://quickfacts.census.gov/qfd/states/39/39045.html> and <http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>) was analyzed as part of the process to determine the number or proportions of population groups eligible to be served. According to the US Census Bureau, in 2010, the population in Fairfield

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County was 146,156 persons. Of persons five-years and older (134,499), 129,291 of them (96%) speak English only. The next categories that show significant language usage other than English are Spanish speaking persons (2,053 – 1.5%) and Other Indo-European language speakers (1,816 – 1.4%). Less than 1/3 (602) of those identified as Spanish speaking individuals indicated they speak English less than very well, and this total represents 0.4% of the population studied. As for the Other Indo-European language speakers, the number indicating they speak English less than very well is 633 persons, 0.4% of the overall population. Persons who speak other languages are identified as Asian and “All other languages” comprise 1,339 persons out of the population study, 10% of the total of which only 536 speak English less than very well.

3. Concentrations of LEP Persons within the Public Transit Service Area. The total percentage of "Linguistically Isolated Households" in Lancaster is 2.6% of the county population (approximately 3,800 people). The determination is that this is a "small LEP population".

FACTOR 2: Frequency with Which LEP Individuals Come into Contact with THE CITY Services.

1. The City's Prior experiences with LEP Individuals related to transportation. From 2008 to 2020, there has been only two reported individuals that sought to use the Public Transit service that did not speak English. One individual was deaf and used ASL. The individual was able to communicate through an interpreting service to make trip reservations and by gestures with the driver. The second was Spanish speaking and an interpreter was used.

FACTOR 3: The Importance of THE CITY Services to LEP Persons.

1. Accessing Services. The City provides demand-responsive public transportation to the service area already mentioned in Factor 1. Other than the City, there is one taxi service that runs in the City of Lancaster, but no other option for public transportation throughout Fairfield County. Persons accessing public transportation through the City utilize the services for employment, medical, educational, and social purposes. Many riders do not have any other means of transportation and are truly transit dependent. As there have been so few encounters with LEP persons to date, it is only assumed that those individuals that are identified as LEP persons would most likely have similar reasons for using public transit. Working with our local department of Job and Family Services, we continue to work to identify LEP populations and how we may better serve those areas/individuals through outreach efforts and accessibility.

FACTOR 4: The Resources Available to the Recipient and Costs.

1. Accessing Available Resources. Currently, the way encounters with LEP persons have been managed is by using other family members who can help communicate with LEP individuals or the LEP person has utilized written messages to accomplish the use of the City services.
2. Additional Services needed to Provide Meaningful Access. Although it is not likely that there will be very many more encounters with LEP persons in the foreseeable future, it is desirable to make every effort to remove any barriers that are presented to LEP persons to keep them from accessing the City services. The City is in Lancaster, OH where there is a local branch of Ohio University which provides ASL interpreters that we may contact if necessary. We can use teachers in our local school district for languages such as Spanish, Latin, German or French. In addition, we offer our service brochure online which an individual may choose to translate via internet translation, and we offer an audio format in order to accommodate LEP persons who are either limited by other language barriers, or by those who have the inability to read. In addition, our staff each carries a one-page language identification card for any individual with limited English to request the appropriate language in which they would like an interpreter.
3. Accessing Budgetary Adjustments. The City will continue look for ways to improve the accessibility of our services through internet and printed material. Limited copies will be printed as the need is present; however, it is very minor in the population of individuals throughout our service area.

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Although the City has only experienced two encounters with LEP individuals in the past four years related to transportation, it is understood that the potential still exists for increased frequency. Based on the most recent 2010 census data, the second most utilized language in Fairfield County at a .3% usage is Spanish. Therefore, we will focus our efforts on providing alternate information in this language; however, we will also keep in mind that there were other languages identified in the census of which there is a potential for contact.

- ✓ Notification has posted information pertaining to the Public Rights under Title VI on our website, our buses, and on our brochures.
- ✓ Resources: the staff has a tracking system to record requests made by any individual with limited English proficiency. The City will work with local translators and Language Line Services to create and make available alternate formats of our current printed and electronic publications in Spanish. In addition, the City will add a tagline that Spanish materials are available upon request to all printed and electronic English distributions. The City will begin to incorporate pictographs on material, in our administrative office and on our vehicles (e.g., no smoking, no eating, no drinking, etc.)
- ✓ We continue to work with our local Job & Family Services, Community Action Program, Homeless Services, School District and Independent Living Centers to engage minority and limited English proficient populations in Fairfield County. The City has been utilizing a one-page language identification card in which individuals point to specify their language. This enables our staff reach an appropriate interpreter. This flyer is available at the Administrative office and with each driver on a vehicle. We work with Language Line Services located in Monterey, CA for translation services and are also able to use teachers from local school districts for Spanish speaking individuals. In addition, there is an advocacy group that has helped us promote information to their Spanish speaking communities in the northwest corner of Fairfield County (2010).
- ✓ Translation materials are available in Spanish: page on the City website, Elderly and Disabled application, one-page flyer, transit brochure. The City has signs notifying the public of the alternate forms and will also notify local agencies and organizations of these materials. For long-range planning, the City will also look at the possibility and feasibility of including an automated telephone voice message for language assistance and how to access that assistance.
- ✓ Outreach efforts will include information pertaining to LEP in the bi-annual surveys, conduct focus groups to develop an evaluation tool to assess the LEP service provision. The City will also work with members of the Coordinated Human Service Public Transportation Plan to coordinate additional surveys throughout the County.
- ✓ The City will review the LEP plan on an annual basis. This review will include staff training on the LEP policy and procedures to ensure everyone at the City knows how to appropriate and efficiently handle any experience or communication barrier that may arise.

PUBLIC PARTICIPATION PLAN:

Currently, our LEP population is extremely limited.

- a. TAC meetings as well as all public hearings for City of Lancaster, Public Transit, will be at locations and times convenient and accessible for minority and LEP riders. Whenever public hearings are held to address important issues such as fare increases or major service reductions, more than one public hearing will be held to allow better access to LEP persons. We also offer free fares to individuals wanting to attend TAC meetings and/or public hearings to make certain fares are not an obstacle.
- b. TAC & public hearings are advertised as open to the public and held at accessible locations. TAC meetings are held at the transit facility bi-monthly. Public hearings are held at the City Council Chamber Monday at 7:00 pm twice a month and are normally telecast on public TV. By having meetings at two different times and locations, it allows more flexibility for those on set schedules. We make efforts to post our meeting notice through all local human service agencies, including

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- JFS. If the meeting pertains to service change or fare increase, we will be flexible to accommodate requests at other times and locations if made aware of the need. Any cancellations would be posted on the City's website and sent out electronically.
- c. We will work with JFS, and our local school districts to reach out to the LEP population in our community. We also work with local radio and newspapers for public service announcements.
 - d. During our marketing campaign, we will address the LEP guidelines to make other organizations aware.

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS (GENERAL REQUIREMENT)

Period: 1/1/2012- 11/11/2020	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations	NONE	N/A	N/A	N/A
1.				
2.				
Lawsuits	NONE	N/A	N/A	N/A
1.				
2.				
Complaints	NONE	N/A	N/A	N/A
1.				
2.				

*Send a copy of Investigations, Lawsuits and Complaint table (see below) to david.walker@dot.ohio.gov by August 31

THE CITY Technical Advisory Matrix 2020

Body	Caucasian	Black or African American	Asian	Native Hawaiian & Other Pacific Islander	American Indian & Alaska Native	Other Race	Two or More Races
Population	90.20%	6%	1.10%	>0.1%	0.20%	0.60%	1.90%
Technical Advisory Committee	100%	0%	0%	0%	0%	0%	0%

Lost and Found Policy

- ✓ Drivers are required to check their bus for items left behind after each shift. If an item is found, fill out a "lost-n-found" slip with as much information about the item as you can, such as date found, what bus, etc. You should attach the slip to the item and place it in the lost and found container located in the dispatcher's office.
- ✓ If the item's owner is known, the Dispatcher should contact the owner to notify them that the item is in our office and can be picked up during regular business hours.
- ✓ If the item's owner is not known, the items will be held for 14 days. The Transit Director or designee will clear items left longer than this time. The individual finding the item(s) is then able



assume the lost item. Items not wanted or of no value will be discarded; the rest will be donated to a local social service agency.

Major Service Change Policy

The Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Receipts" (Effective October 1, 2012) requires that all FTA recipients who operate 50 or more fixed route vehicles in peak service and serve a population of 200,000 or greater, evaluate any fare change or any major service change, during the planning and programming stages.

When planning fare changes or major service changes, LFPT will consider any adverse effect that could occur as a result of the fare change or major service change, the degree of adverse effects (if any), analyze those effects, and discuss any necessary minimization and/or mitigation that need to be considered as a result of the proposed fare change or major service change.

The Fare Change and Major Service Change Policy defines thresholds for determining whether potential fare and major service changes will have an adverse effect based on possible: Disparate impact(s) (as determined by an analysis of race, color, or national origin within the service area); or Disproportionate burden(s) (as determined by an analysis of low-income populations within the service area).

LFPT will solicit and consider public comment from private transportation providers, private citizens, and appropriate boards, committees, and commissions before implementing fare changes and/or major service changes pursuant to the LFPT's public transportation system. To this end, the Mayor and Council have adopted the following citizen participation related public hearing policies and procedures.

PROCEDURE:

- a. **Fare Changes:** A public hearing must be held if there is any fare change to any of the public transportation modes (e.g. deviated fixed routes or Demand Response). For changes to existing transit fares, the FTA requires all rural transit providers to conduct a Fare Equity Analysis for all proposed fare changes.
- b. **Major Service Changes:** A public hearing must be held if there is any major service change to any of the public transportation modes (e.g., Deviated Fixed Route or Demand Response). For all major service changes, the FTA requires all rural public transit providers to develop guidelines and thresholds for what it considers a "major" service change to be. For major service changes, the FTA requires a Service Equity Analysis, which includes an analysis of adverse effects relating to possible disparate impacts and disproportionate burden.

The following is considered a major service change (unless otherwise noted under "Exemptions") and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B: A major service change (thresholds) is defined as any change in service that would add or eliminate more than:

- *Twenty-five percent (25%) or more of the route revenue miles on any individual route; or
- *Twenty-five percent (25%) or more of the route revenue hours on any individual route; or
- *Twenty-five percent (25%) or more of the ridership on any individual route (based on the most recent route survey or sample).

Exemptions: The major service change thresholds *exclude* changes caused by the following:

- ✓ Initiation/Discontinuance of Temporary or Demonstration Services - The initiation or discontinuance of a temporary transit service or demonstration service that will be or has been in effect for less than one year.

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- ✓ Initiation/Discontinuance of any Promotional Fares.
- ✓ Natural or Catastrophic Disasters - Forces of nature such as earthquakes, wildfires, or other natural disasters or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.
- ✓ Temporary Route Detours – Short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.
- ✓ Public Notice Requirements: Prior to the implementation of any fare change or major service change that falls within the levels established above, public hearing notices will be published in the newspaper of general circulation in the urbanized area. Two notices will be published at least thirty (30) days prior to the hearing with the second one at least five (5) days prior to the hearing. Notices will contain the description of the contemplated fare or major service change, and the time and place of the hearing. Public transit users will be notified through notices on the vehicles, outlets selling bus passes, and social media. Any interested citizen may address the governing body related to the proposed fare change or major service change.

DEFINITIONS:

Adverse Effects- LFPT will define and analyze adverse effects related to major changes in transit service. Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact include reductions in service (e.g., elimination of route, short lining a route, rerouting an existing route, increase in headways). Elimination of a route will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes.

Disparate Impact- Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where LFPT's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden- Refers to a neutral policy or practice that disproportionately affects low-income population more than non-low-income population. A finding of disproportionate burden requires LFPT to evaluate alternatives and mitigate burdens where practicable.

Low-Income Person- Means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Minority Population- Means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Predominantly Minority Area- Means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

POLICIES:

- a) **Fare Change Policy:** The FTA requires all rural public transit providers to conduct a fare equity analysis for all potential transit fare adjustments prior to any change. LFPT's policy is to conduct a Fare Equity Analysis for all proposed fare changes.
- b) **Major Service Change Policy:** The FTA requires rural public transit providers to develop guidelines and thresholds for what it considers a "major" service change to be. For those major service changes, FTA requires a Service Equity Analysis, which includes analysis of adverse effects relating to possible disparate impacts and disproportionate burden. It is LFPT's policy to conduct a Service Equity Analysis for any proposed major service changes.
- c) **Disparate Impact Policy** establishes a threshold which identifies when adverse effects of any fare

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change or major service change that is borne disproportionately by minority populations.

For the purpose of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the LFPT service area average. A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population. If LFPT finds a potential disparate impact, the transit agency will take steps to avoid, minimize or mitigate impacts then re-analyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If LFPT chooses not to alter the proposed changes, the transit agency may implement the fare or service change if there is substantial legitimate justification for the change and the transit agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

- d) **Disproportionate Burden Policy:** The purpose of this policy is to establish a threshold which identifies when adverse effects of any fare or major service change are borne disproportionately by low-income populations. A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non- low-income population. If LFPT finds a potential disproportionate burden, the transit agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If LFPT chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change and the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

Mobility (Elderly & Disabled) Program

The Mobility Program is a free program for individuals age 65 or older, or those who are permanently disabled. The program entitles these individuals to obtain a reduced fare (50%) for rides that have been scheduled at least 24 hours in advance. Reduced fares can only be obtained after acceptance through an application process at the LFPT administrative office. LFPT Staff will verify and process applications, then inform applicants of eligibility. Participating agency representatives may collect information for individuals that may qualify and submit it to LFPT for verification and processing.

✓ **Qualification Guidelines:**

- a. **Elderly:** Must show an approved photo ID (Ohio Driver's License, or an Ohio State ID Card), or a birth certificate that verifies the age of the applicant to be 65 years or older.
 - b. **Disabled:** Must show proof of disability by a letter from the Social Security Administration, physician's letter of permanent disability, or other approved disability retirement documentation.
- ✓ **Completed applications** will be kept on file for a period of three years beyond the discontinued use of the Mobility Program.
- ✓ **Annual Review:** All Mobility Program applications will be reviewed on an annual basis.

Monthly/Quarterly/Annual Statistics and Reporting

LFPT will maintain vehicle revenue and service miles, vehicle revenue and service hours, general public trips, trip denials, and any other required information on a monthly basis to utilize the reporting statistics in preparation of Rural Operating Invoices and an Operating Data Reports for submission to ODOT, FTA, and any other grants. Annual statistics will also be used to compare and evaluate the progress of

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service from previous years and for planning purposes. **All reporting** statistics will be used for the following purposes:

- ✓ Determine trends or patterns for planning purposes;
- ✓ Determine if goals and objectives related to service are being met;
- ✓ Statistics will be used to compile reports to ODOT, as required;
- ✓ Calculate performance measures including rides per hour, cost per trip, cost per mile, & cost per hour;
- ✓ Compare and evaluate the progress of service from previous months.

MUI Procedure

The Fairfield County Board of Developmental Disability will provide annual IMUI training for LFPT employees. Refer to following pages for the Fairfield County Board of Developmental Disability's written policy. This procedure establishes the requirements for managing incidents adversely affecting the health or welfare of individuals and implements a continuous quality improvement process in order to prevent or reduce the risk of harm to individuals as defined in ORC 5123:2-17-02

DEFINITION:

A. General health or welfare

1. Administrative investigation: gathering and analysis of information related to a major unusual incident so that appropriate action can be taken to address any harm or risk of harm and prevent recurrence. There are three administrative investigation procedures (category A, category B, and category C that correspond to the three categories of major unusual incidents.
2. Agency provider: a provider, certified or licensed by the department or a provider approved by the Ohio Department of Medicaid to provide services under the transitions developmental disabilities waiver, that employs staff to deliver services to individuals and who may subcontract the delivery of services. "Agency provider" includes a county board while providing specialized services.
3. At-risk individual: an individual whose health or welfare is adversely affected or whose health or welfare may reasonably be in danger of being adversely affected.
4. County board: a county board of developmental disabilities as established under Chapter 5126 of the Revised Code or a regional council of governments as established under Chapter 167 of the Revised Code when it includes at least one county board.
5. Department: the Ohio Department of Developmental Disabilities.
6. Developmental center: an intermediate care facility under the managing responsibility of the department.
7. Developmental disabilities employee: an employee of the department; employee of a county board; employee of an agency provider in a position that includes providing specialized services to an individual; or independent provider.
8. Incident report: documentation that contains details about a major unusual incident or an unusual incident and shall include, but is not limited to:
 - a. Individual's name;
 - b. Individual's address;
 - c. Date of incident;
 - d. Location of incident;
 - e. Description of incident;
 - f. Type and location of injuries;
 - g. Immediate actions taken to ensure health and welfare of individual involved and any at-risk individuals;
 - h. Name of primary person involved and his or her relationship to the individual;

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- i. Names of witnesses;
 - j. Statements completed by persons who witnessed or have personal knowledge of the incident;
 - k. Notifications with name, title, and time and date of notice;
 - l. Further medical follow-up; and
 - m. Name of signature of person completing the incident report.
9. Incident tracking system: the department's web-based system for reporting major unusual incidents.
10. Independent provide: a self-employed person who provides services for which he or she must be certified under rule 5123:2-2-01 of the Administrative Code or a self-employed person approved by the Ohio department of Medicaid to provide services under the transitions developmental disabilities waiver and does not employ, either directly or through contract, anyone else to provide the services.
11. Individual: a person with a developmental disability.
12. Individual served: an individual who receives specialized services.
13. Intermediate care facility: an intermediate care facility for individuals with intellectual disabilities as defined in rule 5123:2-7-01 of the Administrative Code.
14. Investigative agent: an employee of a county board or a person under contract with a county board who is certified by the department to conduct administrative investigations of major unusual incidents.
15. Major unusual incident: the alleged, suspected, or actual occurrence of an incident when there is reason to believe the health or welfare of an individual may be adversely affected or an individual may be placed at a likely risk of harm, if such individual is receiving services through the developmental disabilities service delivery system or will be receiving such services as a result of the incident. There are three categories of major unusual incidents that correspond to three administrative investigation procedures delineated in appendix A, appendix B, and appendix C to this rule:
- Appendix A.
- i. Accidental or suspicious death: the death of an individual resulting from an accident or suspicious circumstances.
 - ii. Exploitation: the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.
 - iii. Failure to report: a person, who is required to report pursuant to section 5123.61 of the Revised Code, has reason to believe that an individual has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicate abuse, misappropriation, or exploitation that results in a risk to health and welfare or neglect of that individual, and such person does not immediately report such information to a law enforcement agency, a county board, or, in the case of an individual living in a developmental center, either to law enforcement or the department. Pursuant to division (C)(1) of section 5123.61 of the Revised Code, such report shall be made to the department and the county board when the incident involves an act or omission of an employee of a county board.
 - iv. Misappropriation: depriving, defrauding, or otherwise obtaining the real or personal property of an individual by any means prohibited by the Revised Code, including Chapters 2911. And 2913. of the Revised Code.
 - v. Neglect: when there is a duty to do so, failing to provide an individual with any treatment, care, goods, supervision, or services necessary to maintain the health or welfare of the individual.
 - vi. Peer-to-peer act: one of the following incidents involving two individuals served:
 - (a) Exploitation which means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.

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- (b) Theft which means intentionally depriving another individual of real or personal property valued at twenty dollars or more or property of significant personal value to the individual.
- (c) Physical act that occurs when an individual is targeting, or firmly fixed on another individual such that the act is not accidental or random and the act results in an injury that is treated by a physician, physician assistant, or nurse practitioner. Allegations of one individual choking another or any head or neck injuries such as a bloody nose, a bloody lip, a black eye, or other injury to the eye, shall be considered major unusual incidents. Minor injuries such as scratches or reddened areas not involving the head or neck shall be considered unusual incidents and shall require immediate action, a review to uncover possible cause/contributing factors, and prevention measures.
- (d) Sexual act which means sexual conduct and/or contact for the purposes of sexual gratification without the consent of the other individual.
- (e) Verbal act which means the use of words, gestures, or other communicative means to purposefully threaten, coerce, or intimidate the other individual when there is the opportunity and ability to carry out the threat.
- vii. Physical abuse: the use of physical force that can reasonably be expected to result in physical harm or serious physical harm as those terms are defined in section 2901.01 of the Revised Code. Such force may include, but is not limited to, hitting, slapping, pushing, or throwing objects at an individual.
- viii. Prohibited sexual relations: a developmental disabilities employee engaging in consensual sexual conduct or having consensual sexual contact with an individual who is not the employee's spouse, and for whom the developmental disabilities employee was employed or under contract to provide care or supervise the provision of care at the time of the incident.
- ix. Rights code violation: any violation of the rights enumerated in section 5123.62 of the Revised Code that creates a likely risk of harm to the health or welfare of an individual.
- x. Sexual abuse: unlawful sexual conduct or sexual contact as those terms are defined in section 2907.01 of the Revised Code and the commission of any act prohibited by Chapter 2907. of the Revised Code (e.g., public indecency, importuning, and voyeurism).
- xi. Verbal abuse: the use of words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass, or humiliate an individual.

Appendix B.

- i. Attempted suicide: a physical attempt by an individual that results in emergency room treatment, in-patient observation, or hospital admission.
- ii. Death other than accidental or suspicious death: the death of an individual by natural cause without suspicious circumstances.
- iii. Medical emergency: an incident where emergency medical intervention is required to save an individual's life (e.g., choking relief techniques such as back blows or cardiopulmonary resuscitation, epinephrine auto injector usage, or intravenous for dehydration).
- iv. Missing individual: an incident that is not considered neglect and an individual's whereabouts, after immediate measures taken, are unknown and the individual is believed to be at or pose an imminent risk of harm to self or others. An incident when an individual's whereabouts are unknown for longer than the period specified in the individual service plan that does not result in imminent risk of harm to self or others shall be investigated as an unusual incident.
- v. Significant injury: an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree

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burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.

Appendix C.

- i. Law enforcement: any incident that results in the individual served being arrested, charged, or incarcerated.
 - ii. Unapproved behavior support: the use of an aversive strategy or intervention prohibited by paragraph (J) of rule 5123:2-1-02 of the Administrative Code or an aversive strategy implemented without approval by the human rights committee or behavior support committee or without informed consent, that results in a likely risk to the individual's health and welfare. An aversive strategy or intervention prohibited by paragraph (J) of rule 5123:2-1-02 of the Administrative Code that does not pose a likely risk to health and welfare shall be investigated as an unusual incident.
 - iii. Unscheduled hospitalization: any hospital admission that is not scheduled unless the hospital admission is due to a pre-existing condition that is specified in the individual service plan indicating the specific symptoms and criteria that require hospitalization.
16. Primary person involved: the person alleged to have committed or to have been responsible for the accidental or suspicious death, exploitation, failure to report, misappropriation, neglect, physical abuse, prohibited sexual relations, rights code violation, sexual abuse, or verbal abuse.
 17. Provider: an agency provider or independent provider that provides specialized services.
 18. Qualified intellectual disability professional: the same meaning as in 42 C.F.R. 483.430 (October 1, 2012).
 19. Specialized services: any program or service designed and operated to serve primarily individuals, including a program or service provided by an entity licensed or certified by the department.
 20. Unusual incident: an event or occurrence involving an individual that is not consistent with routine operations, policies and procedures, or the individual's care or individual service plan, but is not a major unusual incident. Unusual incident includes, but is not limited to, dental injuries; falls; an injury that is not a significant injury; medication errors without a likely risk to health and welfare; overnight relocation of an individual due to a fire, natural disaster, or mechanical failure; an incident involving two individuals served that is not a peer-to-peer act major unusual incident; and rights code violations or unapproved behavior supports without a likely risk to health and welfare.

This rule applies to county board employees, board members and providers. Nothing in this rule relieves any person of the responsibility to comply with section 5123.614 of the Revised Code, which requires the reporting of abuse, neglect, and misappropriation.

No Idling Policy

To improve the efficient use of vehicle fuels, control operating costs and emissions, and eliminate unnecessary idling of LFPT engines, department vehicles will not be permitted to idle unnecessarily. Operators of LFPT vehicles will adhere to the following guidelines:

- ✓ Motor vehicles shall not be permitted to stand unattended until the engine has been turned off, with the ignition off and key removed.
- ✓ Vehicles shall not be permitted to idle more than 10 minutes while attended.
- ✓ Vehicles shall not be left idling while parked for the purpose of keeping the vehicle cool or heated.
- ✓ Vehicles shall not be left idling while refueling.
- ✓ Motor vehicles or equipment shall not be permitted to idle within 100 feet of a building's fresh air intake.

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Exceptions:

- ✓ When an Operator is doing a Pre-Trip (15 minutes maximum)
- ✓ When a Technician is repairing a vehicle
- ✓ Operators on layover may start their buses periodically for climate control but are not permitted to idle the bus for longer than 5 minutes at a time.

No-Show Policy

To assure that the service is operating in the most efficient manner by correcting the action of habitual abusers of service scheduling:

1. Demand Response

- ✓ **Each driver** will wait for passengers for five minutes within their scheduled pick-up window. The driver will notify dispatch to call the passenger upon three minutes of arrival within the scheduled pick-up window. After five minutes, the dispatcher will call passenger to notify bus is waiting. If unable to reach dispatcher will notify driver to pull away. Passengers who do not make themselves available within the five-minute window will be considered a “No-Show”.
- ✓ **Cancellation** Any trip cancelled less than 60 minutes prior to the scheduled pick-up time is considered a “Late-Cancel” and treated/recorded as “No-Show”.

2. Deviated-Fixed Routes (Flex Routes/Loops)

- ✓ **Due to the nature of deviated-fixed routes**, passengers need to be outside and waiting on the bus at least three minutes prior to the posted/scheduled pick-up time. This includes scheduled deviations. If the passenger is not visible at the deviated stop at the scheduled time, the driver must pull away and continue with the route and the passenger will be considered a “No-Show”.
- ✓ **Cancellation** of scheduled deviations must be made 15 minutes or more prior to the time of the scheduled deviation. Any trip request not canceled at least 15 minutes in advance will be considered a “Late-Cancel” and treated/recorded as “No-Show”.

3. All Service

- ✓ **Exceptions** may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact the LFPT as soon as practical following the missed trip and a new driver will be dispatched as soon as possible.
- ✓ **In the event** a ride is determined to be a “No-Show”, the Dispatcher will record the arrival time and departure time. Passengers whose trips result in a no-show will be required to tender the fare, prior to providing the next available trip taken by that passenger.
- ✓ **All no-show results** will be recorded and analyzed by the Transit Director as necessary.
- ✓ **All no-show trips** will result in an automatic cancellation of a return trip, unless otherwise requested by the passenger.
- ✓ **First no-show** will result in a courtesy call to explain the current no-show policy and let rider know the date and time of the first occurrence.
- ✓ **Three no-shows** within a 30-day period may result in a warning letter of suspension.
- ✓ **Five no-shows** within a 30-day period may result in a 14-day suspension.
- ✓ **To avoid a no-show**, write down your scheduled deviations time, be outside waiting at least three minutes prior to that time, watch for your bus, and/or cancel your trip at least 15 minutes prior to your pick-up time.
- ✓ Trips for passengers not being picked up due to circumstances related to LFPT service are not considered no-shows.

On-time Performance

To be efficient and increase customer service, LFPT has a 15-minute **window** on either side of the requested pick-up time for advanced reservations.

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- ✓ Drivers are to notify dispatch when they know they will be arriving late.
- ✓ If LFPT arrives more than **15 minutes outside of the window**, the customer will not be expected to pay a fare.
- ✓ When the driver arrives 15 minutes outside of the window, they are to notify the dispatcher immediately that they are 15 minutes outside of the window.
- ✓ After notifying the dispatcher and receiving confirmation, the driver will inform the passenger that there is no fare for the trip as a result of our service.
- ✓ The driver must indicate on the manifest (trip) that there is no fare to be collected because we arrived more than 15 minutes outside of the legal window.

Passenger Complaints

The following steps are to be followed in resolving passenger complaints or disputes:

- ✓ Passengers will notify either the (a) LFPT Director or (b) Assistant Director to report the complaint by the end of the business day in person, by phone or by email.
- ✓ Within 2 business days of receipt of the complaint the Director or designee will review and investigate the complaint.
- ✓ Within three business days of receipt of the complaint, the complainant may be notified by letter or phone call of the resolution of the complaint.
- ✓ Passengers who are dissatisfied with the resolution have the right to appeal to the Transit Director, and if so desired, the City's Service Safety Director.
- ✓ Any complaints unable to be resolved at the local level will be forwarded to the Ohio Department of Transportation's Office of Transit for disposition.

Passenger Conduct

To provide a safe and tolerant environment for employees and passengers, the following activities and/or behaviors are prohibited on LFPT vehicles and at LFPT facilities:

- 1) No Offensive Behavior: Any act which invades the privacy rights of others, such as touching another person in a sexual, rude, insolent, or angry manner, or threatening to touch another person in such a manner;
- 2) No smoking or chewing tobacco on any vehicle;
- 3) No eating or drinking allowed on LFPT. An exception to the eating policy will be made for medical reasons on a case-by-case basis and verified with dispatcher or management;
- 4) No physical or sexual contact with drivers or other passengers;
- 5) No unauthorized carrying of weapons;
- 6) Using profane, obscene, or indecent language, whether directed at a specific person;
- 7) Raising one's voice above a normal conversational tone (e.g. screaming, yelling, shouting);
- 8) Leering, glaring, or staring at a person so that the person may feel threatened;
- 9) Making comments that are deemed hypercritical or belittling to the subject they are directed to;
- 10) No playing of any audio devices without the use of earphones;
- 11) No hazardous materials. (see restricted items);
- 12) No passenger can solicit for any contributions.
- 13) Do not open windows while heating or air conditioning units are in operation;
- 14) Refusing to follow reasonable directions given by LFPT staff, especially those that relate to the safety and security of the passengers and staff;
- 15) Shirt and shoes must always be worn.

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- ✓ The driver shall make one (1) request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area and contact the office for further assistance.
- ✓ The driver must document all incidents at the end of the shift using the "Incident Report Form"
- ✓ Law enforcement authorities will be contacted for any criminal behavior.
- ✓ If the vehicle is stopped due to disruptive behavior, the following process will be followed:
 - 1) A written explanation of the observed behavior and copy of the procedure may be forwarded to the passenger advising that any further instances of disruptive behavior may result in action up to and including suspension of riding privileges.
 - 2) A second observation of disruptive behavior may result in the passengers riding privileges being revoked for thirty (30) days.
 - 3) Third and final infractions may result in permanent suspension of all riding privileges.
 - 4) **Permanent suspension shall not require prior written action if any physical contact is involved in the incident.**
 - 5) Based on severity of the incident, the Transit Director reserves the right to permanently suspend an individual from LFPT.

NOTE: If the written communication of the disruptive behavior policy is the result of the actions of an underage passenger, all written communications will be addressed to the parent or legal guardian of the disruptive passenger.

In order to protect the safety and welfare of all passengers, employees, and vehicles and to ensure that the maximum number of riders are accommodated, ridership privileges will be **permanently** suspended for the following actions:

- 1) Physical harm to a passenger, driver, or other employee;
- 2) Threatening passengers or staff with bodily harm on a transit vehicle or on the telephone;
- 3) Intentionally damaging a transit vehicle in any manner (e.g. scratching or breaking windows, cutting/slashing/markings on seats, graffiti on the exterior or interior of vehicle or other transit system property;
- 4) Carrying an unauthorized weapon (Ohio's Concealed Carry Law will be enforced.)

NOTE: According to the Americans with Disabilities Act, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities based solely on the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons. (I.e. Tourette's syndrome)

Passenger Interaction Policy

To preserve the safety, security and trust of our passengers and to minimize claims of harassment or the appearance of impropriety, interactions with passengers must be free from personal relationships or conversations or conduct that could be construed as harassment, abuse or otherwise inappropriate. Examples of prohibited conduct include (but are not limited to):

- ✓ Sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature;
- ✓ Threats, abuse, coercion or intimidations of any nature;
- ✓ Accepting or offering any gifts, invitation or favors of any kind;
- ✓ Discussing your personal life or the passenger's life;
- ✓ Exchanging personal phone numbers with passengers;
- ✓ Meeting or dating a passenger for personal reasons on or off duty.

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Passenger Packages

Each bag included in the limit is described as a typical grocery bag, whether manufactured of plastic or paper. Larger bags/packages will be measured as “equivalent to” a typical grocery bag. Discretion of the equivalency is left to the driver. Safety, cleanliness, and comfort for all passengers and the driver during a trip are paramount. Passenger carry-on baggage is limited to the following policies:

Deviated Fixed Route: Due to safety, space limitations, and time to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the customer and carried aboard without delaying the vehicle. Customers are permitted to carry only the number of bags they can manage independently without the assistance of the driver. The carry-on items must fit within the space on your lap or directly in front of your area. If a customer brings more than he/she can manage independently, it will be the customer’s choice on whether to board with a manageable number of items, find alternative transportation for the remaining packages, or decline the trip.

Demand Response: Carry-on packages must be comfortably handled by the customer, PCA, and/or companion. Operators are only permitted to assist with packages when a customer is getting on or off LFPT vehicles. All carry-on items must be taken to and from the vehicle in one trip. The driver will assist with two (2) large paper bags or four (4) small plastic bags per trip when asked to assist. No more than two (2) large paper bags or four (4) small plastic bags per trip will be allowed. Drivers are not permitted to cross the threshold and must always keep their vehicle in sight.

Portable Oxygen Breathing Aids

- ✓ **Passengers** should inform the scheduler at the time of reservation that a portable oxygen breathing aid will be transported along with the passenger.
- ✓ **Drivers** will be aware of the features and problems associated with portable oxygen aids. All drivers will receive training on the features of portable oxygen tanks during new hire training. Specific procedures will be available as necessary. The following general procedures will apply to most portable oxygen aids:
 - Drivers will secure all oxygen containers during transportation by the most secure means available.
 - Containers attached to mobility aids such as walkers must be separately secured to the vehicle by the most secure means available.
 - Spare tanks must be secured to the vehicle by the most secure means available.
- ✓ **Passengers** are to be advised by dispatch of the estimated length of the trip and the time that the passenger is expected to be on the vehicle. This may impact the quantity of oxygen the passenger requires.
- ✓ **Drivers** are **not** permitted to connect hoses, disconnect hoses, or change oxygen tanks.

Performance Standards

- ✓ **Percentage of General Public Ridership- Mean 79.26% -State Low to High 25.75%-100%**
Funds provided by ODOT should be used for the provision of general public transportation services in the identified service area. Any additional contract service operating expenses should be funded by the entity requesting the additional service. Federal 5311 and state funds should not be used subsidize contract services.
- ✓ **Passenger Trips per Hour- Mean 2.88- State Low to High 1.02-9.99**
Indicates the efficiency of the transit system. The ability to group trips to maximum available seats on a given trip will increase this number and reduce the overall cost of the trip.
- ✓ **Cost Per Vehicle Mile- Mean \$3.22- State Low to High \$1.02-\$5.98**

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Indicates system effectiveness but can also be affected by increases in funds. Since the overall system expenses impact this number, any improvement in system efficiencies should this number. Grouping trips may also have a minor impact on this number.

✓ **Cost Per Passenger Trip- Mean \$15.91- State Low to High \$4.44-\$37.77**

Indicates how efficient the system is operating and should improve when the number of trips per hour increases.

✓ **Subsidy per General Public Passenger Trip- Mean \$9.82- State Low to High \$2.59-\$32.34**

Funds provided by ODOT should be used for the provision of general public transportation services in the identified service area. Contract revenue should be at the fully allocated cost. The higher the general public ridership, the lower the cost of the subsidy needed to operate.

Person Centered Individual Satisfaction

Person-Centered Planning & Self-Determination Policy - It is LFPT policy to provide NMT services in a person-centered manner, which embraces the concept of self-determination and is in line with the requirements and ideas listed in rules 5123:2-2-03, 2-2-05 and 2-9-02.

Individuals' Satisfaction with Services Delivered Policy - It is LFPT policy to periodically assess individuals' satisfaction with services delivered by continuous ongoing conversation with individuals & guardians regarding services and using the feedback to improve and enhance the services LFPT delivers.

Personal Business While on Duty

Personal business is to be conducted on personal time (breaks). Breaks must be approved by the Transit Director or appointee. To take a break, operators must radio dispatch to request "10-7". Dispatch will either approve/deny 10-7.

- ✓ For operators: no personal business shall be conducted while LFPT passengers are on the bus.
- ✓ Motor vehicles shall not be permitted to stand unattended until the engine has been turned off, with the ignition off and key removed.

Personal Care Attendants

Personal Care Attendant (PCA) – Persons eligible under Americans with Disabilities Act (ADA) regulations must be allowed a personal care attendant. A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs. To provide guidance to persons requiring an accompanying personal care attendant during transit provided trips:

- ✓ **A disabled passenger** may have one personal care attendant (PCA) ride with them at no cost.
- ✓ **To ensure** enough seating capacity, the passenger should inform the Scheduler when making a reservation that a personal care attendant will be accompanying the passenger.
- ✓ **The PCA** is expected to care for the passenger while in route to the destination.
- ✓ **The PCA** must furnish any care over & above routine passenger assistance provided by LFPT.
- ✓ **Use of a PCA** is the discretion of the passenger.

Personal Funds of the Individual Policy

It is LFPT policy to adhere to the requirements listed in OAC 5123:2-2-07, including:

- ✓ Money management parameters established in an individual's ISP, unless an exception is reviewed and approved by the individual, payee and ISC.
- ✓ Maintain receipts for purchases made by the individual

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- ✓ Ensure the individual's funds are properly retained, safeguarded, and accounted for, by reviewing financial records no less than every 30 days. Any alleged acts of misappropriation and exploitation that are discovered, will be reported in accordance to rule 5123:2-17-02.
- ✓ No individual's financial accounts will be managed by LFPT
- ✓ Individual's funds are prohibited to be co-mingled with the provider's funds.
- ✓ Using an individual's funds to supplement or replace personal funds of another individual or the provider is prohibited.
- ✓ A summary of financial transactions will be made available to the individual, the individual's guardian, team, or the department upon request.

Pest Control Protocol

Pests, specifically bed bugs, are prevalent in the community; all public places (restaurants, theaters, retail stores, medical facilities) have the potential for bed bugs to be present. Bed bugs do not transmit disease but are a nuisance.

LFPT aggressively treats for all pests including bedbugs. Because of our proactive attention to this issue, LFPT does NOT have a bed bug infestation on our LFPT buses or in our facilities and has a pest control contractor that provides treatments and extra treatments as needed. To keep us pest-free, it's important for employees to be educated in identifying pests and bed bugs and know what do if they see a bed bug.

On a bus: If bed bugs are visible on a customer as he/she boards a LFPT bus, the operator should call Dispatch for a manager. Any denial of service must be noted and reported.

If the driver receives bed bug complaints about a customer already on the bus or if the driver sees a bed bug on the bus, the operator should call Dispatch so that the bus can be treated. In extreme cases, the Transit Director may take the customer off the bus. Dispatch will call appropriate person to request treatment of the bus.

If service has been denied due to the visibility of bed bugs or other pests, the individual will need to provide documentation from a certified pest control company stating that any bed bug infestation has been treated in the home.

At LFPT garages or facilities: If a bed bug is found at a LFPT facility or on a bus in the garage, the employee who sees the bed bug should immediately tell his or her supervisor who will contact LFPT's pest control contractor to arrange treatment.

Employee policies: LFPT's bed bug policies apply to all LFPT employees. The goal of these policies is to protect our employees and our customers from bed bugs on our vehicles and in our facilities.

If an employee is suspected of bringing bed bugs into the workplace, the immediate supervisor or manager will talk with the employee and will develop a personalized plan to assure that the bed bug problem is addressed immediately.

Depending on the individual case, the employee may be given up to 10 days to provide documentation from a certified pest control company stating that any bed bug infestation has been treated both in the employee's home and personal vehicle. In severe cases, the employee may be sent home until the bed bug infestation has been treated by a certified exterminator and documentation provided.

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If the employee does not provide documentation within the time period required, the employee will be taken off work until documentation is provided. The employee may use vacation or earned time off during this unpaid leave. This will be considered an excused absence. LFPT will not pay for employees to have their homes treated for bed bugs or for any expenses related to bed bugs in the employee's home or personal vehicle. Employees may use any licensed pest control company they choose.

Pre-Paid Passes and Tokens

LFPT makes general public pre-paid passes for demand response service and for deviated-fixed routes. Paper passes may be purchased at the Administrative office, 746 Lawrence Street or at Fairfield County 211. In addition, LFPT offers an electronic pass through the EZFare mobile app. All passes must be paid in advance by cash or check (\$35 returned check fees will apply).

- ✓ Any individual may choose to purchase a pre-paid pass
- ✓ To ensure the proper use of passes, the dispatcher or designated employee will maintain a log of the passes & type of pass purchased in the "Pre-paid pass log". All passes are numbered and accounted for.
- ✓ All passes must be presented when boarding the vehicle.
- ✓ Operators will punch the card for the appropriate cost of the fare and make certain the manifest reflects a pass/token versus cash fare.
- ✓ Passes sold will be included on the Fare Box reconciliation form and noted as such. Passes sold will match those in the logbook.
- ✓ Once a pass has been completely used, it will be necessary to purchase a new card or pay cash fare.
- ✓ Drivers are required to collect all used passes & return them to the dispatcher.
- ✓ There will be no refunds for unused, lost or stolen passes.

Privacy and Confidentiality

To assure compliance to all requirements for privacy and confidentiality as set forth in HIPAA and other applicable law pertaining to "Protected Health Information (PHI)", this privacy policy applies to all employees, clients, and customers.

PHI is any health information created or received by health plans or by LFPT that can identify an employee or customer. This information relates to the past, present, or future physical or mental health or condition of an individual, the provision of health care to an individual or the past, present or future payment of a health care plan. It can be in any form written, displayed, stored on a computer or spoken in conversation. It includes:

- ✓ Names and medical records on a manifest,
- ✓ Names on medical records that show medical condition;
- ✓ Medical record numbers,
- ✓ Health plan beneficiary number,
- ✓ Address and zip codes,
- ✓ Phone numbers, email address, fax number, IP address
- ✓ License number
- ✓ Full face photographic images
- ✓ Social Security Number (SSN)
- ✓ An email that discusses the medical condition of our customers or employees

An employee or customer's PHI will not be used or disclosed without a written authorization from the employee or customer, except as permitted by state and federal health information privacy laws.

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- ✓ PHI covers both employees and customers
- ✓ Do not discuss medical information with other employees or customers
- ✓ PHI can be in many forms including faxes, emails, customer manifests, ID numbers, so be careful where and how this information is displayed
- ✓ PHI cannot be discussed without written permission of the employee or customer
- ✓ You may discuss health policies and health issues that are related to the safety of our customers and that will help you manage your employees such as justification for sick time.

Private Access Policy

Drivers may use discretion to determine if access to privately owned or maintained property is clear with unobstructed access or if it is potentially hazardous. Hazardous obstructions to access may include the need for snow, ice, and/or debris removal, or any other obstruction or unsafe conditions that would potentially prevent the Driver in providing service, or safely assisting the passenger either to the vehicle or to the door of a building.

In the event the Driver makes determination that access is obstructed and/or unsafe, he/she is to immediately inform Dispatch of the conditions, and both the Driver and the Dispatcher are to provide documentation in an "Incident Report" as to the reason the ride was not performed.

Procurement

LFPT will follow the City of Lancaster's Procurement Policy in accordance with local, State and Federal laws and/or requirements.

Procurement Protest Policy

To provide guidance in allowing any potential bidder or contractor a remedy for correcting a perceived wrong in the procurement process:

- ✓ **Pre-bid Protest** is received prior to the bid opening or proposal due date. A pre-bid protest must be filed with LFPT no later than twenty-four hours before bid opening. This filing must be in writing with the name of the protestor, solicitation/contract number or description, and the statement of grounds for the protest.
- ✓ **Pre-award Protest** is received after receipt of proposals or bids, but before award of a contract. A pre-award protest must be filed within two business days following the bid opening. This filing must be in writing with the name of the protestor, solicitation/contract number or description, and the statement of grounds for the protest.
- ✓ **Post-award Protest** is received after award of the contract. A post-award protest must be filed within seven business days following the award of the contract. This filing must be in writing with the name of the protestor, solicitation/contract number or description, and the statement of grounds for the protest.
- ✓ **All protest must be submitted to** Service Safety Director; 104 E. Main St; Lancaster, OH 43130
- ✓ **The Service Safety Director** will respond to all protest in writing, addressing each substantive issue raised in the protest. Response will be made within seven business days after receiving the protest.
- ✓ **Allowance** will be made for reconsideration if data becomes available that was not previously known, or an error of law or regulation has occurred.
- ✓ **Vendors** may appeal the final determination to the funding agency. In the case of Public Transit Systems (Section 5311 recipients), the final determination appeal will be forwarded to the Ohio Department of Transportation, Office of Transit.

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Public Records Policy

LFPT will follow the City's Public Record policy in accordance with local, State and Federal laws.

For State requirements visit:

<https://www.ohiohistory.org/OHC/media/OHC-Media/Learn/Archives-Library%20Documents/MunicipalManual.pdf>

Refund Policy

LFPT does not honor any requests for refunds. All pre-paid passes at a non-refundable rate.

Safety Point System

LFPT is committed to ensuring the safety of employees and the general public. Safety Point Program is used to promote a "Safety First" culture within our organization. All employees who fall within a safety sensitive position are required to abide by these guidelines and are subject to the Safety Points Program, accrual process, and disciplinary structure.

Any work-related accident or incident that involves a LFPT employee or equipment will be investigated by Transit management to determine root cause and responsibility of the accident or incident. If the investigation determines that the accident or incident was "preventable" and is therefore the responsibility of the employee, the employee will be charged with the applicable safety points. Any damage to company equipment will be assessed to the most recent driver who used the vehicle or equipment or who failed to report the damage as required by company policy & annotate damages on the daily vehicle inspection report. Any employee involved in a major accident (guidelines below) will be placed on administrative leave, pending investigation.

Any employee who is involved in a preventable accident or incident will be subject to retraining and disciplinary actions, up to and including termination. **Retraining must be performed before placing the employee back in service.** This determination will be based on the safety point system and the severity of the accident or incident as defined below.

Major Safety Incidents

A major incident is one involving any vehicle which is owned or operated by LFPT or occurring on City property. For disciplinary actions and reporting purposes, major safety incidents include but are not limited to the following:

- ✓ Fatality
- ✓ Passenger incident or injury involving improperly securing a passenger
- ✓ Preventable roll-away incident
- ✓ Unsafe act resulting in a major injury or property damage
- ✓ Preventable environmental spills
- ✓ Vehicle roll-over/lay-over
- ✓ Vehicle fire
- ✓ Incidents with employee or operator allegation of negligence of equipment or maintenance failure
- ✓ Incidents where employee or operator drug and/or alcohol use may be involved

Major Traffic violations include, but are not limited to, any citation that occurs in a company or personal vehicle involving:

- ✓ Driving under the influence of drugs or alcohol
- ✓ Hit and run accidents (including hit and run of unattended vehicles)
- ✓ Open container; possession of a controlled substance
- ✓ Failure to stop for or immediately report an accident

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- ✓ Reckless and careless driving; excessive speeding
- ✓ Driving while impaired
- ✓ Filing a false accident report
- ✓ Homicide, manslaughter, or assault involving the usage of a vehicle
- ✓ Driving with a revoked or suspended license
- ✓ Attempting to evade a police officer.

Minor Safety Incidents

Minor safety incidents are defined as other incidents that do not meet the definition of criteria of a "major" incident.

Safety Violation Point Assessments

Below is a table detailing specific safety violations and the associated point values:

Safety Violation	Points
Non preventable accident/incident	0
Unsafe maneuvers or acts	1
Traffic camera violations	1
Speeding	1
Failure to perform a complete and thorough vehicle inspection	1
Failure to perform a door-to-door ADA service when required	2
Backing incident	2
Conviction of minor traffic violation	2
Preventable accident/incident without any damage	1
Preventable accident/incident with less than \$500 damage to our vehicle	2
Preventable accident/incident with less than \$2000 damage to our vehicle	3
Preventable accident/incident with less than \$10,000 damage to our vehicle	4
Preventable accident/incident with greater than \$10,000 damage to our vehicle	6
Using cell phone or non-approved electronic device while operating a City vehicle	6
Failure to stop at a railroad crossing	3
Failure to deliver/hand off customer to approved caretaker when required	6
Failure to immediately report a citation, accident/incident in City vehicle	6
Any preventable roll-away incident	6
Failure to secure/transport a wheelchair and or mobility device	6
Tampering, disabling, or interfering with onboard or other monitoring equipment	6
Receiving a speeding citation for 15mph or above the speed limit in a City vehicle	6
Major preventable accident/incident (examples above)	6
Conviction of a major traffic violation (list above)	6

Most incidents that occur will be addressed by the Safety Points Program. In the event that a situation falls outside the Safety Points Program, LFPT has the right to impose discipline, up to and including termination, in the event of an unsafe act, failure to follow company policies and guidelines involving safe work practice and/or procedures, or negligent operation of any company vehicle or equipment occurs. These guidelines would be imposed regardless of the point values assessed under the Safety Point System. Behaviors that are deemed unsafe acts are also subject to disciplinary action regardless of whether injury to employee or passenger occurs. Discipline of this nature will be reviewed and approved by the Transit Director, designee, and/or SSD.

Maximum Allowable Standard allowable points (subject to change) are as follows:

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- ✓ New Employee's within Introductory Period- Receipt of 4 or more points will result in termination. Any new employee who receives 2 or more occurrences within the introductory period will result in termination regardless of total point accumulation.
- ✓ Employees beyond the Introductory Period- Receipt of 6 or more points within an 18-month rolling calendar will result in termination. Any employee who receives 3 or more occurrences within an 18-month rolling calendar will result in termination regardless of total point accumulation.

Reasonable Modification Request

LFPT will be guided by the provisions of the US Department of Transportation regulations and guidance provided in Appendix E of Title 49 CFR Part 37 for all reasonable modification requests:

- ✓ A passenger requesting a reasonable modification will be required to describe what he/she believes is needed to use LFPT (actual term "reasonable modification" not required)
- ✓ The reasonable modification policy applies to individuals who are disabled under ADA.
- ✓ Whenever possible, the passenger should make modification requests in advance to allow LFPT an opportunity to determine whether the request will be granted.
- ✓ Requests may be made by completing the Request for Reasonable Modification Form available on the City's website or by calling (740) 681-5086.
- ✓ When reasonable modification requests cannot be practicably made and determined in advance, a LFPT staff member will make a timely determination so long as such actions do not result in a direct threat or fundamental alteration of services.
- ✓ If the request occurs at the time of service, LFPT and/ or a staff member may decide. Such determinations are made on a non-precedent setting basis based upon the facts and circumstances unique to that request.
- ✓ Requests for modifications may be denied for one or more of the following reasons:
 - The request would fundamentally alter the nature of the transportation services;
 - The request would create a direct threat to the health or safety of others;
 - The individual with a disability can fully use the service for their intended purpose without the requested modification;
 - The request creates an undue financial and administrative burden.
- ✓ If an initial request for modification is denied, LFPT will take any other possible actions and/or find a suitable alternative to ensure that the passenger with a disability receives services.
- ✓ LFPT has established a process for investigating and resolving appeals for denied reasonable modification requests. The passenger may file an appeal using the form available on our website or by calling 740-681-5086. The form includes the procedures by which LFPT processes and responds to appeals.
- ✓ Upon receipt, all appeals will be date-stamped and referenced to the Transit Director for review and consideration. Transit director may choose to: affirm the determination; reverse the determination; authorize a specific trip request that was denied; refer the appellant for in-person assessment by a consultant; schedule the matter for a hearing; or cancel or modify the provision service.
- ✓ Within 10 days after receipt of the appeal, a letter will be sent to the passenger that includes acknowledgement that the appeal has been received; the date by which a response will be sent to the passenger; whom to contact if the passenger does not receive a response by that date; and if a hearing is requested by the passenger, the date, time and location of the hearing.

REQUEST FOR REASONABLE MODIFICATION

In determining whether to grant a requested modification, LFPT will be guided by the provisions Of the United States Department of Transportation regulations and guidance provided in Appendix E of Title 49 CFR Part 37 and specifically to the provisions of Section 37.169.

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Name: _____ Telephone Number (Home): _____
Address: _____ City: _____ State: ____ Zip: _____

Describe any modifications to LFPT policies, practices or procedures for you LFPT to access the services. (Attach additional sheets as necessary.)

Signature _____ Date _____

Complete this form and mail, fax, email or deliver to: LFPT Transit Director, 746 Lawrence St Lancaster Ohio 43130,
Cwoody@ci.lancaster.oh.us, Fax 740-681-5088.

SAFETY AND SECURITY PLAN

LFPT has a sincere concern for employee and passenger's welfare and safety with a desire to provide a secure environment. Safety with Security is a top priority and will take precedence over any operational need. This plan outlines the procedure and steps to be followed by Transit personnel in order to prevent, prepare for, and respond to any emergency or disaster which might occur on LFPT property, equipment, or to any employee.

The Transit Director is responsible for establishing and maintaining a secure environment for LFPT employees and passengers and monitoring the results of the plan in order to educate our passengers and the general public in the area of transit safety and security.

Employees are responsible for diligently monitoring all activities within their scope of employment and immediately report all safety/security concerns to management. Employees shall avoid, if at all possible, any item or person that is security concern and wait for a supervisor or proper authority to arrive, accurately complete and "Incident Report" on any suspicious security concern, and adhere to the responsibilities listed in this plan.

THREAT LEVEL RESPONSE PROTECTIVE MEASURES

GREEN: A low risk of terrorist attack

- ✓ Provide training regarding homeland security and transit security standards and procedures that specifically relate to transit.
- ✓ Security and Communication
- ✓ Bus Evacuation
- ✓ Fire Extinguisher
- ✓ Seizure First Aid
- ✓ Blood Borne Pathogen
- ✓ Security Awareness- advanced training course
- ✓ Annually assess the vulnerability of LFPT to terror or other type of security attack in vulnerability chart to see if there have been any changes (equipment, training, etc.)
- ✓ Require visitor check-in to all persons entering LFPT facility
- ✓ Regularly ensure that all existing security measures are operational (locking gate, security fence, and security lighting).
- ✓ Maintain a threat and warning information exchange with Fairfield County EMA
- ✓ Regularly remind employees to report the presences of unknown persons, vehicle, packages or other suspicious activity.
- ✓ Maintain current procedures for shutting down and evacuating the LFPT facility

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- ✓ Maintain a public educational program in the area of security awareness through bulletin reminders displayed in all buses.

BLUE: A general risk of terrorist attack

- ✓ Continue with all measures addressed in Condition Green.
- ✓ Review and ensure adequacy of employee ID control procedures quarterly

YELLOW: A significant risk of terrorist attack

- ✓ Continue with all measures addressed in Condition Green and Blue.
- ✓ Inform all employees of the increased threat and reinforce the need to maintain awareness of their surroundings and to report any unusual persons or activities.
- ✓ Semi-annually review procedures, for receiving mail and packages, with all affected personnel
- ✓ Ensure that all staff are on call and readily available.
- ✓ Conduct annual audits of the LFPT Security and Emergency Preparedness Plan
- ✓ Review of communications and break-up procedures with employees during driver recertification
- ✓ Review safety and security notification and recall list as the need arises.
- ✓ Limited visitor access and confirm that the visitor is expected.
- ✓ Coordinate emergency plans with Fairfield County Emergency Management Agency.
- ✓ Monthly check all emergency communication devices to make sure they are operational.

ORANGE: A high risk of terrorist attack

- ✓ Continue with all measures addressed in Conditions Green, Blue and Yellow.
- ✓ Limited parking of vehicles to 75 feet from main facility.

RED: A severe risk of terrorist attacks

- ✓ Continue with all measures addressed in Conditions Green, Blue, Yellow, and Orange
- ✓ Cancel or postpone all non-vital facility work conducted by contractors, or continuously monitor their work with LFPT personnel as applicable
- ✓ Coordinate the possible closing of public roads and facilities with local Fairfield County EMA.

BLACK-ATTACK OR ACTIVE INCIDENT: Black indicates that an attack is underway against a specific transit agency or within the agency's immediate geographic area. The Black state is entered only when an attack has occurred. Black includes the immediate post-attack time period when the transit agency may be responding to casualties, assisting in evacuations, inspecting and securing transit facilities, or helping with other tasks directed by the local emergency management authority.

- ✓ Report the attack immediately to the Fairfield County Emergency Management Agency (EMA).
- ✓ Provide for Security of site and transit assets during the emergency and be alert to possible secondary attacks (coordinated through Fairfield County EMA)
- ✓ Assist response to any casualties (coordinate from Fairfield County EMA)
- ✓ Activate measures to mitigate the effects of the attack
- ✓ Coordinate with Fairfield County EMA to assist with evacuations (suspend fares if necessary)
- ✓ Reroute services as needed
- ✓ Assess impact of attack and adjust services as required
- ✓ Advise ODOT, FTA and FBI immediately regarding the nature of the attack so that they may disseminate information to other transit properties nationwide.
- ✓ Provide LFPT equipment and personnel to support the incident response effort.
- ✓ Activate external contractors or support as required.

PURPLE-RECOVERY:

- ✓ Purple indicates the recovery of transit services after an attack has occurred. Purple includes restoration of levels of service, routes, schedules, repairing/reopening facilities, adjusting work

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schedules, responding to customer inquiries, and other activities necessary to restore transit service. The Purple state follows the Black state and may also exist for short time periods when the agency is transitioning from a higher threat to a lower threat (e.g., from Red to Orange). The Purple state will coexist with the prevailing threat condition. In other words, business recovery will be accomplished while maintaining the prevailing readiness status (e.g., Orange protective measures).

- ✓ Activate or develop a business recovery plan.
- ✓ Restore LFPT capabilities.
- ✓ Restore the scene of attack to functionality.
- ✓ Guard against secondary attacks.
- ✓ Evaluate why attacks succeeded.
- ✓ Update threat and vulnerability analysis chart.
- ✓ Coordinate funding for restoration with FTA.

EMERGENCY PHONE NUMBERS FOR STAFF

Director, Carrie Woody 740-277-8700
Assistant Director, Chasilyn Carter 740-407-0019
LANCASTER POLICE DEPARTMENT 740-687-6680 / 911

SECURITY AND EMERGENCY PREPAREDNESS FOLLOW UP RESPONSE: RANGE “YELLOW” ANNUAL:

- ✓ Review the Security Plan for needed changes
- ✓ Provide continued security training for employees.
- ✓ Regularly assess the vulnerability chart for changes or updates
- ✓ Assess the evacuating plan
- ✓ Remind personnel to report anything suspicious
- ✓ Maintain communication, coordinator emergency plans, and conduct tabletop drills with EMA.
- ✓ Review procedures for receiving deliveries with affected personnel
- ✓ Review the emergency notification and recall list for changes
- ✓ Review communication procedures with affected employees.
- ✓ Maintain public education program for security
- ✓ Review check point security system
- ✓ Review and ensure adequacy of personnel ID control procedures.
- ✓ Review all security incidents to prevent future security breaches
- ✓ Regularly check all security systems
- ✓ Maintain a threat and warning information exchange with the Fairfield County EMA
- ✓ Regularly check all emergency communication devices
- ✓ Regularly check all surveillance cameras

SECURITY AND EMERGENCY PREPAREDNESS FOLLOW UP RESPONSE: RANGE “ORANGE” ANNUAL:

- ✓ Review the Security Plan for needed changes
- ✓ Provide continued security training for employees
- ✓ Assess the evacuations plan
- ✓ Review Security Plan with supervision and administration
- ✓ Remind personnel to report anytime suspicious
- ✓ Maintain communication, coordinate emergency plans, and conduct tabletop drills with EMA
- ✓ Review procedures for receiving deliveries with affected personnel
- ✓ Review the emergency notification and recall lists for changes
- ✓ Review communication procedures with affected employees
- ✓ Maintain public education program for security
- ✓ Review check point security system

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- ✓ Review and ensure adequacy of personnel ID control procedures
- ✓ Review all security incidents to prevent future security breaches
- ✓ Check all security systems, surveillance cameras and communication devices
- ✓ Maintain a threat and warning information exchange with the Fairfield County EMA
- ✓ Limit parked vehicles to a distance of 75 feet from main facility
- ✓ Randomly inspect all visitor briefcases or other container

THREAT AND VULNERABILITY ASSESSMENT provides an analytical process to consider the likelihood that a specific threat will endanger LFPT. Using the results of this vulnerability assessment we can identify the areas where improvements in our system would be beneficial. The vulnerability rating scale used on the following charts uses the “threat and vulnerability resolution matrix” shown below:

Vulnerability Categories	Frequent	Probable	Occasional	Remote	Improbable
Catastrophic	✓	✓	✓	✓	✓
Critical	✓ 1A	✓ 1B	✓ 1C	✓ 1D	✓ 1E
Marginal	✓ 2A	✓ 2B	✓ 2C	✓ 2D	✓ 2E
Negligible	✓ 3A	✓ 3B	✓ 3C	✓ 3D	✓ 3E
	✓ 4A	✓ 4B	✓ 4C	✓ 4D	✓ 4E

Vulnerability Categories:

- 1= Catastrophic= Death or system loss
- 2= Critical=Severe injury, severe occupational illness or major system loss
- 3= Marginal=Minor injury, minor injury occupational illness or minor system loss
- 4= Negligible=less than minor injury, occupational illness or system damage

Frequency of Occurrence:

- A=Frequent= continuously experience
- B=Probable=Will occur several times in the life of any item
- C=Occasional=Likely to occur sometime in the life of any item
- D=Remote=Unlikely but possible to occur in the life of any item
- E=Improbable=so unlikely, it can be assumed occurrence may not be experienced

INCIDENT RESPONSE PROCEDURES - SPECIFIC DISASTER PLANS - This section identifies some of the major incidents that can occur and lists the steps to be taken by various levels of LFPT employees to stabilize the incident and return to a secure operating environment.

- ✓ LFPT is a member of the Fairfield County Emergency Management Team, as such; any requests for transportation needed during an emergency in Fairfield County are coordinated between LFPT and Fairfield County EMA.

BOMB THREAT/ SUSPICIOUS PACKAGE

PERSON RECEIVING THE BOMB THREAT CALL:

- ✓ Listen carefully to everything the caller is saying, including background noises, speech patterns, etc. Prolong the conversation as much as possible. **DO NOT PUT CALLER ON HOLD.**
- ✓ Fill in the appropriate information on the Bomb Threat Checklists as the call is being taken or immediately after the termination of the call.

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- ✓ Management should isolate the Individual who received the threatening call as soon as possible. Have this individual write down all the information regarding the incident and remain available for interviews by Police Department.
- ✓ Notify employees of threat.
- ✓ Two-way radios, cell phones, and mobile devices should not be used for communications. Cell phones should be turned OFF.
- ✓ Work with Police Department to decide when employees can return to the evacuations site

PERSON RECEIVING OR FINDING SUSPICIOUS MAIL OR PACKAGE:

- ✓ The following characteristics may be present regarding letters and packages:
 - Restricted endorsement such as “Personal or “Private”. Be cautious when the addressee does not normally receive personal mail at work.
 - When the addressee’s name or title is inaccurate.
 - There is excessive postage.
 - The parcel may have soft spots, bulges, or irregular shapes.
 - The handwriting is distorted or prepared with “cut and paste” lettering or homemade labels.
 - Protruding wires, aluminum foil, or oil stains are present.
 - The letter or package emits a strange odor.
 - The package is unprofessionally wrapped and has several different types of tape.
 - The letter or package is making an unusual sound (buzzing, ticking, sloshing, etc).
 - The packing is marked “Fragile – Handle With Care” or “Rush- Do Not Delay”, “etc”.
 - Pressure or resistance may be noted when removing the contents.
- ✓ Upon receiving suspicious mail:
 - Isolate the suspicious mail. Place it between pieces of blank paper.
 - Avoid further unnecessary handling:
 - **Do not open or squeeze** envelope
 - **Do not pull or release** any wires, strings, or hooks.
 - **Do not turn or shake** the letter.
 - **Do not** pull the letter/parcel in the water or near heat.
 - Evacuate the immediate area.
 - Notify Dispatch, Transit Director, or Transit Director.
 - Notify Lancaster Police Department.

EVACUATION GUIDELINES:

- ✓ **If location of bomb is known:**
- ✓ Evacuate employees and any other person to site at least 550 yards away from location of bomb
- ✓ Employees are to assemble at City Hall, 104 E. Main St.
- ✓ Account for all employees.
- ✓ Arrange for key staff to meet with police.
- ✓ **If location of bomb is not known:**
- ✓ Consider advice of Police Department officials regarding decision to evacuate
- ✓ Once evacuated the employees will report to the Transit Director or Assistant Director.

IF THREATS IS ON A BUS DRIVER:

- ✓ If suspect is still on bus, Press MDT emergency call button or radio Dispatch (if possible) and appear to remain calm.
- ✓ Follow suspects directions until police arrive.
- ✓ If suspect is not on bus. **DO NOT USE, RADIO OR CELL PHONE.**
- ✓ Find a safe location to pull over and stop your vehicle (least populated).
- ✓ Shut off engine.

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- ✓ AN EVACUATION SHOULD ONLY BE CONSIDERED WHEN THE OPERATOR FEELS HIS/HER LIFE OR THE LIVES OF HIS/HER PASSENGERS ARE IN DANGER IF THEY WERE TO REMAIN ON THE BUS. Evacuate your vehicle making sure that your passengers take all their possessions with them.
- ✓ Close the door of the bus to prevent reentry.
- ✓ Have your passengers move at least 100 feet from the bus if an explosion is possible. Use a phone from a local business to call dispatch.

DISPATCHER:

1. Is suspect still on the bus?
 - a. If so, refer to direction for hijacking.
 - b. If not, have Driver evacuate all passengers and themselves from bus.
 - c. Have driver move everyone to a location 1000 feet from bus and in view of the bus until police and supervisor arrive to prevent other persons from entering the bus.
 - d. Notify appropriate police department.
 - i. Advise police of the location on the bus and where to contact driver.
 - ii. Advise police of possible need to close roadway.
 - e. Notify supervisor to contact driver at the scene.
 - f. Notify Transit Director.

TELEPHONE PROCEDURES – BOMB THREAT CHECKLIST

BE CALM AND COURTEOUS. LISTEN, do not interrupt caller. Do not joke with caller. Sound very interested in what caller wants to tell you.

Time Received: _____ **Length Of Call:** _____ **Date:** _____

1. Attempt to hold caller as long as possible. Keep the caller talking. Try to ask following questions.

WHEN is the bomb going to explode? _____

WHAT does the bomb look like? _____

WHERE is the bomb? _____

WHY did you place it? _____

WHAT kind of bomb is it? _____

Will it hurt people? (Tell them we have innocent people here) _____

2. Pretend difficulty hearing to keep the caller on the phone. Keep caller talking. After other information has been gathered ask **“Where are you calling from?”** **“Who is calling please?”**

3. **AS SOON AFTER THE CALL AS POSSIBLE, COMPLETE THIS FORM.** Try to remember caller exact words. _____

4. Did the caller appear familiar with the building by his description of the agent location? Any other information? _____

Caller's Identity

Male
Female
Adult
Juvenile

Voice Characteristics:

Loud Soft
High Pitch Deep
Raspy Pleasant
Intoxicated Other _____

Speech:

Fast	Slow	Excellent	Good
Distinct	Distorted	Fair	Poor
Stutter	Nasal	Foul	Squeaky
Slurred	Lisp	Broken	Other _____

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<u>Accent:</u>	<u>Manner:</u>	<u>Background Noise</u>	
Local	Calm	Angry	Factory Machines
Not Local	Rational	Irrational	Chaos
Foreign	Coherent	Incoherent	Music Quiet
Race	Deliberate	Emotional	Office Machines
Righteous	Laughing	Mixed	Airplanes
Laughing	Street Traffic	Party Noise	Trains
			Animals
			Television
			Voices

Line call received on _____ Person receiving call _____
Notify Director of Operations that I received a phone call indicating a Bomb Threat.

CIVIL DISTURBANCE / DEMONSTRATIONS

1. Upon observation of any unauthorized demonstrations or assembly, notify Transit Director
2. Follow directions of Transit Director

DISPATCHER:

1. Obtain
 - a. What type of group is involved?
 - b. How many demonstrators are involved?
 - c. Where are the demonstrators located?
2. Notify Transit Director and follow their directions

TRANSIT DIRECTOR

1. Notify the Police Department
2. Lock down all entrances and gates.
3. Establish parking lot patrols to monitor pedestrian and vehicle traffic.
4. Assign an employee to observe the area of disturbance, monitor conditions and developments
5. Utilize available employees to monitor critical area outside the facility (fuel pumps, etc.)

CRIMINAL ACTIVITY

Reporting Criminal Activity: If you observe a crime in progress or behavior that you suspect is criminal, immediately notify the Dispatcher, who will contact the local police department as needed. Report as much information as possible including:

1. Activity: What is happening? (In plain language/ with as few assumptions a possible)
2. Description: Involved persons: Height, Weight, Gender, Race, Clothing, Distinguishing characteristics (facial hair- tattoos- etc.), Weapons- what kind
3. Location: Describe exactly where the criminal activity is occurring. If the activity is "moving" describe direction of travel.
4. Vehicle: If vehicle is involved provide the following: Color, Year, Make, Model, License Plate

DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED

Stay on the radio with the dispatcher and continue to provide information as changes the situations occur, until the first Police Officer arrives at your location.

DISORDERLY CONDUCT: Threats of violence are more commonplace now in the past. A person is in violation of Disorderly Conduct if they: Make an unreasonable offensives utterance, gestures, display or use unwanted grossly abusive language to any person; Creating a condition that is physically offensive to persons or that present a risk of physical harm to persons or property.

DRIVERS:

1. Ask subject to stop, (may escalate to physical violence)
2. Press video flag button
3. Notify Dispatch if they do not stop

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4. Stop bus and wait for police to arrive
5. Stay with the bus and protect victim as much as possible without becoming part of the problem.
6. Do not intervene unless necessary

DISPATCH:

1. Notify Police Department
2. Notify Transit Director to respond to the scene, complete an incident report.

DRUG VIOLATIONS: Drug dealing is dangerous. Drug dealers are often armed, and conflicts frequently end in violence. Drug use breeds criminal activities which directly affects passengers. This can result in muggings, purse snatching, assaults, panhandling, and aggressive solicitation. Drug dealers conduct their activities in many locations such as the rear of buses and dark shelters. Drug paraphernalia may be left anywhere, causing danger to both passengers and employees.

DRIVERS:

1. If you observe a passenger using or selling drugs, try to advise the dispatcher of your observations. **(DO NOT TRY TO TAKE ANY ACTION, DO NOT LET PERSON KNOW YOU ARE CONCERNED-LET POLICE HANDLE)**
2. Press video flag button

DISPATCH:

1. Ask driver
 - a) What type of drug offense is involved?
2. If passenger is using or dealing drugs on the bus, notify the appropriate police department
3. If driver finds drug paraphernalia, call the Lancaster Police Department, they will come out to the scene and retrieve the contraband.
4. Notify Transit Director to respond to the scene, complete incident report and assist as needed.

DRUNKNESS: Intoxicated passengers very easily become nuisance and can become a hazard to transit personnel and other passengers. Drunken passengers generally exhibit the following behaviors:

1. Talking to a bus driver while he/she is trying to operate the vehicle.
 2. Annoying other passengers.
 3. Sleeping at the end of the line or preventing seat access.
- In more serious instances they could present severe problems such as:
1. Menacing or threatening the driver or passengers.
 2. Instigating arguments or fights among passengers.
 3. Becoming violent and attacking the driver or passengers.

DRIVERS:

1. Observe intoxicated passengers for signs they become sick, may want to vomit, or become a menace to other passengers.
2. Do not let yourself to be dragged into a verbal fight with an intoxicated passenger.
3. Press video button.
4. Advise dispatch of observations.
5. Ask person to move to another seat.
6. Ask person to alight at the next stop.
7. Stop the bus until person alights.
8. If the intoxicated person refuses to leave the bus, stop the bus, call dispatch, and wait for police.
9. Complete an incident report.

DISPATCH:

Communicating with dispatch is a very effective means of dealing with drunken passengers on a bus. The voice on the other end of the radio can have a dramatic effect on an unruly passenger and may induce behavior that the driver alone is not able to impose.

1. If a driver is unable to handle the situation, obtain location – have driver remain at location.
2. Notify police department.

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3. Notify immediate Transit Director.

EARTHQUAKE:

As initial shaking begins, all customers and staff should:

1. Position themselves under sturdy furniture, against an inside wall, or in a doorway away from windows and swinging doors.
2. Do not try to leave the building because of falling debris.

As initial shaking stops and a reasonable interval has passed, all employees should

1. Perform an immediate assessment of injuries and inform Transit Director
2. Perform immediate assessment of structural damage in the area and inform Transit Director.
3. In anticipation of aftershocks, move away from windows and outside walls. Close all drape and curtains to reduce the potential of flying glass.
4. Be prepared for aftershocks. Aftershocks can also be damaging, bringing already weakened structures down.
5. All departments are to account for employees and visitors.

IF IN BUS, stay in bus, moving vehicle out from under any bridge or overhead structure that may fall.

MAINTENANCE

1. Perform assessment of structural damage for the entire building and report findings to Director.
2. Shut down Natural Gas from meter.
3. Check for fire hazards (broken gas lines)

FIREARM DISCHARGE:

DRIVERS:

1. If you believe the bus is being fired upon, have your passengers get down below window level.
2. Notify dispatch
3. Keep the bus moving and drive out of range of danger to a well-lighted and busy area.
4. When safe, stop the bus and check for injuries, wait for the police and Transit Director to arrive. Keep bus doors closed and passengers inside.
5. Obtain passenger information and where they were seated.
6. Complete incident report at your first chance.

DISPATCH

1. Notify 911.
2. Notify Transit Director
3. Gather information
4. Assist driver as necessary.

TRANSIT DIRECTOR

1. Make counseling available for driver at conclusion of incident, or if warranted, arrange for immediate on-site crisis assistance by calling 211.

FUEL SPILL

EMPLOYEES

1. Locate the origin of the spill
2. How fast is it leaking?
3. Is it contained in a specific area or is it spreading?
4. Notify dispatch with details of spill.

DISPATCH

5. Notify Transit Director
6. IF fuel spill is on a bus, get a replacement bus

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7. Go to scene to evaluate and contain spill.
8. Determine if the Fire Department needs to be notified.

HAZARDOUS MATERIAL SPILL

IF evacuation is necessary

TRANSIT DIRECTOR

1. Stay calm, turn off lights, heating, cooling and ventilation systems, close all doors (vehicles, keep windows and air vents closed – do not use air conditioning).
2. Make certain all employees and visitors are out of building/vehicle.
3. Identify a safe location to assemble personnel after evacuating (consider sending non-essential employees home for the duration of the evacuation)
4. Contact EMA to find out what assistance is expected from LFPT.
5. Notify personnel who are schedule to report for work.
6. Contact all employees once LFPT building can be reoccupied.

DISPATCHER

1. Advise buses of hazardous spill and to stay out of evacuation area.
2. Advise buses that LFPT will momentarily be off the air.
3. Evacuate with a different vehicle. Use van radio to operate dispatch until an all clear is received.

If told to stay indoors

TRANSIT DIRECTOR

1. Get all employees inside administrative building and stay inside until an all clear is received.
2. Close all doors and windows.
3. Turn off heating, cooling and ventilation to any system that would bring outside air into building.
4. Seal all gaps under doorways with wet towels or duct tape.
5. If necessary, protect breathing by covering your nose and mouth with a damp cloth.
6. Contact EMA to find out what assistance is expected from LFPT.
7. Post staff at doors to prevent anyone from entering or leaving the building without approval.
8. Notify personnel who are scheduled to report for work.
9. Maintain contact with outside authorities and monitor news reports for situation updates.
10. Contact all employees once an all clear is received.

DISPATCHER

1. Advise buses of hazardous spill and to stay out of evacuation area.
2. Some schedule changes will have to be made.
3. Assist in evacuation or area residents; coordinate with Transit Director.

HIJACKING

DRIVERS

1. Press emergency call button (activate camera as soon as you are able). If permitted to speak on radio, radio 99-11. If possible, keep microphone button depressed so dispatch can hear everything happening on the bus.
2. Carefully follow instructions of your abductor.
3. Do not turn your back on your captor(s) unless ordered to do so. People are less likely to harm someone who is looking at them.
4. Do not upset hijackers.
5. Avoid physical resistance. You have little chance of success and may risk harm to all involved.
6. Be patient and remember time is in your favor. When police arrive they are trained to deal with crisis situations.
7. Observe and remember everything that you see and hear.

DISPATCH

1. Call 911.
2. Notify Transit Director.

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3. Gather as much information as possible from the driver.

TRANSIT DIRECTOR

1. Assist police response unit until suspect has been placed in custody.
2. Make counseling available for driver at conclusion of incident, or if warranted arrange for immediate on-site crisis assistance by calling 211.

HOSTAGE TAKING/PERSON WITH A WEAPON/ARMED ROBBERY

1. Ensure Safety – do not further endanger anyone.
2. Contain the incident – prevent people from entering the area – only until police arrive.
3. If there is ANY sign of actual danger/violence, DO NOT attempt to intervene.
4. Inform dispatch that other employees should stay away from the danger area.
5. Employees shall lock themselves in their work area where possible.

DRIVER

1. Press emergency call button (and video camera as soon as possible), call 10-50 on the radio.
2. Hold radio transmit button open if possible so dispatch is able to hear everything.
3. Appear calm.
4. Follow assailant's directions.
5. When incident is stabilized: calm passengers, have passengers fill out incident report forms, wait for Transit Director, follow police instructions.

DISPATCH

1. Obtain specific location of incident
2. Is there a need for medical care?
3. Call 911 (nature of incident, mention weapons, description of suspect(s), special circumstances, vehicle type, license plate#, direction of travel)
4. Notify Transit Director.

TRANSIT DIRECTOR

1. If possible, isolate incident. Keep people out of the area.
2. Wait for police to arrive.
3. Provide floor plans of the building to police.
4. Be aware the accomplices could be near.
5. Don't allow witnesses to leave before police arrive.
6. Don't allow witnesses to compare notes. Isolate and take care of any needs.
7. Keep crime scene secure. Do not contaminate any area suspects were in.
8. Protect the scene for evidence.
9. Make counseling available to those involved in the accident by contacting 211.

HOSTAGES

1. Remain calm. Be patient. Be prepared to wait.
2. Make no unnecessary movements that might cause the suspect to harm you.
3. Discard anything that may label you as a person of importance or someone to fear.
4. Treat the suspect with utmost respect.
5. Do not speak unless you are specifically addressed or questioned.
6. Do not volunteer information or make suggestions.
7. Do not attempt to negotiate with the suspect.
8. Cooperate and follow instructions.
9. Do not try to escape.
10. When rescue comes, follow Police instruction exactly. Mentally note as many characteristics of the suspect as possible. (You may be handcuffed or secured until all suspects are identified).
11. Refrain from speaking to other hostages.
12. Remain available to talk with police. Do not leave the scene.
13. Document everything while it is still fresh in your mind.

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INFANT / CHILD ABDUCTION

1. An employee who suspects that an infant/child has been abducted or is missing shall immediately advise Dispatch. A brief description of persons should be giving
2. Call 911 with description of missing/abducted infant/child, possible suspects (number), and time child/infant was found to be missing, location, last direction of travel, license number.
3. Seal off area for police to search.
4. Have witnesses present until Police arrive and interview them.

DISPATCH

1. Upon receiving radio traffic of missing/abducted infant/child, Notify 911 immediately.
2. Notify Transit Director
3. Gather as much information as possible.

INJURED OR ILL PASSENGER

DRIVER

1. Call dispatch – advise situation and location.
2. Never lift a passenger who has fallen.
3. Comfort passenger until emergency squad arrives.
4. Fill out incident report.
5. If seizure:
 - a. protect from nearby hazards
 - b. protect head from injury
 - c. Reassure when consciousness returns.
 - d. Do NOT put any hard implement in the mouth
 - e. Do NOT try to hold tongue. It cannot be swallowed.
 - f. Do NOT try to give liquids during or just after a seizure.
 - g. Do NOT restrain.

DISPATCH

1. Find out what problem is occurring
2. If a passenger has fallen and is injured call 911.
3. Remind driver not to move passenger.
4. Notify Transit Director and Director
5. If Board of DD, notify Case Manager
6. If Seizure has occurred, call 911.

PANDEMIC PLAN: LFPT will cooperate with federal, state, local and private health agencies to prevent the spread of infectious disease within the workplace and Fairfield County, and help to maintain business continuity.

LFPT will maintain contact with the Fairfield County Health Department and EMA during a pandemic outbreak and operate under the guidelines defined in the local EMA plan. If instructed to reduce or suspend operations by such authority, LFPT will restrict its transit services operations to those deemed essential functions.

LFPT will comply with health department recommendations for containing the spread of infectious disease and protecting employees performing essential functions during a pandemic.

1. Vaccinations to employees (if recommended and eligible to receive appropriate vaccinations).
2. Building and Vehicle Disinfection
3. Public Awareness and Prevention

LFPT will evaluate recommended key indicators when determining appropriate strategies for returning transit operations to pre-pandemic service levels by working with the local health department and EMA.

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PHYSICAL ASSULT

DRIVERS

1. If physical assault occurs on your bus
 - a) Stop the bus
 - b) Press the emergency button (and video as soon as possible)
 - c) Keep doors closed if it is safe to do so.
 - d) Wait for police and Transit Director
 - e) Fill out incident report.
2. If the assailant leaves the bus
 - a) Give dispatch a complete description of the assailant
 - b) Give dispatch assailants last known location and direction of travel
 - c) Calm the passengers and have them fill out incident forms.
 - d) Wait for police and Transit Director
 - e) Fill out incident report.

DISPATCHER

1. Obtain description of assailant, current location, is anyone injured, type of weapon used.
2. Call 911
3. Notify Transit Director
4. Complete an incident report

TRANSIT DIRECTOR

1. Ensure that victim employee receives immediate medical attention if needed.
2. Make counseling available for driver at conclusion of incident, or if warranted, on site crisis assistance by calling 211.

TORNADO: The National Weather Service may issue a TORNADO WATCH (conditions are favorable for producing a tornado), or a TORNADO WARNING (a tornado is actually present and moving in the warning vicinity, take immediate cover).

SAFE HAVEN: Proceed to the lowest floor of the closest safe structure (preferable a brick building).

TORNADO WATCH

1. Close all curtains and blinds to provide a barrier between windows and yourself.
2. Weather radios or local television stations should be monitored for condition updates.
3. Identify safe areas (inside hallways and windowless rooms) within the building.
4. Check outdoors for any objects (such as lawn chairs etc) which may act as missiles if blown by high winds. Secure objects, as practical.
5. Ensure all exterior doors and windows are latched.

TORNADO WARNING

1. Move employees to a safe area (inside hallways away from glass)
2. Position yourself under sturdy furniture sitting on the floor, remove eyeglasses.
3. Stay away from corners.
4. As winds subside perform an immediate assessment of injuries and building.

DISPATCHER

1. Upon receiving an alert of a TORNADO WATCH notify all drivers that a tornado watch is in effect for (specific) area for (specific) time.
2. Notify Transit Director.
3. Upon receiving an alert of a TORNADO WARNING, notify all drivers in the affected area to proceed directly to the nearest fire station or safe building structure. If the projected path is known, and there is sufficient time, have driver drive out of tornado path.

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4. Have all drivers move all passengers to a safe area inside the building on the lowest possible floor.
5. Driver schedules will require updating.

DRIVERS

1. Upon hearing the siren or notification by dispatch of a tornado warning, proceed to nearest fire station or safe building structure.
2. Move all passengers to a safe area in the building on the lowest floor.
3. Wait for the "All Clear" before leaving the building.
4. Fill out an incident report.

WEAPONS OF MASS DESTRUCTION INCIDENT

DISPATCHER

1. Obtain as many facts about the incident as quick as possible (what is involved, where did it occur, when did it occur, injuries, employees, passengers?)
2. Upon initial notification of an actual attack on our bus service, notify Transit Director and Assistant Director immediately. Follow their directions.
3. Call 911.
4. Broadcast to all drivers the following:
 - a) Immediately pull bus off roadway and park at a safe location in non-populated area if possible.
 - b) Shut the bus down.
 - c) Evacuate all passengers and have them take their personal belongings with them.
 - d) Close doors behind you.
 - e) Move passengers to 1000 feet from bus, upwind is possible. Obtain passengers name and phone numbers.
5. As drivers contact dispatch obtain their location, number of passengers, and location of where they left their bus.
6. Advise them to stay at their current location and arrangements will be made to pick them and their passengers up.

TRANSIT DIRECTOR

1. Assess incident severity (injury or death) occurred and as soon as practicable otherwise.
2. Arrange to have non-essential employees pick up drivers and stranded passengers.
3. Deliver passengers to their destination.
4. Return drivers to LFPT to meet with Director.
5. Contact Lancaster Police Department to have bomb squad search all buses that were left on route.
6. Have an employee with each bus when the bomb squad clears it for use.
7. As soon as bus is searched, and cleared, it may be placed back in service.
8. Plan with Maintenance for bus involved in incident.
9. Notify ODOT.
10. Make counseling available by calling 211.
11. Contact Family and hospital for driver involved in incident (if necessary).
12. Drivers may be released to return to operations when they feel ready.

CONTINUITY OF OPERATIONS PLAN (COOP): This plan outlines procedures and steps to be followed in the event the building becomes inaccessible (due to catastrophic event or otherwise).

PLAN

1. If LFPT facility is unusable, all personnel on the emergency call list will immediately report to City Hall, 104 E. Main St as a temporary operations center or (EOC).
 - a) Emergency call list will be: Director; Assistant Director; Scheduler; Dispatcher; Mechanic; City IT Director
2. Will need to obtain the following items
 - a) Laptop
 - b) Copy of Policy/Procedures

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- c) A bus with a LFPT radio
- d) Portable hand-held radio
- e) EOC emergency file
3. Contact local EMA
4. Contact local media for public service notifications of operational availability.
5. Contact all employees and employee families to verify their safety.

CONCEALED WEAPON: policy regarding unauthorized weapons, firearms or dangerous ordnances.

1. A weapon or dangerous ordnance includes but not limited to a firearm, club, brass knuckles, any martial arts weapon, a stun gun, taser, explosives, fireworks or a knife (other than a small folding pocketknife).
2. Employees shall not carry or store a deadly weapon, firearm or dangerous ordnance in a motor vehicle owned or leased by LFPT.
3. Employees conducting LFPT business off the property shall not carry or store a deadly weapon, firearm or dangerous ordnance.
4. Employees who have been issued a “concealed carry” permit in the State of Ohio is not exempt from the above provisions. Employees who carry or possess a weapon **MUST** store said weapon, in accordance with the law, prior to entering an area in which a deadly weapon, firearm, or dangerous ordnance is prohibited.
5. LFPT’ prohibition against unauthorized deadly weapon, firearms and dangerous ordnances or threats to use any object as a weapon against any person applies to all employees, including but not limited to, temporary workers, consultants, interns, student help and anyone else conducting business on LFPT property. Violation will be subject to legal action as appropriate. Violation of this policy by an employee may lead to disciplinary action up to and including termination on the first offense.
6. **EXCEPTION:** This policy does not apply to employees who are required as a condition of their work assignment to possess firearms, weapons, or other dangerous ordnances and are specifically authorized by the Director to do so.
7. All employees and/or third parties are subject to “for cause” searches.
8. LFPT is authorized to search desks, purses, briefcases, lunch boxes, vehicles, and any other personal property outside the presence of the employee.
9. If an employee refuses to allow the company to conduct a search, employee is subject to disciplinary action up to and including discharged and immediate escort from the premises.
10. Searches will be conducted by the Director, Assistant Director, or their designee.
11. The law provides LFPT civil immunity for any injury, death or other damage that occurs on our property as a result of a licenses concealed handgun.

Seatbelt Policy

LFPT employees are required to comply with all Ohio traffic laws while operating or riding as a passenger in any Agency vehicle.

All employees and passengers are required to wear safety belts. Each passenger must have his/her safety belt securely fastened before the vehicle will be permitted to begin movement. Passengers seated in wheelchairs will be secured via an approved four-point restraint system. (Please see **Wheelchair Securement** policy located in the Safety section of this manual for all approved securement devices.)

Children must be properly secured in accordance with the manufacturer’s instructions in a child restraint system that meets State and federal motor vehicle safety standards.

- ✓ The parent/guardian will be responsible for providing & properly securing the child restraint system in a passenger seat,

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- ✓ The parent/guardian will then seat and secure the child in the restraint seat. The driver will then inspect the securement.
- ✓ **Once the driver and the parent/guardian are satisfied that installation and securement, the vehicle can then be placed in motion.**

Exceptions for Agencies that require the use of Seatbelts. If the seatbelt is not long enough to be secured, manufacture's seatbelt extensions will be used. If the extensions do not correct the situation, the passenger will not be required to wear a seatbelt. The driver shall document on his/her manifest & notify dispatcher that the seatbelt could not be secured. Every effort will be made to resolve this problem. Passengers who state they have a medical condition prohibiting the use of seatbelts will not be required to wear the seatbelt. This must be notified to dispatch & documented on the driver's manifest. The scheduler/reservationist will enter the information under special needs for future trips. The passenger shall not be asked the nature of disability or medical condition that prevents the use of a seatbelt. All attempts should be made to seat these passengers where State law does not require the use of seatbelts.

Service Animals

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to aid 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 are permitted to accompany individuals with disabilities in the vehicles and agency facilities. The passenger must always be in direct control of the service animal, and the service animal must perform some of the functions and tasks that the individual with a disability cannot perform for him/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. There are service animals that assist persons with other types 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.

It is the responsibility of the passenger to inform the scheduler when scheduling a ride that a service animal will be present. This information is then relayed to the driver through communication with the dispatcher.

Dispatchers may ask the following questions:

- ✓ Is the animal a pet or a service animal?
- ✓ What service has the animal been trained to perform?
- ✓ Dispatchers/Drivers *shall not* ask the following questions:
- ✓ What is the passenger's disability?
- ✓ Does the passenger have proof of certification or other documentation for the service animal?

If a situation occurs, contact the dispatcher immediately for further direction concerning animals.

Service Area

LFPT provides the same level of service to individuals with disabilities as to other individuals through the entire established service area in compliance with the American with Disabilities Act (ADA) by:

- ✓ **All passengers**, regardless of disability, have access to the entire established service area.
- ✓ **Contracts** for transportation services may stipulate a specific service area but shall not exclude any participating client based on disability status.

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- ✓ **Provide** transportation service throughout Fairfield County, as well as a 100-mile radius of the city limits of Lancaster on a limited basis.

Service Hours

Accessible service will be offered during the same days and hours as non-accessible service. LFPT will operate Monday through Saturday with the following operating hours:

Demand Response Hours

Monday-Friday: 6:00 a.m. to 6:00 p.m.

Saturday: 7:00 a.m. to 5:00 p.m.

Lancaster Flex Routes (Memorial, Sheridan, East, West)

Monday-Friday: 8:00 a.m. to 9:00 p.m.

Pickerington Flex Route

Monday-Thursday 9:00 a.m. to Noon & 1:00 p.m. to 5:00 p.m.

LFPT will be closed in observance of the following holidays: New Year's Day (January 1); Memorial Day; Independence Day (July 4); Labor Day; Thanksgiving Day; Christmas Day (December 25)

Refer to Inclement Weather Policy in this manual for weather related emergency closings.

Smoking

LFPT prohibits smoking on ALL company premises and surrounding properties in order to provide and maintain safe and healthy work environment for all employees and transported clients. LFPT defines smoking as the "Act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette, chewing tobacco, e-cigarette, or nicotine of any kind."

The Smoke-Free Workplace policy applies to:

- All areas of buildings occupied by employees
- All vehicles parked on LFPT owned and leased property
- All vehicles owned or leased by LFPT
- All visitors (customers and vendors) to company premises
- All contractors and consultants and/or their employees working on company premises
- All temporary employees
- All student interns
- All clients being transported within a LFPT owned or leased vehicle.

Employees who violate this smoking policy will be subject to disciplinary action up to and including immediate discharge. Smoking in vehicles parked on LFPT property or smoking in any area not designated as a smoking area is not permitted and is subject to disciplinary action.

Any complaints about the application of the policy to the workplace should be brought to the attention of the director. The complaint should be submitted in writing and should identify specific objections. LFPT will investigate the complaint and resolve it in accordance with the policy. No employee shall suffer any form of retaliation for raising a complaint or asking a question about this policy.

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Social Media

This policy is in addition to other existing LFPT policies, including those prohibiting discrimination and harassment, confidentiality, and use of LFPT computer systems.

Social media can take many different forms such as Facebook, LinkedIn, Twitter, blogging, etc. While participating in such networking sites can be an excellent way to develop both your personal and professional networks, it can also lead to embarrassment or other negative ramifications.

When participating in social networking, you are representing both yourself and LFPT, and while we encourage this online collaboration to effect positive change, you should adhere to the following company policy and set of guidelines for appropriate online conduct to avoid misuse of this communication medium.

The following are in place to provide helpful, practical advice, as well as protection, to both you and LFPT in the use of social media:

- ✓ Unless specifically instructed to do so, you are not authorized to speak publicly on behalf of LFPT.
- ✓ Be respectful and professional. Assume that everything you post or publish online will be read by coworkers and LFPT clients and customers.
- ✓ Consider whether you want your profile and posts to be visible to everyone or only to your selected contacts. Some information may be appropriate for friends and family but not for coworkers and clients and vice versa. Avoid social networking forums where you cannot control what is posted by others on your page.
- ✓ Be aware that you are not anonymous when you make online comments. Information on your networking profiles is published in a very public place. Even if you post anonymously or under pseudonym, your identity can still be revealed.
- ✓ Do not use personal insults or obscenities and do not harass or threaten coworkers, supervisors, clients, customers, or LFPT. How you behave online should be consistent with how you want to present yourself and LFPT to others.
- ✓ Do not post or disclose any proprietary company information, including company finances, performance, product, or other confidential or sensitive information.
- ✓ Do not share comments or post photos of others without consent. Posting photographs taken at any LFPT facility or event without written permission from LFPT is strictly prohibited.
- ✓ Remember that what you publish will be around for a long time, so consider the content carefully and be prudent when deciding what personal and professional details you disclose online.
- ✓ Respect copyright and fair use laws. Be mindful of the laws governing copyright and fair use of copyrighted material owned by others, including company logos, marks, and other intellectual property. Do not copy or use such logos or other protected information or property without the owner's express authorization.
- ✓ If contacted by the media, refer them to the Marketing Department.
- ✓ LFPT may monitor content out on the web and reserves the right to remove posts that violate this policy.
- ✓ If you are not sure, ask. If you are confused about the propriety of a post or a comment to be published online, take the time to read these rules and LFPT's other applicable policies. If you are still unsure, it is best to refrain or to seek the advice of the director. Any questions regarding this policy or any online activities should be directed to your supervisor.
- ✓ Confidentiality includes posting of any confidential/proprietary/ or inappropriate information or photos on any social media site.

Media

All contact with members of the media (newspapers, radio, television, etc.) relating to LFPT business policies, proprietary information, or personnel issues are to be handled by the Director or Assistant Director. An unauthorized disclosure of information could be harmful to LFPT.

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If you are contacted by a member of the media in writing, over the phone, or in person, please refer them to the Director. Please note that violations of this policy may result in disciplinary action up to and including termination. If you have any questions regarding this policy, please see your supervisor.

Tips, Gifts & Gratuities

The LFPT does not permit employees to accept tips, gifts or gratuities. In the event that a passenger accidentally overpays fares into the farebox, or cash is mailed to the LFPT office without a return address and no way to return it, the money will be submitted to the Director with its purpose to be included into a staff rewards account. The money will be utilized for LFPT office and/or staff functions. Violations of this policy will result in disciplinary action up to and including termination.

Title VI Policy and Complaint Procedure

- ✓ The City of Lancaster operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act.
- ✓ Any person who believes she/he has been discriminated against on the basis of race, color, or national origin by the City of Lancaster (hereinafter referred to as “the City”) may file a Title VI complaint by completing and submitting the Title VI Complaint Form.
- ✓ To obtain a Title VI Complaint Form, contact 740-687-6608, (TTY 800-750-0750); 104 E. Main Street, Lancaster, OH 43130; servicedirector@ci.lancaster.oh.us; or <https://www.ci.lancaster.oh.us/FormCenter/Transit-4/Transit-Complaint-Form-260>
- ✓ The City of Lancaster investigates complaints received no more than 180 days after the alleged incident and will process complaints that are complete. Once the complaint is received, the City will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- ✓ The City has 15 business days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- ✓ After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 business days after the date of the letter or the LOF to do so.
- ✓ Transportation-related Title VI complaints may be filed directly with the Ohio Department of Transportation’s Office of Equal Opportunity, Attn Title VI Coordinator, 1980 West Broad Street, Columbus, OH 43223.
- ✓ Transportation-related Title VI complaints may be filed directly with the Federal Transit Administration’s Office of Civil Rights, Attn Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- ✓ If information is needed in another language, contact 740-687-6608
- ✓ The City of Lancaster has posted information pertaining to the Public Rights under Title VI on our website, in our brochures and public transit vehicles.

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Vehicle Advertising Restrictions

The display of advertising messages purchased for public view on LFPT vehicles will be considered for interior or exterior of all transit vehicles; however, any advertising **cannot**:

- ✓ address or promote political candidacies of any kind
- ✓ address or promote political issues of any kind
- ✓ promote the usage or existence of any alcohol or tobacco product
- ✓ convey a sexual tone, as evaluated by the Transit Director
- ✓ convey a violent tone, as evaluated by the Transit Director
- ✓ address any controversial issues or topics as evaluated by Transit Director
- ✓ convey a religious message as evaluated by the Transit Director

The Transit Director is ultimately responsible for the content and appropriateness of all advertisements displayed on LFPT vehicles.

Vehicle Maintenance Policy

LFPT is dedicated to the preservation of the vehicles operated for its public transit service and uses a preventive maintenance program that will ensure safe, reliable vehicles in the best possible condition, provide the best quality maintenance with the least amount of service interruption and lower operating costs. This maintenance policy is applied to all vehicles owned by the City (LFPT). To measure effectiveness of maintenance, the Transit Director will monitor the reliability of vehicles (number of road calls); operating efficiency (gallons of fuel & parts cost per mile); and labor productivity (labor hours per 1,000 miles).

- ✓ **The Transit Mechanic** will manage routing maintenance and repairs of LFPT vehicles.
- ✓ **The Transit Director or designee** will provide the Transit Mechanic a daily vehicle list of noted items attached to DVIs. The Transit Mechanic will schedule the vehicle for maintenance. A Vehicle Service Record, located inside the Transit Mechanic's Office, will be completed, indicating the need for service.
- ✓ **The Transit Mechanic** will perform the necessary maintenance. If there is to be an unexpected delay, or the Transit Mechanic is unable to perform the work, he/she will schedule the vehicle to be serviced at a reputable service provider, and notify the Director, Assistant Director, Dispatcher of the delay.
- ✓ **The Transit Mechanic** will log all maintenance activities into the individual vehicle maintenance log. The log includes activity performed, date of maintenance activity, and mileage of the vehicle at the time of each maintenance activity as well as total parts and labor cost.
- ✓ **Upon completion of the scheduled maintenance**, the Transit Director or designee will be notified that the service has been completed.
- ✓ **If the vehicle becomes disabled** after hours, the driver will contact the Dispatcher. The Dispatcher will contact the Transit Mechanic and Director. The Transit Mechanic will determine if the vehicle can be driven or towed to the transit shop, or to a reputable service provider.
- ✓ **Preventative Maintenance Inspections (PMI)** will be performed using an inspection that meets and/or exceeds manufacturer guidelines on gasoline powered vehicles. The following schedule will be followed (detailed inspections on following pages):
 - **A-PM** every 5,000 miles
 - **B-PM** every 10,000 miles
 - **C-PM** every 20,000 miles
 - **D-PM** every 40,000 miles
- ✓ All gas-powered engines will use full synthetic 5W30 oil. This oil allows the vehicle to run for more than 10,000 miles. All diesel-powered vehicles will use full synthetic 15W40 motor oil. This oil has been proven to outperform most oils. Oil analysis has shown the oil can go more than the 10,000 miles

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between service intervals. Oil analysis will be done at the beginning of every year to test the engines state of health and overall condition

- ✓ Vehicle wheelchair lifts and ramps will receive a Preventative Maintenance that meets and or exceeds manufacturer guidelines at the time of vehicle preventative maintenance.
- ✓ All inspections will be performed based on the manufacturer's recommended specifications.
- ✓ To confirm that each PMI is performed in a timely manner, odometer readings from the driver's pre-trip inspection form is recorded daily. To confirm these mileages, fleet odometer readings will be recorded and compared to data records on a monthly basis.
- ✓ All PMIs performed will include documentation on all ADA equipment (lifts, ramps, securement devices, etc.) as according to the manufacturer's recommended specifications.
- ✓ The contractor will have vehicle records available to the City. Any minor (non-safety related) defects identified during the Daily Vehicle Inspection process will be listed in the vehicle file. Any additional defects identified during the PMI will be documented by the mechanic. All defects noted from these inspections will be corrected prior to returning the vehicle to service.
- ✓ Extend the useful life (when possible) of the vehicles operated
 - Each vehicle will be subject to the PMI Schedule with an allowance of mileage by 10%± based on manufacturer suggested schedules.
 - Reduce the number of vehicle breakdowns and road calls. Industry standards for road calls are a minimum of 3,000 miles between road calls, a maximum of .16 per mile for replacement parts, and a minimum of 3.6 miles per gallon of fuel. In addition, a minimum of 225 miles between one quart of engine oil, and a minimum of 19 labor hours per 1,000 miles and a maximum of 27 labor hours per 1,000 miles.
 - When a problem is noted on the Daily Vehicle Inspection Report, it will be addressed by the Transit Mechanic.
 - Maintain vehicles to manufacturer's specifications to assure maximum use of all vehicle warranties
 - Track maintenance costs to determine feasibility of continued operations of "problem" vehicles
 - Transit Mechanic is to maintain separate files on each vehicle's work including activity performed, date of maintenance activity and mileage of the vehicle at the time of each maintenance activity as well as total parts. Copies of documentation from work performed by outside service and maintenance facilities should also be maintained in the file. Copies of invoices for parts purchased will be kept with accounting records.
- ✓ All drivers are required to perform a pre-trip inspection at the beginning of each shift prior to departure from the transit facility as well as a post-trip inspection after returning at the end of each shift. The daily vehicle inspection is a requirement of the Federal Transit Administration.
- ✓ All vehicle defects are to be recorded on the approved Daily Vehicle Inspection Report. Any defects that affect the operational safety of the vehicle are to be reported immediately to the Supervisor so that arrangements can be made to repair the defect immediately and or replace the bus.
- ✓ Drivers are never to operate a vehicle with questionable safety issues.
- ✓ As required by ADA regulations, all lifts must be cycled during the daily vehicle inspection. Cycling of the wheelchair lifts is included in the Daily Vehicle Inspection Report by the driver Any problems with the operation of the lift must be reported immediately to the Supervisor who will address the issue and either correct the problem or take the vehicle out of service for the lift to be repaired by a certified technician. All inspections would be performed based on the number of cycles to be determined by the manufacturer.
- ✓ The daily vehicle inspection process will be part of all new driver orientation and training. A refresher course will be conducted annually during a monthly safety meeting to ensure all drivers are familiar with the process and to ensure that all vehicles are given the most thorough inspection possible.

RESPONSIBILITIES: The success of this policy and maintenance program depends on its leadership; therefore the Transit Mechanic will be directly accountable for the success or failure of the program;

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however, the Transit Director will ensure that daily vehicle inspections are being completed with scheduled and unscheduled monitoring of DVI forms and witnessing drivers actually performing the inspections.

Wheelchair Lift Operations

LFPT will attempt to transport any mobility device regardless of shape and size when the weight of the device does not exceed the manufacturer's recommended capacity when occupied or the device is within the recommended width/length of the manufacturer's recommendations. Special techniques may be required when providing door-to-door service for a passenger in a wheelchair. To comply with the Americans with Disabilities Act of 1990 in providing equal access to public transportation for persons with disabilities, LFPT employees will be expected to follow procedures set forth by each wheelchair lift manufacturer manual, in lieu of the following:

ONLY LFPT EMPLOYEES WHO ARE TRAINED IN THE OPERATION OF WHEELCHAIR LIFTS ARE PERMITTED TO CONTROL THE LIFT PLATFORM OF ANY VEHICLE.

When assisting non-ambulatory passengers, follow the procedure outlined below.

Positioning the Vehicle

- ✓ Ensure the vehicle is parked on level ground and not leaning toward or away from the loading ramp.
- ✓ For stopping points close to structures, ensure adequate room for platform deployment and passenger maneuverability.
- ✓ Lift platform should rest on concrete or pavement when completely deployed. Avoid loading areas which are soft, wet, slippery, etc.

Lift Deployment

- ✓ Set the vehicle parking brake with the transmission in the PARK position and the engine running.
- ✓ *If the vehicle is equipped with a fast-idle option, ensure the switch is ON.*
- ✓ Open the lift door(s) and locate the controls.
- ✓ Ensure that the area is clear, and the passenger is a safe distance from the extended platform.
- ✓ Unfold the platform from the stowed position ensuring that, when extended, the lift is level with the ground.
- ✓ If the lift is not level when fully extended, report the condition to the Dispatcher for repair/maintenance.
- ✓ Lower the platform to ground level until the roll stop unfolds to allow for loading.

Loading/Unloading the Passenger

- ✓ Inform the passenger that loading will begin. It is important to communicate with the passenger at every point in the loading process to ensure that passengers are prepared for the movement of the lift and the necessary maneuvering inside the vehicle prior to securement.
- ✓ Always hold the wheelchair handles when raising and lowering the lift platform.
- ✓ Ensure the passengers' arms and legs are as close to the body as possible to avoid injury during operation.
- ✓ Back the passenger onto the platform and secure the wheelchair brakes.
- ✓ If the wheelchair is electric, ensure the power is turned off and the transmission is in neutral.
- ✓ Once the platform is level with the floor of the vehicle, release the wheelchair brakes and back the passenger into position for securement.
- ✓ Secure the chair as described in the Securement policy.
- ✓ Return the ramp to the stow position before setting the vehicle in motion.

Standees

- ✓ LFPT will allow ambulatory passengers to use the lift for boarding/alighting the vehicle if requested; a mobility device or aid is not required.
- ✓ Have the passenger stand in the center of the platform and hold both handrails while the lift is in motion.
- ✓ Follow the operation procedures described above.

Manual Operation: In the event of an electrical malfunction aboard the vehicle, it may be necessary to operate the lift manually:

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- ✓ Locate the manual operation instructions on or near the pump cover.
- ✓ To load/unload a passenger from the vehicle using the manual method, locate the hand pump handle (During the pre-trip inspection this should always be checked to verify the manual handle is present)
- ✓ Place the slotted end of the pump handle into the pump, release valve, and turn it counter-clockwise one-half turns.
- ✓ Let platform fully unfold until it reaches floor level then turn the pump release valve clockwise to stop the platform. The valve must be tight; making sure not to over tighten.
- ✓ Place the passenger on the lift platform within the yellow boundary markings and lock the wheelchair brakes.
- ✓ Turn the pump release valve one-half turn counterclockwise until the platform reaches the ground and the roll stop fully unfolds.
- ✓ Release the wheelchair brakes and move the passenger off the lift.
- ✓ To stow the platform back into the vehicle, insert the slotted end of the pump handle into the pump valve and turn it clockwise one-half turns. Remember not to over tighten the valve.
- ✓ Remove the pump handle from the release valve and place it into the back-up pump and stroke until the platform reaches floor level.

Low ramp min-vans

- ✓ Set the vehicle parking brake with the transmission in the PARK position and the engine running.
- ✓ *If the vehicle is equipped with a fast-idle option, ensure the switch is ON.*
- ✓ Open the lift door(s).
- ✓ Ensure that the area is clear, and the passenger is a safe distance from the extended platform.
- ✓ Unfold the platform from the stowed position ensuring that, when extended, the lift is level with the ground.
- ✓ If the lift is not level when fully extended, report the condition to the Dispatcher for repair.
- ✓ Lower the Platform to ground level ensuring that roll stop unfolds to allow for loading.
- ✓ Back the passenger onto the platform and into position inside the vehicle, securing the wheelchair brakes when finished.
- ✓ If the wheelchair is electric, ensure that the power is turned off and transmission in neutral.
- ✓ Secure the wheelchair as described in the Securement policy.
- ✓ Return the ramp to the stow position.
- ✓ Close the lift door(s).

Wheelchair Securement

To comply with the American with Disabilities Act of 1990 in providing equal access to public transportation for persons with disabilities, LFPT employees will be expected to adhere to procedures set forth by each wheelchair lift manufacturer manual, in lieu of the following procedures.

- ✓ **LFPT** passengers must always wear safety belts while aboard a LFPT vehicle. All passengers using wheelchairs and other mobility devices will be secured using a four-point tie-down system.
- ✓ **LFPT** cannot deny service to any passenger if the wheelchair or mobility device cannot be secured to the satisfaction of the driver.
- ✓ **When** a wheelchair or mobility device is difficult to secure properly, the driver is expected to make every effort at securing before requesting that the passenger transfer to a regular seat. The driver may *request* the passenger transfer to a regular seat but will not be permitted to **require** the passenger transfer if proper securement is not possible.
- ✓ **Wheelchairs** and other mobility devices are to be secured facing forward.
- ✓ **The four-point** tie down system will be used for all mobility devices.
 - 1) Use the seatbelt (with shoulder restraint), which attaches to the floor if the vehicle is equipped with one.
 - 2) Ensure that the lap belt stays on.
 - 3) If the shoulder restraint cannot be used, the lap belt alone will suffice; however, these should be rare occasions. Notify Dispatch when the shoulder restraint cannot be used.

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- 4) Ensure that the mobility device brakes are applied.
- 5) Attach straps to the floor connection points first.
- 6) Connect back, ratchet tie-down straps to a T-connector on the back half of the wheelchair.
- ✓ **Do not** connect straps to the wheels, footrests, armrest, or any detachable or flexible part of the wheelchair.
- ✓ **Do not** pass the straps through the rear spokes.
- ✓ **A tightened** tie-down strap must form a straight line (no slack) at a 45-degree angle.
- ✓ **Exercise proper** bending techniques when securing straps.
- ✓ **Unoccupied wheelchairs** (when the passenger has transferred to a seat) must be tied down securely.
- ✓ **Verify** straps are secure and that the device does not move.
- ✓ **Electric wheelchairs** must have the power turned off while secured.
- ✓ **Reminder:**
 - 1) Store loose tie-down straps when not in use.
 - 2) Keep tracks clean and free of dirt and debris.
 - 3) Pull a wheelchair downhill and push when moving uphill.
 - 4) Always inform dispatch when you are loading a wheelchair passenger.
 - 5) Immediately report any malfunctions with lift equipment to dispatch so that repairs can be scheduled.

Zero Tolerance Drug and Alcohol Testing Policy (Adopted as of 1/31/2011)

A. PURPOSE

- 1) LFPT provides public transit services for the residents of *Fairfield County*. Part of our mission is to ensure that this service is delivered safely, efficiently, and effectively by establishing a drug and alcohol-free work environment, and to ensure that the workplace remains free from the effects of drugs and alcohol in order to promote the health and safety of employees and the general public. In keeping with this mission, LFPT declares that the unlawful manufacture, distribution, dispense, possession, or use of controlled substances or misuse of alcohol is prohibited for all employees.
- 2) Additionally, the purpose of this policy is to establish guidelines to maintain a drug and alcohol-free workplace in compliance with the Drug-Free Workplace Act of 1988, and the Omnibus Transportation Employee Testing Act of 1991. This policy is intended to comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry and through the authority of the Federal Transit Administration (FTA) of the U.S. Department of Transportation. Specifically, the FTA has published 49 CFR Part 655, as amended, that mandates urine drug testing and breath alcohol testing for safety-sensitive positions and prohibits performance of safety-sensitive functions when there is a positive test result. The U. S. Department of Transportation (USDOT) has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens.
- 3) Any provisions set forth in this policy that are included under the sole authority of the LFPT and are not provided under the authority of the above-named Federal regulations are underlined.

B. APPLICABILITY

This Drug and Alcohol Testing Policy applies to all safety-sensitive employees (full- or part-time) when performing safety sensitive duties. LFPT employees that do not perform safety-sensitive functions are also covered under this policy under the sole authority of LFPT. A safety-sensitive function is operation of mass transit service including the operation of a revenue service vehicle (whether or not the vehicle is in revenue service), maintenance of a revenue service vehicle or equipment used in revenue service, security personnel who carry firearms, dispatchers or persons controlling the movement of revenue service vehicles and any other transit employee who is required to hold a Commercial Driver's License. Maintenance functions include the repair, overhaul, and rebuild of engines, vehicles and/or equipment used in revenue service. A list of safety-sensitive positions that perform one or more of the above-

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mentioned duties is provided in Attachment A. Supervisors are only safety sensitive if they perform one of the above functions. Volunteers are considered safety sensitive and subject to testing if they are required to hold a CDL or receive remuneration for service in excess of actual expense.

C. DEFINITIONS: See Attachment B for applicable definitions.

D. EDUCATION AND TRAINING

- 1) Every covered employee will receive a copy of this policy and will have ready access to the corresponding federal regulations including 49 CFR Parts 655 and 40, as amended. In addition, all covered employees will undergo a minimum of 60 minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. The training also includes manifestations and behavioral cues that may indicate prohibited drug use.
- 2) All supervisory personnel or company officials who are in a position to determine employee fitness for duty will receive 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

E. PROHIBITED SUBSTANCES

- 1) Prohibited substances addressed by this policy include the following.
 - a. Illegally Used Controlled Substance or Drugs Under the Drug-Free Workplace Act of 1988 any drug or any substance identified in Schedule I through V of Section 202 of the Controlled Substance Act (21 U.S.C. 812), and as further defined by 21 CFR 1300.11 through 1300.15 is prohibited at all times in the workplace unless a legal prescription has been written for the substance. This includes, but is not limited to: marijuana, amphetamines (including methamphetamine and ecstasy), opiates (including heroin), phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. Also, the medical use of marijuana, or the use of hemp related products, which cause drug or drug metabolites to be present in the body above the minimum thresholds is a violation of this policy

Federal Transit Administration drug testing regulations (49 CFR Part 655) require that all covered employees be tested for marijuana, cocaine, amphetamines (including methamphetamine and ecstasy), opiates (including heroin), and phencyclidine as described in Section H of this policy. Illegal use of these five drugs is always prohibited and thus, covered employees may be tested for these drugs anytime that they are on duty.

- a. Legal Drugs: The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to a LFPT supervisor and the employee is required to provide a written release from his/her doctor or pharmacist indicating that the employee can perform his/her safety-sensitive functions.
- b. Alcohol: The use of beverages containing alcohol (including mouthwash, medication, food, candy) or any other substances such that alcohol is present in the body while performing safety-sensitive job functions is prohibited. An alcohol test can be performed on a covered employee under 49 CFR Part 655 just before, during, or just after performance of safety-sensitive job functions. An alcohol test can be performed any time a covered employee is on duty under LFPT authority.

F. PROHIBITED CONDUCT

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- 1) All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in 49 CFR PART 40, as amended.
- 2) Each covered employee is prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time they are called to report for duty. The covered employee will subsequently be relieved of his/her on-call responsibilities and subject to discipline for not fulfilling his/her on-call responsibilities.
- 3) LFPT shall not permit any covered employee to perform or continue to perform safety-sensitive functions if it has actual knowledge that the employee is using alcohol
- 4) Each covered employee is prohibited from reporting to work or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater regardless of when the alcohol was consumed.
- 5) No covered employee shall consume alcohol for eight (8) hours following involvement in an accident or until he/she submits to the post-accident drug/alcohol test, whichever occurs first.
- 6) No covered employee shall consume alcohol within four (4) hours prior to the performance of safety-sensitive job functions.
- 7) LFPT, under its own authority, also always prohibits the consumption of alcohol when the employee is on duty, or anytime the employee is in uniform.
- 8) Consistent with the Drug-free Workplace Act of 1988, all LFPT employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances in the workplace including transit system premises and transit vehicles.

G. DRUG STATUTE CONVICTION: Consistent with the Drug Free Workplace Act of 1998, all employees are required to notify the LFPT management of any criminal drug statute conviction for a violation occurring in the workplace within five days after such conviction. Failure to comply with this provision shall result in disciplinary action as defined in Section Q of this policy.

H. TESTING REQUIREMENTS

- 1) Analytical urine drug testing and breath testing for alcohol will be conducted as required by 49CFR part 40 as amended. All covered employees shall be subject to testing prior to performing safety-sensitive duty, for reasonable suspicion, following an accident, random as defined in Section K, L, M, and N of this policy, and return to duty/follow-up. A drug test can be performed any time a covered employee is on duty. A reasonable suspicion and random alcohol test can be performed just before, during, or after the performance of a safety-sensitive job function. Under LFPT authority, an alcohol test can be performed any time a covered employee is on duty.
- 2) All covered employees will be subject to urine drug testing and breath alcohol testing as a condition of ongoing employment with LFPT. Any safety-sensitive employee who refuses to comply with a request for testing shall be removed from duty and subject to discipline as defined in Section Q of this policy.

I. DRUG TESTING PROCEDURES

- 1) Testing shall be conducted in a manner to assure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Service (HHS). All testing will be conducted consistent with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be made to protect the employee, the integrity of the drug testing procedure, and the validity of the test result.
- 2) The drugs that will be tested for include marijuana, cocaine, opiates (including heroin), amphetamines (including methamphetamine and ecstasy), and phencyclidine. After the identity of the donor is checked using picture identification, a urine specimen will be collected using the split

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specimen collection method described in 49 CFR Part 40, as amended. Each specimen will be accompanied by a DOT Chain of Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual. The specimen analysis will be conducted at a HHS certified laboratory. An initial drug screen and validity test will be conducted on the primary urine specimen. For those specimens that are not negative, a confirmatory Gas Chromatography/Mass Spectrometry (GC/MS) test will be performed. The test will be considered positive if the amounts of the drug(s) and/or its metabolites identified by the GC/MS test are above the minimum thresholds established in 49 CFR Part 40, as amended.

- 3) The test results from the HHS certified laboratory will be reported to a Medical Review Officer. A Medical Review Officer (MRO) is a licensed physician with detailed knowledge of substance abuse disorders and drug testing. The MRO will review the test results to ensure the scientific validity of the test and to determine whether there is a legitimate medical explanation for a confirmed positive, substitute, or adulterated test result. The MRO will attempt to contact the employee to notify the employee of the non-negative laboratory result and provide the employee with an opportunity to explain the confirmed laboratory test result. The MRO will subsequently review the employee's medical history/medical records as appropriate to determine whether there is a legitimate medical explanation for a non-negative laboratory result. If no legitimate medical explanation is found, the test will be verified positive or refusal to test and reported to the LFPT Drug and Alcohol Program Manager (DAPM). If a legitimate explanation is found, the MRO will report the test result as negative to the DAPM and no further action will be taken.
- 4) If the test is invalid without a medical explanation, a retest will be conducted under direct observation. Employees do not have access to a test of their split specimen following an invalid result.
- 5) Any covered employee who questions the results of a required drug test under paragraphs L through P of this policy may request that the split sample be tested. The split sample test must be conducted at a second HHS-certified laboratory with no affiliation with the laboratory that analyzed the primary specimen. The test must be conducted on the split sample that was provided by the employee at the same time as the primary sample. The method of collecting, storing, and testing the split sample will be consistent with the procedures set forth in 49 CFR Part 40, as amended. The employee's request for a split sample test must be made to the Medical Review Officer within 72 hours of notice of the original sample verified test result. Requests after 72 hours will only be accepted at the discretion of the MRO if the delay was due to documentable facts that were beyond the control of the employee. LFPT will ensure that the cost for the split specimen are covered in order for a timely analysis of the sample, however LFPT will seek reimbursement for the split sample test from the employee.
- 6) If the analysis of the split specimen fails to confirm the presence of the drug(s) detected in the primary specimen, if the split specimen is not able to be analyzed, or if the results of the split specimen are not scientifically adequate, the MRO will declare the original test to be canceled. If the split specimen is not available to analyze the MRO will direct LFPT to retest the employee under direct observation.
- 7) The split specimen will be stored at the initial laboratory until the analysis of the primary specimen is completed. If the primary specimen is negative, the split will be discarded. If the primary is positive, the split will be retained for testing if requested by the employee through the Medical Review Officer. If the primary specimen is positive, it will be retained in frozen storage for one year and the split specimen will also be retained for one year.
- 8) Observed collections
 - a. Consistent with 49 CFR part 40, as amended, collection under direct observation (by a person of the same gender) with no advance notice will occur if:
 - i. The laboratory reports to the MRO that a specimen is invalid, and the MRO reports to LFPT that there was not an adequate medical explanation for the result;

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- ii. The MRO reports to LFPT that the original positive, adulterated, or substituted test result had to be cancelled because the test of the split specimen could not be performed;
- iii. The laboratory reported to the MRO that the specimen was negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reported the specimen to you as negative-dilute and that a second collection must take place under direct observation (see §40.197(b)(1)).
- iv. The collector observes materials brought to the collection site or the employee's conduct clearly indicates an attempt to tamper with a specimen;
- v. The temperature on the original specimen was out of range;
- vi. Anytime the employee is directed to provide another specimen because the original specimen appeared to have been tampered with.
- vii. All follow-up-tests; or
- viii. All return-to-duty tests

J. ALCOHOL TESTING PROCEDURES

- 1) Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing device (EBT) operated by a trained Breath Alcohol Technician (BAT). Alcohol screening tests may be performed using a non-evidential testing device which is also approved by NHSTA. If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. The confirmatory test must occur on an EBT. The confirmatory test will be conducted at least fifteen minutes after the completion of the initial test. The confirmatory test will be performed using a NHTSA-approved EBT operated by a trained BAT. The EBT will identify each test by a unique sequential identification number. This number, time, and unit identifier will be provided on each EBT printout. The EBT printout, along with an approved alcohol testing form, will be used to document the test, the subsequent results, and to attribute the test to the correct employee. The test will be performed in a private, confidential manner as required by 49 CFR Part 40, as amended. The procedure will be followed as prescribed to protect the employee and to maintain the integrity of the alcohol testing procedures and validity of the test result.
- 2) An employee who has a confirmed alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. The consequences of a positive alcohol test are described in Section Q of this policy. Even though an employee who has a confirmed alcohol concentration of 0.02 to 0.039 is not considered positive, the employee shall still be removed from duty for at least eight hours or for the duration of the work day (whichever is longer) without pay and will be subject to the consequences described in Section Q of this policy. An alcohol concentration of less than 0.02 will be considered a negative test.
- 3) LFPT affirms the need to protect individual dignity, privacy, and confidentiality throughout the testing process. If at any time the integrity of the testing procedures or the validity of the test results is compromised, the test will be canceled. Minor inconsistencies or procedural flaws that do not impact the test result will not result in a cancelled test.
- 4) The alcohol testing form (ATF) required by 49 CFR Part 40 as amended, shall be used for all FTA required testing. Failure of an employee to sign step 2 of the ATF will be considered a refusal to submit to testing.

K. PRE-EMPLOYMENT TESTING

- 1) All offers of employment for covered positions shall be extended conditional upon the applicant passing a drug and alcohol test. An applicant shall not be placed into a safety-sensitive position unless the applicant takes a drug test with verified negative results, and an alcohol concentration below 0.02.

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- 2) A non-covered employee shall not be placed, transferred or promoted into a covered position until the employee takes a drug test with verified negative results and an alcohol concentration below 0.02.
- 3) If an applicant fails a pre-employment drug or alcohol test, the conditional offer of employment shall be rescinded. Failure of a pre-employment drug and/or alcohol test will disqualify an applicant for employment for a period of at least one year. The applicant must provide the employer proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G. The cost for the assessment and any subsequent treatment will be the sole responsibility of the applicant.
- 4) When an employee being placed, transferred, or promoted from a non-covered position to a covered position submits a drug test with a verified positive result, and/or an alcohol concentration above 0.04 the employee shall be subject to disciplinary action in accordance with Section Q.4-5 and 9 herein.
- 5) If a pre-employment/pre-transfer test is canceled, LFPT will require the applicant to take and pass another pre-employment drug test and/or alcohol test.
- 6) In instances where a covered employee is on extended leave for a period of 90 consecutive days or more regardless of reason, and is not in the random testing pool the employee will be required to take a pre-employment drug and alcohol test under 49 CFR Part 655 and have negative test results prior to the conduct of safety-sensitive job functions.
- 7) Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
- 8) Applicants are required to report previous DOT covered employer drug and alcohol test results— Failure to do so will result in the employment offer being rescinded. If the applicant has tested positive or refused a pre-employment test for a DOT covered employer, the applicant must provide LFPT proof of having successfully completed a referral, evaluation and treatment plan as described in section 655.62 of subpart G.

L. REASONABLE SUSPICION TESTING

- 1) All LFPT covered employees will be subject to a reasonable suspicion drug and/or alcohol test when the employer has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. Reasonable suspicion shall mean that there is objective evidence, based upon specific, contemporaneous, articulable observations of the employee's appearance, behavior, speech or body odor that are consistent with possible drug use and/or alcohol misuse. Reasonable suspicion referrals must be made by one or more supervisors who are trained to detect the signs and symptoms of drug and alcohol use, and who reasonably concludes that an employee may be adversely affected or impaired in his/her work performance due to possible prohibited substance abuse or alcohol misuse. A reasonable suspicion alcohol test can only be conducted just before, during, or just after the performance of a safety-sensitive job function. However, under LFPT's authority, a reasonable suspicion alcohol test may be performed any time the covered employee is on duty. A reasonable suspicion drug test can be performed any time the covered employee is on duty.
- 2) LFPT shall be responsible for transporting the employee to the testing site. Supervisors should avoid placing themselves and/or others into a situation which might endanger the physical safety of those present. The employee shall be placed on administrative leave pending disciplinary action described in Section Q of this policy. An employee who refuses an instruction to submit to a drug/alcohol test shall not be permitted to finish his or her shift and shall immediately be placed on administrative leave pending disciplinary action as specified in Section Q of this policy.
- 3) A written record of the observations which led to a drug/alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor making the observation. This written record shall be submitted to the LFPT

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- 4) When there are no specific, contemporaneous, articulable objective facts that indicate current drug or alcohol use, but the employee (who is not already a participant in a treatment program) admits the abuse of alcohol or other substances to a supervisor in his/her chain of command, the employee shall be referred to the SAP for an assessment. LFPT shall place the employee on unpaid administrative leave in accordance with the provisions set forth under Section Q of this policy. Testing in this circumstance would be performed under the direct authority of the LFPT. Since the employee self-referred to management, testing under this circumstance would not be considered a violation of this policy or a positive test result under Federal authority. However, self-referral does not exempt the covered employee from testing under Federal authority as specified in Sections L through N of this policy or the associated consequences as specified in Section Q.

M. POST-ACCIDENT TESTING

- 1) All covered employees will be required to undergo urine and breath testing if they are involved in an accident with a transit revenue service vehicle regardless of whether or not the vehicle is in revenue service that results in a fatality. This includes all surviving covered employees that are operating the vehicle at the time of the accident and any other whose performance cannot be completely discounted as a contributing factor to the accident.
- 2) In addition, a post-accident test will be conducted if an accident results in injuries requiring immediate transportation to a medical treatment facility; or one or more vehicles incurs disabling damage, unless the operator's performance can be completely discounted as a contributing factor to the accident.
 - a. As soon as practicable following an accident, as defined in this policy, the transit supervisor investigating the accident will notify the transit employee operating the transit vehicle and all other covered employees whose performance could have contributed to the accident of the need for the test. The supervisor will make the determination using the best information available at the time of the decision.
 - b. The appropriate transit supervisor shall ensure that an employee, required to be tested under this section, is tested as soon as practicable, but no longer than eight (8) hours of the accident for alcohol, and no longer than 32 hours for drugs. If an alcohol test is not performed within two hours of the accident, the Supervisor will document the reason(s) for the delay. If the alcohol test is not conducted within (8) eight hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.
 - c. Any covered employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until he/she undergoes a post-accident alcohol test.
 - d. An employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying a supervisor of his or her location if he or she leaves the scene of the accident prior to submission to such test, may be deemed to have refused to submit to testing.
 - e. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident, or to prohibit an employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident, or to obtain necessary emergency medical care.
 - f. In the rare event that LFPT is unable to perform an FTA drug and alcohol test (i.e., employee is unconscious, employee is detained by law enforcement agency), LFPT may use drug and alcohol post-accident test results administered by local law enforcement officials in lieu of the FTA test. The local law enforcement officials must have independent authority for the test and the employer must obtain the results in conformance with local law.
 - g. LFPT reserves the right to perform Post-Accident testing following any and/or every accident/incident under its own authority.

N. RANDOM TESTING

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- 1) All covered employees will be subjected to random, unannounced testing. The selection of employees shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of safety-sensitive employees.
- 2) The dates for administering unannounced testing of randomly selected employees shall be spread reasonably throughout the calendar year, day of the week and hours of the day.
- 3) The number of employees randomly selected for drug/alcohol testing during the calendar year shall be not less than the percentage rates established by Federal regulations for those safety-sensitive employees subject to random testing by Federal regulations. The current random testing rate for drugs established by FTA equals fifty percent of the number of covered employees in the pool and the random testing rate for alcohol established by FTA equals ten percent of the number of covered employees in the pool.
- 4) Each covered employee shall be in a pool from which the random selection is made. Each covered employee in the pool shall have an equal chance of selection each time the selections are made. Employees will remain in the pool and subject to selection, whether the employee has been previously tested. There is no discretion on the part of management in the selection.
- 5) Covered transit employees that fall under the Federal Transit Administration regulations will be included in one random pool maintained separately from the testing pool of employees that are included solely under LFPT authority.
- 6) Random tests can be conducted at any time during an employee's shift for drug testing. Alcohol random tests can be performed just before, during, or just after the performance of a safety sensitive duty. Under LFPT's authority, a random alcohol test may be performed any time the covered employee is on duty. Testing can occur during the beginning, middle, or end of an employee's shift.
- 7) Employees are required to proceed immediately to the collection site upon notification of their random selection.

O. RETURN-TO-DUTY TESTING: LFPT will terminate the employment of any employee that tests positive or refuses a test as specified in section Q of this policy. However, in the rare event an employee is reinstated with court order or other action beyond the control of the transit system, the employee must complete the return-to-duty process prior to the performance of safety-sensitive functions. All covered employees who previously tested positive on a drug or alcohol test or refused a test, must test negative for drugs, alcohol (below 0.02 for alcohol), or both and be evaluated and released by the Substance Abuse Professional before returning to work. For an initial positive drug test a Return-to-Duty drug test is required and an alcohol test is allowed. For an initial positive alcohol test a Return-to-Duty alcohol test is required and a drug test is allowed. Following the initial assessment, the SAP will recommend a course of rehabilitation unique to the individual. The SAP will recommend the return-to-duty test only when the employee has successfully completed the treatment requirement and is known to be drug and alcohol-free and there are no undo concerns for public safety.

P. FOLLOW-UP TESTING: Covered employees that have returned to duty following a positive or refused a test will be required to undergo frequent, unannounced drug and/or alcohol testing following their return-to-duty test. The follow-up testing will be performed for a period of one to five years with a minimum of six tests to be performed the first year. The frequency and duration of the follow-up tests (beyond the minimums) will be determined by the SAP reflecting the SAP's assessment of the employee's unique situation and recovery progress. Follow-up testing should be frequent enough to deter and/or detect a relapse. Follow-up testing is separate and in addition to the random, post-accident, reasonable suspicion and return-to-duty testing.

Q. RESULT OF DRUG/ALCOHOL TEST

- 1) Any covered employee that has a verified positive drug or alcohol test will be removed from his/her safety-sensitive position, informed of educational and rehabilitation programs available, referred to a Substance Abuse Professional (SAP) for assessment, and will be terminated.

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- 2) Following a negative dilute the employee will be required to undergo another test. Should this second test result in a negative dilute result, the test will be considered a negative and no additional testing will be required unless directed to do so by the MRO.
- 3) A positive drug and/or alcohol test will also result in disciplinary action as specified herein.
 - a. After receiving notice of a verified positive drug test result, a confirmed alcohol test result, or a test refusal, the LFPT Drug and Alcohol Program Manager will contact the employee's supervisor to have the employee cease performing any safety-sensitive function.
 - b. The employee shall be referred to a Substance Abuse Professional and will be terminated.
- 4) Refusal to submit to a drug/alcohol test shall be considered a positive test result and shall result in termination. A test refusal includes the following circumstances:
 - (1) A covered employee who consumes alcohol within eight (8) hours following involvement in an accident without first having submitted to post-accident drug/alcohol tests.
 - (2) A covered employee who leaves the scene of an accident without a legitimate explanation prior to submission to drug/alcohol tests.
 - (3) A covered employee who provides an insufficient volume of urine specimen or breath sample without a valid medical explanation. The medical evaluation shall take place within 5 days of the initial test attempt
 - (4) A verbal or written declaration, obstructive behavior, or physical absence resulting in the inability to conduct the test within the specified time frame.
 - (5) A covered employee whose urine sample has been verified by the MRO as substitute or adulterated.
 - (6) A covered employee fails to appear for any test within a reasonable time, as determined by the employer, after being directed to do so by the employer
 - (7) A covered employee fails to remain at the testing site until the testing process is complete;
 - (8) A covered employee fails to provide a urine specimen for any drug test required by Part 40 or DOT agency regulations;
 - (9) A covered employee fails to permit the observation or monitoring of a specimen collection
 - (10) A covered employee fails or declines to take a second test the employer or collector has directed you to take;
 - (11) A covered employee fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of the "shy bladder" or "shy lung" procedures
 - (12) A covered employee fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector; behave in a confrontational way that disrupts the collection process).
 - (13) Failure to sign Step 2 of the Alcohol Testing form
 - (14) Failure to follow the observer's instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
 - (15) Possess or wear a prosthetic or other device that could be used to interfere with the collection process.
 - (16) Admit to the collector or MRO that you adulterated or substituted the specimen.
- 5) An alcohol test result of ≥ 0.02 to ≤ 0.039 BAC shall result in the removal of the employee from duty for eight hours or the remainder or the workday (whichever is longer) unpaid. The employee will not be allowed to return to safety-sensitive duty for his/her next shift until he/she submits to an alcohol test with a result of less than 0.02 BAC. If the employee has an alcohol test result of ≥ 0.02 to ≤ 0.039 two or more times within a six-month period, the employee will be removed from duty and referred to the SAP for assessment and treatment consistent with Section Q of this policy.

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- 6) In the instance of a self-referral or a management referral, disciplinary action against the employee shall include:
 - a. Mandatory referral to a Substance Abuse Professional for assessment, formulation of a treatment plan, and execution of a return to work agreement;
 - b. Failure to execute or remain compliant with the return-to-work agreement shall result in termination from LFPT employment.
 - i. Compliance with the return-to-work agreement means that the employee has submitted to a drug/alcohol test immediately prior to returning to work; the result of that test is negative; in the judgment of the SAP the employee is cooperating with his/her SAP recommended treatment program; and, the employee has agreed to periodic unannounced follow-up testing as defined in Section P of this policy.
 - c. Refusal to submit to a periodic unannounced follow-up drug/alcohol test shall be considered a direct act of insubordination and shall result in termination.
 - d. A self-referral or management referral to the SAP that was not precipitated by a positive test result does not constitute a violation of the Federal regulations and will not be considered as a positive test result in relation to the progressive discipline defined in Section Q of this policy.
 - e. Periodic unannounced follow-up drug/alcohol test conducted as a result of a self-referral or management referral which results in a verified positive shall be considered a positive test result in relation to the progressive discipline defined in Section Q of this policy.
 - f. Voluntary Referral does not shield an employee from disciplinary action or guarantee employment with LFPT.
 - g. Voluntary Referral does not shield an employee from the requirement to comply with drug and alcohol testing.
- 7) Failure of an employee to report within five days a criminal drug statute conviction for a violation occurring in the workplace shall result in termination.

R. GRIEVANCE AND APPEAL: The consequences specified by 49 CFR Part 40.149 (c) for a positive test or test refusal is not subject to arbitration.

S. PROPER APPLICATION OF THE POLICY: LFPT is dedicated to assuring fair and equitable application of this substance abuse policy. Therefore, supervisors/managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/manager who knowingly disregards the requirements of this policy, or who is found to deliberately misuse the policy regarding subordinates, shall be subject to disciplinary action, up to and including termination.

T. INFORMATION DISCLOSURE

- 1) Drug/alcohol testing records shall be maintained by the LFPT Drug and Alcohol Program Manager and, except as provided below or by law, the results of any drug/alcohol test shall not be disclosed without express written consent of the tested employee.
- 2) The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration records, and records of laboratory certifications. Employees shall not have access to SAP referrals and follow-up testing plans.
- 3) Records of a verified positive drug/alcohol test result shall be released to the Drug and Alcohol Program Manager, and other transit system management personnel on a need to know basis.
- 4) Records will be released to a subsequent employer only upon receipt of a written request from the employee.
- 5) Records of an employee's drug/alcohol tests shall be released to the adjudicator in a grievance, lawsuit, or other proceeding initiated by or on behalf of the tested individual arising from the results of the drug/alcohol test. The records will be released to the decision maker in the preceding. The

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records will be released to the decision maker in the preceding. The information will only be released with binding stipulation from the decision maker will make it available only to parties in the preceding. Records will be released to the National Transportation Safety Board during an accident investigation

- 6) Records will be released to the National Transportation Safety Board during an accident investigation.
- 7) Information will be released in a criminal or civil action resulting from an employee's performance of safety-sensitive duties, in which a court of competent jurisdiction determines that the drug or alcohol test information is relevant to the case and issues an order to the employer to release the information. The employer will release the information to the decision maker in the proceeding with a binding stipulation that it will only be released to parties of the proceeding.
- 8) Records will be released to the DOT or any DOT agency with regulatory authority over the employer or any of its employees.
- 9) Records will be released if requested by a Federal, state or local safety agency with regulatory authority over LFPT or the employee.
- 10) If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of Part 40 as amended, necessary legal steps to contest the issuance of the order will be taken
- 11) In cases of a contractor or sub-recipient of a state department of transportation, records will be released when requested by such agencies that must certify compliance with the regulation to the FTA.

U. Records Retention

LFPT will follow all record retention requirements set forth in the City of Lancaster's Policy and Procedure Manual, with the authority of the Transit Director to allow purging based upon record retention requirements

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Attachment A: Safety-Sensitive Positions

<u>Job Title</u>	<u>Job Duties</u>	<u>Testing Authority</u>
Fulltime or Part-time Dispatch	Dispatching vehicles/drivers	FTA
Fulltime or Part-time Operator	Operations Vehicles	FTA
Fulltime Scheduler	Scheduling/Dispatch	FTA
Fulltime or Part-time Mechanic	Driving/maintenance of fleet	FTA
Transit Director	When holding CDL or revenue vehicle	FTA
Assistant Transit Director	When holding CDL or revenue vehicle	FTA

Attachment B: Definitions

Accident: An occurrence associated with the operation of a revenue service vehicle even when not in revenue service, if as a result:

- a. An individual dies;
- b. An individual suffers a bodily injury and immediately receives medical treatment away from the scene of the accident; or,
- c. One or more vehicles incur disabling damage as the result of the occurrence and is transported away from the scene by a tow truck or other vehicle. For purposes of this definition, *disabling damage* means damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs. Disabling damage includes damage to vehicles that could have been operated but would have been further damaged if so operated, but does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if no spare tire is available, or damage to headlights, taillights, turn signals, horn, mirrors or windshield wipers that makes them inoperative.

Adulterated specimen: A specimen that has been altered, as evidenced by test results showing either a substance that is not a normal constituent for that type of specimen or showing an abnormal concentration of an endogenous substance.

Alcohol: The intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols contained in any beverage, mixture, mouthwash, candy, food, preparation or medication.

Alcohol Concentration: Expressed in terms of grams of alcohol per 210 liters of breath as measured by an evidential breath testing device.

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

Canceled Test: A drug test that has been declared invalid by a Medical Review Officer. A canceled test is neither positive nor negative.

Confirmatory Drug Test: A second analytical procedure performed on a different aliquot of the original specimen to identify and quantify the presence of a specific drug or metabolite.

Confirmatory Validity Test: A second test performed on a different aliquot of the original urine specimen to further support a validity test result.

Covered Employee: An employee who performs a safety-sensitive function including an applicant or transferee who is being considered for hire into a safety-sensitive function (See Attachment A for a list of covered employees), and other employees, applicants, or transferee that will not perform a safety-sensitive function but falls under the policy of the company's own authority.

Designated Employer Representative (DER): An employee authorized by the employer to take immediate action to remove employees from safety-sensitive duties and to make required decisions in testing. The DER also receives test results and other communications for the employer, consistent with the requirements of 49 CFR Parts 40 and 655.

Department of Transportation (DOT): Department of the federal government which includes the, Federal Transit Administration, Federal Railroad Administration, Federal Highway Administration, Federal Motor Carriers' Safety Administration, Research and Special Programs, and the Office of the Secretary of Transportation.

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

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

Evidentiary Breath Testing Device (EBT): A Device approved by the NHTSA for the evidential testing of breath at the 0.02 and the 0.04 alcohol concentrations. Approved devices are listed on the National Highway Traffic Safety Administration (NHTSA) conforming products list.

Initial Drug Test: (Screening Drug Test) the test used to differentiate a negative specimen from one that requires further testing for drugs or drug metabolites.

Initial Specimen Validity Test: The first test used to determine if a urine specimen is adulterated, diluted, substituted, or invalid

Invalid Result: The result reported by an HHS-certified laboratory in accordance with the criteria established by the HHS Mandatory Guidelines when a positive, negative, adulterated, or substituted result cannot be established for a specific drug or specimen validity test.

Laboratory: Any U.S. laboratory certified by HHS under the National Laboratory Certification program as meeting standards of Subpart C of the HHS Mandatory Guidelines for Federal Workplace Drug Testing Programs; or, in the case of foreign laboratories, a laboratory approved for participation by DOT under this part.

Limit of Detection (LOD): The lowest concentration at which a measured and can be identified, but (for quantitative assays) the concentration cannot be accurately calculated.

Limit of Quantitation: For quantitative assays, the lowest concentration at which the identity and concentration of the measured and can be accurately established.

Medical Review Officer (MRO): A licensed physician (medical doctor or doctor of osteopathy) responsible for receiving laboratory results generated by the drug testing program who has knowledge of substance abuse disorders, and has appropriate medical training to interpret and evaluate an individual's confirmed positive test result, together with his/her medical history, and any other relevant bio-medical information.

Negative Dilute: A drug test result which is negative for the five drug/drug metabolites but has a specific gravity value lower than expected for human urine.

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

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

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

Performing (a safety-sensitive function): A covered employee is performing a safety-sensitive function and includes any period in which he or she is performing, ready to perform, or immediately available to perform such functions.

Positive result: The result reported by an HHS- Certified laboratory when a specimen contains a drug or drug metabolite equal or greater to the cutoff concentrations.

Prohibited drug: Identified as marijuana, cocaine, opiates, amphetamines (including ecstasy), or phencyclidine at levels above the minimum thresholds specified in 49 CFR Part 40, as amended.

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

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

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Revenue Service Vehicles: All transit vehicles that are used for passenger transportation service or that require a CDL to operate. Include all ancillary vehicles used in support of the transit system.

Safety-sensitive functions: Employee duties identified as:

- (1) The operation of a transit revenue service vehicle even when the vehicle is not in revenue service.
- (2) The operation of a non-revenue service vehicle by an employee when the operation of such a vehicle requires the driver to hold a Commercial Driver's License (CDL).
- (3) Maintaining a revenue service vehicle or equipment used in revenue service.
- (4) Controlling the movement of a revenue service vehicle and
- (5) Carrying a firearm for security purposes.

Split Specimen Collection: A collection in which the urine collected is divided into two separate bottles, the primary specimen (Bottle A) and the split specimen (Bottle B).

Substance Abuse Professional (SAP): A licensed physician (medical doctor or doctor of osteopathy) or licensed or certified psychologist, social worker, employee assistance professional, or addiction counselor (certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission or by the International Certification Reciprocity Consortium/Alcohol and other Drug Abuse) with knowledge of and clinical experience in the diagnosis and treatment of drug and alcohol related disorders.

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

Test Refusal: The following are considered a refusal to test if the employee:

- (1) Fails to appear for any test (excluding pre-employment) within a reasonable time, as determined by the employer, after being directed to do so by the employer
- (2) Fails to remain at the testing site until the testing process is complete
- (3) Fails to provide a urine or breath specimen for any drug or alcohol test required by Part 40 or DOT agency regulations
- (4) In the case of a directly observed or monitored collection in a drug test, fails to permit the observation or monitoring of your provision of a specimen
- (5) Fails to provide a enough urine or breath when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (6) Fails or declines to take a second test the employer or collector has directed you to take
- (7) Fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of "shy bladder" or "shy lung" procedures
- (8) Fails to cooperate with any part of the testing process (e.g., refuse to empty pockets when so directed by the collector, behave in a confrontational way that disrupts the collection process)
- (9) If the MRO reports that there is verified adulterated or substituted test result
- (10) Failure or refusal to sign Step 2 of the alcohol testing form
- (11) Failure to follow the observer's instructions during an observed collection including instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (12) Possess or wear a prosthetic or other device that could be used to interfere with the collection process
- (13) Admit to the collector or MRO that you adulterated or substituted the specimen.

Verified negative test: A drug test result reviewed by a medical review officer and determined to have no evidence of prohibited drug use above the minimum cutoff levels established by the Department of Health and Human Services (HHS).

Verified positive test: A drug test result reviewed by a medical review officer and determined to have evidence of prohibited drug use above the minimum cutoff levels specified in 49 CFR Part 40 as revised.

Validity testing: The evaluation of the specimen to determine if it is consistent with normal human urine. Specimen validity testing will be conducted on all urine specimens provided for testing under DOT authority.

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ACKNOWLEDGMENT OF RECEIPT OF POLICIES

I certify that I have read, understand and agree to follow all policies and procedures outlined by the City of Lancaster, Public Transit System, including but not limited to:

- ✓ ADA
- ✓ Attendance
- ✓ Backing Procedures
- ✓ Cell Phone
- ✓ Code of Conduct
- ✓ HIPAA Confidentiality
- ✓ Passenger Interaction
- ✓ Safety
- ✓ Standard of Conduct
- ✓ Zero Tolerance (Drug and Alcohol)

I also certify that I have read, understand and agree to follow all policies pertaining to Zero Tolerance (Drug and Alcohol). I acknowledge that I am not currently in violation of any policies, not using any prohibited substances, and that if I violate any parts of 49 CFR part 40 and 655 I will be terminated.

Printed Name

Date of Birth

Signature

Date