

Sample Transit Policies and Procedures

Provided by Dave Cyra
United We Ride Ambassador
Community Transportation Association of America

May 2010

Sample Policies Provided in This Template

- Articles not permitted on {YOUR CO} vehicles
- Attendants
- Authorized use of vehicles
- Backing of {YOUR CO} buses
- Cellular phone usage by drivers
- Companions
- Contagious diseases including airborne and blood borne pathogens
- Disabled Vehicle
- Door-to-door service
- Driver appearance/Uniform standard
- Driver cited with DUI while off duty
- Driver conduct
- Driver physicals
- Eating and drinking on vehicles
- Emergency Evacuation
- Expressive activity on vehicle
- Hand-to-Hand Passenger Transfer
- Incident or Accident Reporting
- Inclement Weather
- Lost and Found
- Loud audio
- Making Reservations/Scheduling
- Minimum age a child may ride independently
- Schedule adherence
- Mobility aids
- Next day service
- Non-duplication of services
- Number of Packages
- One-Way Trip Copays
- Operating speed
- Passenger Hygiene and Cleanliness Standard
- Passenger No Shows and Cancellations
- Passenger Preparation
- Passenger Self-Sufficiency
- Passengers with Animals
- Payment due at time of service
- Railroad Crossings
- Reading while operating vehicles
- Restroom breaks
- Schedule Adherence
- Scholarships
- Belts and Restraints
- Shared Rides
- Smoking and use of chewing tobacco while on vehicles
- Traffic Signals
- Turning on a red light
- Transporting Passengers with Medical Oxygen
- Use of company telephone and fax by employees or volunteers for personal reasons
- Use of taxis for subscription service
- Vehicle cleanliness
- Vehicle Condition
- Vehicle fueling
- Volunteer Driver Program
- Wait time
- Wheelchair lift and ramp usage
- Wheelchair Securement
- Worn, Frayed or damaged restraints

{YOUR CO}
Policies and Procedures Manual

Start with a global Search and Replace for {YOUR CO} and place your company name in the document.

Delete all pages and/or sections that do not apply to your operation.

Add new sections and pages that do apply to your operation.

Read and reread the text to identify any inconsistencies or omissions.

Read and reread the text to identify any inconsistencies or omissions. (this is not a mistake.)

Obtain inputs from all parties affected and revise accordingly.

Policy on: Articles not permitted on {YOUR CO} vehicles	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: To ensure the safety of {YOUR CO} clients and passengers as well as {YOUR CO} employees and drivers.

Policy Statement: Sometimes in today's fast-moving world, we are often in such haste to get things done that we often forget to consider our safety and that of others around us. {YOUR CO} has established these guidelines to help ensure the safety of our passengers, employees, and drivers.

Guidelines:

1. The following articles will not be permitted on board {YOUR CO} vehicles:
 - a. Weapons
 - b. Vehicle batteries
 - c. Gasoline, kerosene, diesel or fuel cans
 - d. Caustic or flammable liquids
 - e. Non-folding shopping carts
 - f. Non-folding baby carriages
 - g. Large bundles that obstruct the aisle, that cannot be secured, or that may inconvenience other passengers (such as but not limited to bicycles, sharp objects or instruments, fishing poles with exposed hooks)
2. The driver shall use good judgment in allowing passengers to carry large objects on board based on vehicle capacity and the impact on the safety and comfort of all passengers

Refer to: Policy on Weapons, Policy on Number of Packages

Consequences:

1. Failure of passengers to comply with the terms of this policy may result in suspension of service.
2. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Attendants	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: To ensure the mental and physical well-being of a passenger while assuring the safety, well-being, and comfort of other passengers.

Policy Statement: {YOUR CO} is committed to ensuring that all of our **clients** and passengers are able to get where they need to go. We recognize that some **clients** and passengers may need assistance in order to complete a trip.

Guidelines:

1. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip can be completed. The personal care attendant must have the same origination and destination as the **client**.
2. Definition: A “Companion” is defined as any person that would like to travel with an individual, but is not required to assure that the individual’s trip can be completed.
3. A personal care attendant must be identified when the trip is scheduled with the {YOUR CO} office.
4. Reservations must be made in advance in accordance with {YOUR CO} policy for both the **client** and the personal care attendant.
5. One personal care attendant (per **client**) may ride at no additional charge while escorting the **client**.
6. A personal care attendant is not responsible for loading, securing, or unloading the **client**.
7. {YOUR CO} management, at their discretion, may mandate a personal care attendant if the **client**’s behavior would normally preclude his/her transport.

Refer to: Policy on Companions, Policy on making reservations, and Policy on Dealing with Disruptive Passengers.

Consequences:

1. Failure to comply with this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Authorized use of vehicles	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of our **clients** and passengers, our employees and drivers, and {YOUR CO} resources.

Policy Statement: In order to be in compliance with certain federal regulations and grant guidelines as well as to ensure the safety of our **clients** and passengers, {YOUR CO} wants to make certain that only those individuals who are authorized and fully trained are behind the wheel of our vehicles.

Guidelines:

1. The driver must not allow any other individual to operate the {YOUR CO} vehicle at any time with the exception of:
 - a. In the case of an accident or break-down whereby an authorized {YOUR CO} employee who has been properly trained and insured or a subcontractor such as a mechanic or tow operator who has been called in to move the vehicle.
2. {YOUR CO} vehicles are to be used for passenger transport only.
3. The driver may not at any time use a {YOUR CO} vehicle for personal use or divert a vehicle from its assignment for personal needs with the exception of:
 - a. **Vanpool vehicles; or**
 - b. An authorized non-medical specialized transportation trip.

Refer to: Policy on Incident and Accident Reporting

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Backing of {YOUR CO} buses	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of our drivers and protect our moving resources.

Policy Statement: {YOUR CO}'s body on chassis vehicles are large and cumbersome requiring sufficient room to maneuver while in reverse. The following are intended to be guidelines for safer maneuvering of these vehicles.

Guidelines:

1. Although backing of an {YOUR CO} vehicle is discouraged, it may at times be necessary.
2. It is recommended that proper assistance be sought such as another driver or Supervisor.
3. The driver should use the four-way flasher and signal backing up by sounding the horn before proceeding.

Refer to: Policy on Authorized use of vehicles.

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} Management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Cellular phone usage by drivers	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of {YOUR CO} clients and passengers, the driver, and other vehicles on the road.

Policy Statement: {YOUR CO} is aware that many states have passed regulations regarding the usage of cellular phones while driving. Although Arkansas is not yet one of those states, {YOUR CO} is aware that use of a cellular phone while driving can be a distraction.

Guidelines:

1. The driver must pull to the side of the road out of the traffic stream or be at a complete standstill before placing an outgoing call.
2. The {YOUR CO} driver may not make outgoing personal or receive incoming personal calls while transporting {YOUR CO} clients.
3. The volunteer driver may not make outgoing or receive incoming personal calls using a cellular phone supplied by {YOUR CO}.
4. The {YOUR CO} office may from time to time find it necessary to contact the drivers. The driver should answer these calls, but immediately indicate to the {YOUR CO} staff member if it is not safe to talk on the cellular phone at that point in time. The driver should then call the {YOUR CO} office back as soon as he/she is at a standstill, layover, or able to pull out of the traffic stream.

Refer to:

Consequences:

1. Failure of {YOUR CO} drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.
2. Failure of volunteer drivers to comply with the terms of this policy may result in suspension or dismissal from active volunteer duty.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension, dismissal, or other disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Companions	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the mental well-being of a passenger while optimizing space available for other passengers

Policy Statement: Staff, drivers, and **clients** may upon occasion have difficulty determining whether an individual traveling with a **client** is a companion or a personal care attendant.

Guidelines:

1. Definition: A “Companion” is defined as any person that would like to travel with an individual, but is not required to assure that the individual’s trip can be completed.
2. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip can be completed.
3. Reservations must be made in advance for **clients** and companions, preferably 24 business hours in advance for local trips and 48 business hours in advance for out of area trips.
4. **A companion constitutes a regular passenger and must pay the appropriate fare or co-payment.**

Refer to: Policy on making reservations, Procedure on **Client** Certification, Policy on Attendants, Policy on Co-payments, ADA guidelines on companions, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension of services.

Policy on: Contagious diseases including airborne and blood borne pathogens	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>5</u>

Purpose: to safeguard the health and well-being of passengers, volunteers, and employees

Policy Statement: Individuals with diseases such as Hepatitis B and HIV are entitled to transportation and thus the services of ~~{YOUR CO}~~ and {YOUR CO}. {YOUR CO} respects the rights of privacy of these individuals and, at the same time, must take all universal precautions to ensure the health and well-being of other passengers, volunteers, and employees.

Guidelines:

1. Blood borne pathogens are viruses or other infectious agents carried by the blood which can cause disease in humans (such as but not limited to HIV and the virus of Hepatitis B).
2. Occupational exposure means contact with blood or other potentially infectious materials to the skin, eye, mucous membrane, or piercing of the skin or mucous membrane through needle sticks, human bites, cuts and abrasions that may result from the performance of an employee's duties.
3. As it is {YOUR CO}'s policy to not duplicate services available through other agencies, {YOUR CO} will not transport clients with airborne pathogens such as but not limited to M.R.S.A. (Methicillin Resistant Staphylococcus Aurous). G & W Ambulance Service currently offers transport to M.R.S.A. patients.
4. Other potentially infectious materials include the following human bodily fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any bodily fluid that is visibly contaminated with blood, and all bodily fluids where it is difficult or impossible to differentiate between bodily fluids.
5. For the purpose of this policy, all human blood and certain bodily fluids are to be treated as if known to be infectious with blood borne pathogens.
6. This exposure control plan shall be reviewed and updated at least annually and whenever necessary to reflect new or modified tasks and procedures which affect occupational exposure, and to reflect new or revised employee/driver positions with occupational exposure.
7. Job classifications having occupational exposure: drivers (volunteer and {YOUR CO}), Executive Director, and those acting in a receptionist capacity.
8. Tasks which may allow exposure include: transporting {YOUR CO} clients, greeting {YOUR CO} clients, and/or dealing with clients in a grievance or problem situation.
9. Each {YOUR CO} vehicle shall be equipped with a biohazard spill kit meeting OSHA CFR 29 1910.1030 Blood borne Pathogens regulation.
10. Items to be included in this spill kit include: two pairs of disposable latex or vinyl gloves; a dust pan and brush or tongs; disinfectant spray or foam that is effective on HIV-1 and TB; two fluorescent orange or orange-red bags with the biohazard symbol printed in red and the word BIOHAZARD printed in a contrasting color; a wire tie and a clear plastic bag in which the first bag will be placed; solidifying powder to be used to turn a liquid spill into a gummy spill; face mask that covers the mouth and nose, or mouth only

Policy on: Contagious diseases including airborne and blood borne pathogens	Procedure on:
Date Initiated: 06/26/2007	Page 2 of 5

if a face shield is used; eye protectors with side protectors (goggles are preferred); Antiseptic hand wipes to clean hands after removal of gloves; a container for sharps which is sealable, leak proof, and puncture resistant; and latex shoe covers.

11. The Fleet Coordinator will be responsible for restocking the kits after each use at {YOUR CO} expense.
12. Antiseptic hand cleanser and paper towels must be readily accessible in the {YOUR CO} office restroom.
13. Employees/drivers must wash their hands with soap and running water as soon as possible after using antiseptic hand cleansers or wipes.
14. Employees/drivers must wash hands as soon as possible after removal of gloves or other personal protective equipment.
15. Personal protective equipment is specialized clothing or equipment worn for protection against a hazard. General work clothes are not intended to function as protection against a hazard and are not considered to be personal protective equipment.
16. Employees/drivers must wash hands and any other skin with soap and water or flush mucous membranes with water as soon as possible following contact of such body areas with blood or potentially infectious materials.
17. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.
18. All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, splattering, and generation of droplets of these substances.
19. Suctioning of blood or other potentially infectious material is prohibited.
20. Specimens of blood or other potentially infectious materials shall be placed in a container which prevents leakage during collection, handling, processing, storage, transport, or shipping.
21. The container for storage, transport, or shipping shall be labeled with a fluorescent orange or orange-red biohazard symbol.
22. Labels shall be affixed as close as feasible to the container by string, wire, adhesive, or other method that prevents their loss or unintentional removal.
23. The container for storage, transport, or shipping must be closed prior to being stored, transported, or shipped.
24. If outside contamination of the primary container occurs, the primary container shall be placed within a second container which prevents leakage during handling, processing, storage, transport, or shipping.
25. The second container must be clearly labeled with a fluorescent orange or orange-red biohazard symbol.
26. When there is occupational exposure, {YOUR CO} will provide, at no cost to the employee/driver, appropriate protective equipment such as but not limited to gloves, gowns, face shield or mask and eye protection, lab coats, mouthpieces, resuscitation bags, pocket masks, or other ventilation devices.

Policy on: Contagious diseases including airborne and blood borne pathogens	Procedure on:
Date Initiated: 06/26/2007	Page <u>3</u> of <u>5</u>

27. Personal protective equipment will be considered “appropriate” only if it does not permit blood or other potentially infectious materials to pass through to or reach the employee’s/driver’s work or street clothes, undergarments, skin, eyes, mouth, or other mucous membranes under normal conditions of use and for the duration of time which the protective equipment will be used.
28. Any garment penetrated by blood or other potentially infectious materials, or personal protective equipment that has been removed, shall be placed using gloves in a orange biohazard bag and removed as soon as possible.
29. All red biohazard bags should be placed in a second clear bag and sealed with a wire tie.
30. These bags must be taken to RMH Center for Corporate Health for proper disposal.
31. These bags may not ever be placed in a regular trash can or dumpster.
32. All personal protective equipment shall be removed prior to leaving the work area.
33. Gloves must be worn when an employee/driver may have hand contact with blood, other potentially infectious materials, mucous membranes, non-intact skin, or contaminated personal protective equipment.
34. Disposable gloves are to be replaced as soon as possible if torn, punctured, or when their ability to function as a barrier is compromised.
35. Contaminated gloves are to be disposed of in the same manner as other contaminated protective equipment.
36. Contaminated surfaces shall be decontaminated with an appropriate disinfectant.
37. Broken glassware which may be contaminated shall not be picked up directly with the hands. Dust pan, brush, or tongs should be used.
38. Following a report of an exposure incident, the employer shall make immediately available to the exposed employee/driver a confidential medical evaluation and follow-up, including at least: documentation of the route(s) of exposure, and the circumstances under which the exposure incident occurred; identification and documentation of the source individual unless {YOUR CO} has established that identification is infeasible or prohibited by state or local law; the source individual’s blood shall be tested as soon as feasible and after consent is obtained in order to determine HBV and HIV infectivity. If consent is not obtained, {YOUR CO} shall establish that legally required consent cannot be obtained. When the source individual’s consent is not required by law, the source individual’s blood, if available, shall be tested and the results documented. Results of the source individual’s testing shall be made available to the exposed employee/driver, and the employee/driver shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual. The exposed employee’s/driver’s blood shall be collected as soon as feasible and tested after consent is obtained. If the employee/driver consents to baseline blood collection, but does not give consent at that time for HIV serologic testing, the sample shall be preserved for at least 90 days. If within 90 days of the exposure incident, the employee elects to have the baseline sample tested, such testing shall be done as soon as feasible.

Policy on: Contagious diseases including airborne and blood borne pathogens	Procedure on:
Date Initiated: 06/26/2007	Page <u>4</u> of <u>5</u>

39. {YOUR CO} shall ensure that the healthcare professional evaluating an employee/driver after an exposure incident is provided with a copy of OSHA’s Blood borne Pathogens regulation CFR 29 1910.1030, a description of the exposed employee’s/driver’s duties as they relate to the exposure incident, documentation of the route(s) of exposure and circumstances under which exposure occurred, results of the source individual’s blood testing if available, and all medical records relevant to the appropriate treatment of the employee/driver.
40. {YOUR CO} shall obtain and provide the employee/driver with a copy of the evaluating healthcare professional’s written opinion within 15 days of the completion of the evaluation.
41. The healthcare professional’s written opinion for post-exposure evaluation and follow-up shall be limited to the following information: that the employee/driver has been informed of the results of the evaluation, and that the employee/driver has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment. All other findings or diagnoses shall remain confidential and shall not be included in the written report.
42. {YOUR CO} shall ensure that all employees/drivers with occupational exposure participate in a training program which must be provided at no cost to the employee/driver and during working hours.
43. Training shall be provided as follows: at the time of initial assignment to tasks where occupational exposure may take place, within 90 days after the effective date of the standards, and at least annually thereafter. For employees/drivers who have received training on blood borne pathogens in the year preceding the effective date of the standards, only training with respect to the provisions of the standard which were not included need to be provided. Annual training for all employees/drivers shall be provided within one year of their previous training. {YOUR CO} will provide additional training when changes such as modification of tasks or procedures or institution of new tasks or procedures affect the employee’s/driver’s occupational exposure. The additional training may be limited to addressing the new exposures created.
44. The training program shall contain at a minimum the following elements: an accessible copy of the OSHA regulation on blood borne pathogens CFR 29 1910.1030 and an explanation of its contents; a general explanation of the epidemiology and symptoms of blood born diseases; an explanation of the modes of transmission of blood borne pathogens; an explanation of {YOUR CO}’s exposure control policy and a written copy of the policy; an explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials; and explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate work practices and personal protective equipment; information on the types, proper use, location, removal ,handling, decontamination and disposal of personal protective equipment; an explanation of the basis for selection of personal protective equipment; information on the Hepatitis B vaccine; information on

the appropriate actions to take and persons to contact in an emergency involving blood and other potentially infectious materials; an explanation of the procedure to follow if an exposure incident occurs; information on the post-exposure evaluation and follow-up that

Policy on: Contagious diseases including airborne and blood borne pathogens	Procedure on:
Date Initiated: 06/26/2007	Page 5 of 5

45. {YOUR CO} is required to provide for the employee/driver following an exposure incident; an explanation of the biohazard signs and labels; and an opportunity for interactive questions and answers with the person conducting the training.
46. {YOUR CO} shall keep training records for three years following the date of the training to include: dates of the training sessions; contents or summary of the training sessions; names and qualifications of persons conducting the training; and names and job titles of all persons attending the training sessions.
47. Employee/driver training records required by this policy shall be provided upon request for examination and copying by the employee/driver, and by the Director and Assistant Secretary of OSHA.
48. Employee/driver medical records required by this policy shall be provided upon request for examination and copying to the subject employee/driver, to anyone having the written consent of the subject employee/driver, and to the Director and Assistant Secretary of OSHA.

Refer to: Policy on Passenger Self-Sufficiency, Policy on Passenger Hygiene, and Policy on Non-duplication of services

Consequences:

1. Failure to comply with the terms of this policy may result in severe ramifications to one's personal health.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action.

Policy on: Disabled Vehicle	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of **clients**, drivers, and other travelers

Policy Statement: Upon occasion, despite {YOUR CO}'s diligent attention to the condition of our fleet, a vehicle may break down or be disabled. {YOUR CO} will make every reasonable effort to provide a replacement vehicle to continue transporting **clients** to their intended destinations or to safely return the driver and **client** to their point of trip origination.

Guidelines:

1. In the event of a vehicle being disabled for any reason, the driver shall:
 - a. Pull out of the traffic stream, if possible
 - b. Turn on the four-way flashers
 - c. Engage the parking brake
 - d. Engage fast idle unless the situation calls for the vehicle to be shut down
2. The driver should notify {YOUR CO} dispatch immediately of the reason for the vehicle being disabled, the exact location of the vehicle, and the number of passengers on board.
3. {YOUR CO} dispatch will make every reasonable effort to contact the next person(s) scheduled for pick up.
4. {YOUR CO} will dispatch another vehicle to pick up the driver and any passengers, if during regular business hours.
5. The driver should advise the passengers of the situation providing them with alternatives, the approximate time of the delay, and endeavor to keep every one calm.
6. The driver should then display the emergency road triangles, reflectors, or flares.
7. If the event occurs after regular business hours, {YOUR CO} will make arrangements to return the incapacitated vehicle to its garage location, and for the safe return of the driver and passengers.
8. If adverse weather conditions exist and wait time will be excessive, the driver should relocate the passengers to a nearby building, if possible, where they can safely wait inside for the replacement vehicle. {YOUR CO} dispatch must be notified of the address of the building in which the passengers will be waiting.

Refer to: Policy on Incident and Accident Reporting, Policy on Emergency Evacuation

Consequences:

1. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.
2. Failure of volunteer drivers to comply with the terms of this policy may result in suspension or dismissal for active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing of this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-

{YOUR CO}
Policies and Procedures Manual

compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Door-to-door service	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Does this policy apply to {YOUR CO}?

Purpose: to provide **clients** and drivers with guidelines for service

Policy Statement: {YOUR CO}'s volunteer drivers and the {YOUR CO} drivers are to function solely as drivers. These drivers are not to be expected to provide any other type of services.

Guidelines:

1. {YOUR CO} and {YOUR CO} drivers provide first floor door-to-door service.
2. Door-to-door service shall include the foyer or lobby of a first floor business, store, or other establishment that might offer shelter or protection for a waiting passenger.
3. Drivers may not enter a **client**'s residence.
4. Drivers are not required to bring a **client** down steps in a wheelchair.
5. A wheelchair bound **client** is required to have a safe means of egress such as a ramp from his/her residence.
6. The drivers shall assist the **client** to and from the bottom of a staircase.
7. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical services.
8. The driver shall leave his/her {Your Co} and assist **client**(s) in boarding or de-boarding.
9. During boarding or de-boarding, the vehicle may remain running (and in park) as long as the vehicle remains with direct eyesight of the driver at all times.
10. If the driver must at any time travel outside the eyesight of the vehicle, the vehicle must be turned off and locked.

Refer to:

Consequences:

1. Failure of the driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal for {YOUR CO} drivers, or suspension or dismissal from active volunteer status for volunteer drivers.
2. Failure of the passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension, dismissal, or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Driver appearance/Uniform standard	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure a professional, consistent image is presented to the public by drivers.

Policy Statement: Drivers represent {YOUR CO} to the general public and must be neat in appearance at all times.

Guidelines:

1. Drivers must be clean and neat in appearance at all times while on duty or in uniform.
2. Uniforms if provided must be worn at all times while on duty.
3. Clothing, including uniforms, must be freshly laundered, free of holes, and free of wrinkles.
4. Uniform shirts shall remain tucked in at all times.
5. Men must be clean shaven or facial hair must be properly trimmed and combed, the beard or moustache must be clearly defined and neatly trimmed.
6. Hair must be neat and clean and of appropriate length.
7. Jewelry should be in good taste, not excessive, and should **not** get in the way of performing established duties.
8. Personal hygiene must be to the highest possible standards.

Refer to: Personnel Policy, Job Description

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal for {YOUR CO} drivers, or suspension or dismissal **from active volunteer status for volunteer drivers.**

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Driver cited with DUI while off duty	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure the safety of {YOUR CO} passengers, drivers, and other travelers on the road

Policy Statement: Although this moving violation may occur while the driver is off duty and not transporting any {YOUR CO} **clients**, in order to ensure the safety of passengers, drivers, and other travelers, {YOUR CO} requires that all drivers have driving records acceptable by our insurance carrier.

Guidelines:

1. All {YOUR CO} drivers must have good driving records and be able to be insured by our insurance carrier.
2. {YOUR CO} participates with the Arkansas Department of Motor Vehicles under which {YOUR CO} is notified automatically if a {YOUR CO} insured driver receives any new moving violations on their driving records.
3. The driver will be removed from service if {YOUR CO}'s insurance carrier notifies {YOUR CO} that the driver is no longer eligible to be covered.

Refer to: Substance Abuse Policy, Driver training

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Driver conduct	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure quality customer service by drivers who represent {YOUR CO} to the general public

Policy Statement: Drivers represent {YOUR CO} to the general public and must, therefore, conduct themselves in such a manner as to create respect for themselves, and the organization.

Guidelines:

1. All drivers are expected to be courteous and to treat passengers and fellow employees with respect.
2. A pleasant, polite, and informative attitude will allow for effective communications between employees and passengers.
3. Words and/or acts of hostility to any passenger or other employee represent unacceptable behavior.
4. Conversation shall not interfere with the safe operation of the vehicle.
5. Excessive boisterous actions, horseplay, or profane language is not professional behavior and should not be exhibited while on duty **or in uniform**.

Refer to: Policy on Code of Ethics, Personnel Policy

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Driver physicals	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Does this policy apply to {YOUR CO}?

Purpose: to ensure that {YOUR CO} drivers are capable of handling all aspects of their established job duties

Policy Statement: Driving body on chassis vehicles and serving the public may be stressful to some individuals. It may become policy in the future to require pre-employment physicals for {YOUR CO} drivers to ensure the safety of passengers, drivers, and other travelers.

Guidelines:

1. {YOUR CO} at present does not require pre-employment physicals for {YOUR CO} drivers.
2. However, this policy may be changed at management discretion.
3. If the policy is changed to require pre-employment physicals for {YOUR CO} drivers, all new drivers will then be required to pass pre-employment physicals prior to assuming their regular job duties.

Refer to: Job description

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Eating and drinking on vehicles	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the cleanliness of vehicles for passengers and to ensure the safety of the driver, passengers, and other travelers on the road

Policy Statement: Eating and drinking while driving may represent a distraction. In addition, the cleanliness of the vehicle is a reflection on {YOUR CO}.

Guidelines:

1. The driver may not eat or drink while the vehicle is in motion.
2. The driver may drink non-alcoholic beverages (such as water, tea, coffee, and soda) and eat at the end of the trip and at layover points so long as the driver does not leave the layover point late as a result.
3. The driver must properly secure food and beverage containers to ensure the safety of passengers, the driver, and other travelers on the road.
4. The driver must properly dispose of all empty food and beverage containers at the end of each trip or at a layover point.
5. If the driver must leave the vehicle to perform any of these functions, the vehicle must be turned off and locked while the driver is out of the vehicle.
6. **The driver must not leave passengers unattended in the vehicle.**

Refer to:

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Emergency Evacuation	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 2

Purpose: to ensure the safety of passengers and the driver in the event of an emergency, which requires evacuation of the vehicle

Policy Statement: Despite {YOUR CO}'s best planning, emergencies do happen. With the following guidelines, {YOUR CO} is attempting to make an emergency as safe as possible for passengers and the driver.

Guidelines:

1. The driver should be prepared to evacuate the vehicle in emergency situations such as but not limited to a fire on the vehicle, a fuel leak, and a situation in which the vehicle is in an unsafe position.
2. The driver should be prepared to evacuate the vehicle in the event evacuation orders are given to the driver by {YOUR CO} dispatch or management, or law enforcement agencies.
3. Remain calm, and attempt to keep the passengers calm.
4. If possible, pull the vehicle out of the traffic stream.
5. Turn on the emergency flashers.
6. Turn off the engine and set the parking brake.
7. Immediately evacuate your passengers (Remember you are in charge until relieved by appropriate law enforcement officers.)
 - a. Open all doors.
 - b. Do not perform any evacuation procedure that will cause you injury.
 - c. Instruct all passengers to release their {Your Co} belts or restraints. Passengers who are fully mobile and uninjured may assist non-mobile passengers to release their {Your Co} belts.
 - d. Use the most usable exit.
 - e. Assist ambulatory passengers first. Passengers who can self-evacuate may assist others from the ground.
 - f. Verify that all passengers have been evacuated and move them a safe distance from the vehicle and other traffic.
8. Make certain to take your cell phone with you.
9. Do not attempt to fight a vehicle fire under any circumstances.
10. Collect emergency information on passengers including names, health status, and name/number of emergency contact.
11. Notify {YOUR CO} dispatch giving your name, exact location, description of emergency, number and status of passengers.
12. If possible, once evacuated passengers have been contained and dispatch notified, place emergency warning devices such as reflectors, triangles, or flares.
13. Keep passengers calm.
14. Do not reboard the vehicle.
15. Cooperate with rescuers and emergency personnel.

Refer to: Policy on Disabled Vehicles, Authorized Use of Vehicles, Driver Conduct

Policy on: Emergency Evacuation	Procedure on:
Date Initiated: 06/26/2007	Page 2 of 2

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Expressive activity on vehicle	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to protect passengers' right to privacy, to avoid potential safety hazards, and to avoid disruption in service.

Policy Statement: Although {YOUR CO} supports the concept of free speech, all passengers' rights must be observed. Passengers on a bus are unable to walk away from behavior they find offensive.

Guidelines:

1. Expressive activity is defined as an activity such as but not limited to soliciting, advertising, selling, lecturing, or preaching.
2. These types of activities may be offensive to many passengers and, as such, are therefore prohibited.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Hand-to-Hand Passenger Transfer	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to safeguard the well-being and security of certain passengers who have been determined to need a responsible third party at the origin and destination of their trips

Policy Statement: {YOUR CO} is the transportation provider and does not take on the role of caretaker when the **client** arrives at the final drop off point.

Guidelines:

1. Certain passengers may have lost their independence in managing everyday life activities. These passengers may be easily confused, suffer from impaired memory and orientation, limitations of concentration, and planning as well as judgment. These passengers may also due to age or disability be unable to care for themselves.
2. Passengers who have been identified with these conditions may still need to travel for medical or social purposes.
3. {YOUR CO} may require passengers who have been identified with these conditions to travel with personal care attendants.
4. If attendants are not required, family and/or caretakers must agree to take full responsibility to be at the final drop off location upon return of the passenger.
5. {YOUR CO} will not be responsible if family and/or caretakers are not present.
6. The driver will notify {YOUR CO} dispatch immediately if family and/or caretakers are not present at the final drop off location.
7. {YOUR CO} dispatch will make every reasonable effort to reach the family and/or caretakers using the emergency contact numbers given by the **client**.
8. A decision as to whether to leave the **client** unattended will be made by {YOUR CO} management on a case by case basis.
9. If the family and/or caretakers are not present on more than one occasion, {YOUR CO} may refuse to transport the individual in the future without an attendant.

Refer to: Policy on Attendants

Consequences:

1. Failure by family or caretakers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Incident or Accident Reporting	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 3

Purpose: to ensure the safety of passengers, drivers, and other travelers on the road

Policy Statement: {YOUR CO} is committed to the safety of its passengers, employees, and volunteers. In addition, {YOUR CO} must comply with certain federal regulations following accidents so as not to risk federal funding.

Guidelines:

1. The driver shall complete an Accident Report on an approved form (see attached) whenever the vehicle, driver, or passenger is involved in an accident. Incidents may be reported in memo form.
2. The driver must, in addition to the written report, notify {YOUR CO} management immediately of any incident or accident.
3. An incident or accident shall be defined as and include but not be limited to:
 - a. Any vehicle damage
 - b. Personal injury to any party
 - c. Any moving violation while on duty
 - d. Passenger disputes
 - e. Passenger policy violations
 - f. Passenger complaints
 - g. Questionable package(s) left on the vehicle
4. The driver must notify {YOUR CO} management immediately if:
 - a. an accident occurs in which a passenger is injured and must be transported by emergency services for treatment; or
 - b. the vehicle is damaged to the extent that it cannot be driven from the site of the accident.
5. If either of the conditions listed in #4 occur, the driver must immediately be removed from the vehicle by a supervisor and taken for post-accident drug and alcohol testing.

Refer to: Substance Abuse Policy

Consequences:

1. Failure to comply with the terms of this policy may result in {YOUR CO} losing federal funding.
2. Failure of a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints on non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Incident or Accident Reporting	Procedure on:
Date Initiated: 06/26/2007	Page 2 of 3

Policy on: Incident or Accident Reporting	Procedure on:
Date Initiated: 06/26/2007	Page 3 of 3

Policy on: Inclement Weather	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of our **clients**, passengers, drivers, employees, volunteers, and rolling resources during bad weather.

Policy Statement: In Arkansas, we can experience bad weather such as flooding, and ice and snow storms. Our service area has many very rural roads. The guidelines set forth in this policy are an attempt to safeguard our **clients**, passengers, drivers, employees, or volunteers who may be at risk by traveling across any icy driveway to reach a {YOUR CO} vehicle, or by traveling on an icy road or in other bad weather.

Guidelines:

1. In **Rockingham County**, the general guideline is that {YOUR CO} and {YOUR CO} will not be operating and will be closed if Rockingham County Schools are closed due to inclement weather.
2. In **Page County**, the general guideline is that {YOUR CO} will not be operating and will be closed if **Page County** Schools are closed due to inclement weather.
3. If County schools are closed, but the individual driver feels that a particular trip is unsafe, the driver must notify {YOUR CO} dispatch for a final determination and so that {YOUR CO} dispatch may notify the **client(s)** affected.

Refer to: Policy on Disabled Vehicles, Policy on Incident and Accident Reporting

Consequences:

1. Failure to comply with this policy may have personal safety consequences.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action.

Policy on: Lost and Found	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to provide a central location and common procedure for **clients** and passengers to locate lost items.

Policy Statement: All drivers will turn in any items left behind in vehicles to the {YOUR CO} office where the items will be held for a period of six months.

Guidelines:

1. Drivers must report all items found to {YOUR CO} dispatch as soon as possible.
2. Drivers must always complete a post-trip inspection of the vehicle.
3. Articles left in the vehicles are to be turned in to the {YOUR CO} office as soon as possible,
4. The driver and {YOUR CO} dispatch should complete a courtesy card for each item to include:
 - a. Date item found
 - b. Driver and, if applicable, route name
 - c. Item description
 - d. Any other pertinent information
5. The item may be returned to the passenger after identification of the item.
6. The passenger must sign the courtesy card indicating receipt of the item.
7. Items not claimed after a six month period may be disposed of or given to charity.
8. Drivers must notify {YOUR CO} dispatch immediately if any weapons are found.
9. Weapons are not to be touched.
10. An incident report must be completed in the case of a weapon being found.

Refer to: Policy on Weapons, Policy on Incident and Accident Reporting

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Loud audio on {YOUR CO} or in any vehicle being used for {YOUR CO}'s specialized services	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure the safety and comfort of drivers and passengers as well as to ensure that drivers are able to hear approaching emergency vehicles

Policy Statement: Loud audio may provide discomfort for some passengers and drivers as well as interfere with drivers being able to hear approaching sirens.

Guidelines:

1. Passengers must wear headphones while playing hand-held audio devices such as but not limited to personal DVD players, boom boxes, MP3s, hand-held TVs, lap top computers, certain cell phones, video games, walkman radios, and CD players.
2. {YOUR CO} drivers may not play in dash radios at any time while operating the vehicle.
3. {YOUR CO} specialized transportation drivers may play in dash radios at minimal volume levels providing this does not disturb the **client(s)**.
4. The driver may not under any circumstance use headphones while operating the vehicle.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure of passengers to comply with the terms of this policy may result in suspension of services.
2. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Making Reservations/Scheduling	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure quality customer service by making {Your Co} reservations and trip scheduling as easy as possible for our passengers

Policy Statement: {YOUR CO} requires advance notice and reservations for all trips taken on **either** our specialized transportation services or **on our {YOUR CO} public transportation system**. For the specialized services, {YOUR CO} must arrange all trips with volunteer drivers or subcontracted taxi services. For {YOUR CO}, {Your Co}s are limited thus requiring advance scheduling. NOTE: **{YOUR CO} services are not available in all areas of Rockingham County, or in Page County.**

Guidelines:

1. All trips either using the specialized transportation services or {YOUR CO} public transportation require advance notice.
2. To schedule a trip and make a reservation, a passenger/**client** need only call the {YOUR CO} office in his/her area in accordance with our Policy on Next Day Service.

Refer to: Policy on Next Day Service

Consequences:

1. Failure by a passenger to comply with this policy may result in a trip not being available or completed.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Minimum age a child may ride independently	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure the safety of minor children and to ensure that their trips can be completed without an attendant

Policy Statement: {YOUR CO} recognizes the importance of the safety of our children.

Guidelines:

1. A child must be 14 years of age, as a general rule, in order to ride independently without being accompanied by an adult.
2. Some children with behavioral disorders or disabilities may (at the discretion of {YOUR CO} management and/or due to professional opinions offered by case managers, social workers, or other health professionals) be required to have an attendant or be accompanied by an adult.

Refer to: Policy on Attendants, Policy on Companions, Policy on Hand-to-Hand Transfers

Consequences:

1. Failure of a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension.

Policy on: Schedule Adherence	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure that **clients'** transportation needs are met in a timely manner

Policy Statement: {YOUR CO} wishes to provide quality customer service by adhering to published schedules as closely as possible. Our schedule is equivalent to giving our word to the community. Failure to be at published stops at listed times damages {YOUR CO}'s reputation. {YOUR CO}'s {YOUR CO} bus and the {YOUR CO} Logo are moving advertisements for the {YOUR CO} services.

Guidelines:

1. Drivers must wear watches or carry a time piece.
2. **Drivers should have a copy of the published schedule.**
3. Drivers must stop at every scheduled stop.
4. Drivers must drive the route as scheduled.
5. If a driver arrives at any scheduled stop early, the driver may not leave that stop before the scheduled departure time.
6. Drivers will make diligent efforts to reach scheduled stops at the listed times.
7. It is understood that from time to time circumstances beyond the driver's control will cause delays.
8. Drivers should obey posted speed limits and follow safe driving practices.
9. Drivers must leave from garage location for the first scheduled stop on time daily.

Refer to: Policy on Operating Speed

Consequences:

1. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies. Finally, {YOUR CO} management is responsible for providing a published schedule with realistic stop locations and times.

Policy on: Mobility Aids	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of our passengers, **clients**, drivers, and volunteers as well as other travelers on the road in case these devices become loose and represent an air born or sliding hazard.

Policy Statement: {YOUR CO} has established these guidelines in an attempt to make {YOUR CO} and {YOUR CO} vehicles safer in case of sudden stops to prevent the items from becoming an air born or sliding safety hazard.

Guidelines:

1. Mobility Aids include but are not limited to **wheelchairs, scooters**, walkers, canes, braces, and crutches.
2. The driver should, once the passenger is {Your Co}ed, secure the device to ensure the safety of each passenger.
3. The driver should use his/her best judgment in deciding the storage method and location, but must keep the aisles and exits clear.

Refer to: Policy on Incident and Accident Reporting

Consequences:

1. Failure of a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure of a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Next day service	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to meet the needs of {YOUR CO} clients and passengers while allowing adequate planning time for {YOUR CO} dispatchers

Policy Statement: {YOUR CO} strives to meet the needs of our clients and passengers. It must be recognized that {YOUR CO} relies on volunteer drivers and subcontracted taxi services to accomplish many of our trips. It is necessary when relying on others to give them adequate time to respond to our requests for transport.

Guidelines:

1. {YOUR CO} requests that all passengers give at least 24 business hours notice when scheduling a local trip, or 48 business hours notice when scheduling an out of area trip.
2. {YOUR CO} will make every reasonable effort to provide next day service.
3. {YOUR CO} will make every reasonable effort to provide same day trips when 24 business hours notice is not given. However, {YOUR CO} cannot guarantee that same day trips will be done due to circumstances beyond its control such as but not limited to the non-availability of volunteer drivers and vehicles.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in a trip not being done.
2. Failure by a {YOUR CO} employee to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Non-duplication of services	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Does this policy apply to {YOUR CO}?

Purpose: to keep {YOUR CO} costs including those passed on to **clients** at a minimum

Policy Statement: In an effort to keep {YOUR CO} costs at a minimum both internally and for co-payment costs passed on to **clients**, {YOUR CO} does not duplicate services already available and offered by other service providers.

Guidelines:

1. {YOUR CO} will, for example, not offer:
 - a. Emergency medical transportation
 - b. Trips to non-emergency medical appointments for individuals with Medicaid if the Medicaid coverage will pay for medical transport
 - c. City to City trips in Rockingham County if the trips are during regular operation hours of Harrisonburg City Transit
 - d. Trips using {YOUR CO}'s specialized services when the trip requested in during {YOUR CO} hours and the trip could be completed using {YOUR CO} services
 - e. Trips which could be completed by an agency using the agency's own vehicles
 - f. Other trips which could be accomplished using existing services available
2. {YOUR CO} employees must ascertain at the time of **client** certification whether or not the **client** has Medicaid, and if that Medicaid coverage will pay for transport to medical appointments.

Refer to: Procedure for **Client** Certification

Consequences:

1. Failure of a **client** to notify {YOUR CO} that other services such as Medicaid transport are known to be available to the **client** in order to secure a {YOUR CO} or {YOUR CO} trip may result in suspension of services.
2. Failure of a {YOUR CO} employee to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Number of Packages	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety and travel comfort of **clients**, passengers, and drivers

Policy Statement: Packages and parcels may represent loose items which could come loose and move about the vehicle cabin should the vehicle come to a sudden, unexpected stop.

Guidelines:

1. Passengers shall always be in control of packages and parcels in a way that will not jeopardize any other passenger's safety or trip.
2. No packages will be allowed to block any aisle or exit, inconvenience or injure other passengers.
3. All packages and parcels must be secured in such a way that no article would come loose and move about the cabin freely should the vehicle come to a sudden, unexpected stop.
4. The number of packages shall be limited to only those which can be secured, not block aisles or exits, and so as not to take up {Your Co}'s needed for additional passengers.

Refer to: Policy on articles not permitted on vehicles, Policy on Dealing with Disruptive Passengers, Policy on Lost and Found

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: One-Way Trip Copays	Procedure on:
Date Initiated: 04/01/04	Page <u>1</u> of <u>1</u>

Does this policy apply to {YOUR CO}?

Purpose: to cover the costs incurred when providing a one-way trip

Policy Statement: {YOUR CO} is committed to helping our **clients** and passengers in getting where they need to go. However, one-way trips are the least economically efficient trips as the driver must invest time driving round trip, and sufficient gas is required to accomplish a round trip.

Guidelines:

1. If that **client** is the only **client** being transported, the **client** must pay the co-pay for a round trip fare.
2. If that **client** is not the only **client** being transported, the **client** must pay the co-pay for the one-way trip based on one-way trip distance.

Refer to: Policy on Co-Payments, Policy on Delinquent Co-Payments, Policy on Dealing with Disruptive Passengers, Policy on Mileage used to determine co-pay

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Operating Speed	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure that drivers obey the laws of the Commonwealth of **Arkansas** and to provide a safer trip for our clients, passengers, drivers, and other motorists.

Policy Statement: {YOUR CO} encourages all drivers to obey posted speed limits, and to make allowances for current weather conditions.

Guidelines:

1. The driver shall always operate the vehicle at a safe, prudent and careful speed within the posted speed limit.
2. The driver shall take traffic, weather, road and other conditions in to consideration to ensure the safety of **clients**, passengers, driver, and other motorists.

Refer to: Policy on Inclement Weather

Consequences:

1. Failure to comply with the terms of this policy may result in a moving violation against the driver causing penalties to be due to the Commonwealth by the driver and points added to the driver's license. **In addition, any new moving violations will be reported by the Arkansas Department of Motor Vehicles to {YOUR CO} and may result in {YOUR CO}'s insurance carrier refusing to insure the driver causing the driver to be suspended or dismissed.**
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Passenger Hygiene and Cleanliness Standard	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to encourage passengers to maintain certain cleanliness and health standards so as not to jeopardize the health of drivers, themselves, or other passengers

Policy Statement: {YOUR CO} encourages passengers to respect fellow passengers and maintain good standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as the common cold.

Guidelines:

1. Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of drivers, themselves, or other passengers.
2. The driver shall notify {YOUR CO} dispatch if a passenger is unable for any reason to comply with the conditions as set forth in #1, and should complete an incident report.
3. {YOUR CO} dispatch will refer this report to a reasonable health and/or welfare agency for assistance.

Refer to: Policy on Passenger Self-Sufficiency, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Passenger No Shows and Cancellations	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to encourage **clients** to be responsible and notify {YOUR CO} if they are unable to make a scheduled trip

Policy Statement: {YOUR CO} uses the services of volunteer drivers and contracted taxi services to accomplish many of its scheduled trips. Taxi services will charge {YOUR CO} for making a trip to pick up an individual even if the individual does not show.

Guidelines:

1. A trip is considered a “no show” when the driver has made every reasonable effort to locate the passenger for a period of five minutes.
2. The driver will notify {YOUR CO} dispatch of his/her unsuccessful search for the passenger and dispatch will advise the driver if the trip will be classified as a “no show”.
3. The driver should then write “no show” on the {YOUR CO} schedule in the appropriate space beside that passenger’s name, or on the {YOUR CO} trip report.
4. Each no show will be investigated as to whether the **client** made a good faith effort to cancel the trip, or whether a misunderstanding or miscommunication caused the missed trip.
5. A passenger who cancels a {YOUR CO} specialized trip within 24 hours of the scheduled trip three (3) times may be suspended from service.

Refer to: Policy on Next Day Service, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to notify the {YOUR CO} office that he/she will not be making a scheduled trip may be subject to suspension from services.
2. A passenger who records three (3) no shows in a 60 – day period will be suspended from service for a period of time to be determined by {YOUR CO} management.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Passenger Preparation	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the passenger is ready for pick-up upon the arrival of the transport vehicle

Policy Statement: As {YOUR CO} does coordinate specialized rides where possible and due to the fact that our {YOUR CO} public transportation has a schedule to adhere to, {YOUR CO} asks that all passengers are ready to leave at the scheduled departure time.

Guidelines:

1. Drivers are not responsible for any preparation of passengers for trips.
2. Passengers are responsible for being prepared for departure at the time agreed upon between {YOUR CO} and the passenger during scheduling.
3. The passenger should be prepared to board **the vehicle up to five (5) minutes prior to and thirty (30) minutes after the scheduled pick-up time.**

Refer to: Policy on Passenger Self-Sufficiency

Consequences:

1. Failure to comply by a passenger may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Passenger Self-Sufficiency	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose:

Policy Statement:

Guidelines:

1. A passenger utilizing {YOUR CO} or {YOUR CO} services are expected to be capable of caring for him or herself, controlling his or her bodily functions, and be cognizant enough to make decisions.
2. Transportation may be refused or suspended when the passenger:
 - a. Negatively impacts the quality of another passenger's ride
 - b. Requires direct medical attention to prevent the spread of a communicable disease
 - c. Requires direct medical attention for open wounds or unsupported injuries
 - d. Is repetitively incontinent
 - e. Is repetitively not prepared or available when the vehicle arrives for pick up
 - f. Requires assistance after de-boarding or cannot be left alone at the drop-off location

Refer to: Policy on Passenger Hygiene and Cleanliness, Policy on Attendants, Policy on Contagious Disease, Policy on Hand-to-Hand Transfers

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Passengers with animals	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to determine whether or not an animal may be allowed on board {YOUR CO} vehicles

Policy Statement: Animals are allowed on board {YOUR CO} vehicles under certain conditions. {YOUR CO} does endeavor to be ADA compliant in regards to service animals.

Guidelines:

1. Animals may not be brought on board {YOUR CO} vehicles except in the following cases:
 - a. Pets carried in carry-on boxes or portable kennels that can be carried on the passenger's lap. Boxes must have a lid that closes and locks, or that can be secured.
 - b. Pets in a box or kennel that can be safely secured without obstructing the aisle or exits and that do not inconvenience or injure other passengers.
 - c. Service animals (need not be in a carry-on box or kennel)
 - i. A service animal is an animal that has been individually trained to assist an individual with a disability
 - ii. There is no national standard for certifying service animals
 - iii. A driver may not require or ask a person with a disability for certification or identification for service animals
 - iv. A driver may only inquire as to what purpose the service animal serves.

Refer to: ADA Service Animal Guidelines, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Payment due at time of service	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure that other passengers and **clients** are not forced to ultimately bear the cost of **clients** who do not pay

Policy Statement: {YOUR CO} and {YOUR CO} passengers should be prepared to pay at the time service (transportation) is given.

Guidelines:

1. {YOUR CO} drivers and taxi services accept cash only.
2. Passengers should have correct change and drivers should not be expected to make change.
3. {YOUR CO} specialized drivers may also accept checks made payable to {YOUR CO} for the exact amount of the co-payment due.
4. Checks returned for insufficient funds will result in a \$30 service fee. In addition, no future checks will be accepted from that individual.
5. {YOUR CO} will bill for certain trips under the following conditions:
 - a. A human service agency is sponsoring and paying for the trip, or
 - b. A **client**'s guardian requests billing due to the **client**'s inability to handle cash, and
 - c. Arrangements are made in advance giving {YOUR CO} the name of the agency to bill, contact name, full mailing address, telephone number, and any applicable reference number.

Refer to: Policy on Dealing with Disruptive Passengers, Policy on Co-Payments, Policy on Delinquent Co-payments, Policy on Mileage used to determine co-pay

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a passenger or agency to pay for a trip or to make good on a returned check may result in legal charges and fees.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Railroad Crossings	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of passengers, drivers, and other motorists

Policy Statement: {YOUR CO} and {YOUR CO} vehicles should exercise caution when approaching and crossing railroad tracks.

Guidelines:

1. The {YOUR CO} driver shall stop 15 to 50 feet before the closest railroad track.
2. The {YOUR CO} driver is encouraged to open the forward door to improve his/her ability to see and hear approaching trains.
3. All drivers should listen and look in both directions.
4. All drivers should wait until sufficient time has passed after a train has passed in order to have a clear view of any additional tracks that may have an approaching train that may not otherwise be seen.

Refer to: Policy on Disabled Vehicles, Policy on Emergency Evacuations, Policy on Incident and Accident Reporting

Consequences:

1. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Reading while operating vehicles	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of passengers, drivers, other motorists, and {YOUR CO}'s rolling resources.

Policy Statement: Drivers must not read while operating vehicles.

Guidelines:

1. Drivers may not read maps, newspapers, books or any other material while operating a vehicle.
2. If route instructions or other material pertaining to the driver's immediate duties is required to be read, the driver should pull out of the traffic stream to a safe location.

Refer to:

Consequences:

1. Failure to comply with the terms of this policy may result in a serious accident and increased liability to {YOUR CO}.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Restroom Breaks	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to maintain schedule adherence

Policy Statement: Drivers should take restroom breaks during scheduled layovers or at the end of a trip whenever possible.

Guidelines:

1. As the vehicle will be out of the direct and constant eyesight of the driver during a restroom break, the vehicle must be turned off and locked.
2. If out of necessity or emergency a driver is forced to take a restroom break mid-trip, the driver must request permission from {YOUR CO} dispatch and then inform passengers of the delay before exiting the vehicle.
3. **Passengers must not be left unattended in the vehicle.**

Refer to: Policy on Driver Conduct

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Schedule Adherence	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure that **clients'** transportation needs are met in a timely manner

Policy Statement: {YOUR CO} wishes to provide quality customer service by adhering to published schedules as closely as possible. Our schedule is equivalent to giving our word to the community. Failure to be at published stops at listed times damages {YOUR CO}'s reputation. {YOUR CO}'s {YOUR CO} bus and the {YOUR CO} Logo are moving advertisements for the {YOUR CO} services.

Guidelines:

10. Drivers must wear watches or carry a time piece.
11. Drivers should have a copy of the published schedule.
12. Drivers must stop at every scheduled stop.
13. Drivers must drive the route as scheduled.
14. If a driver arrives at any scheduled stop early, the driver may not leave that stop before the scheduled departure time.
15. Drivers will make diligent efforts to reach scheduled stops at the listed times.
16. It is understood that from time to time circumstances beyond the driver's control will cause delays.
17. Drivers should obey posted speed limits and follow safe driving practices.
18. Drivers must leave from garage location for the first scheduled stop on time daily.

Refer to: Policy on Operating Speed

Consequences:

Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies. Finally, {YOUR CO} management is responsible for providing a published schedule with realistic stop locations and times.

Policy on: Scholarships	Procedure on:
Date Initiated: 04/01/04	Page <u>1</u> of <u>1</u>

Does this apply to {YOUR CO}?

Purpose: to ensure equal treatment of all {YOUR CO} **clients** suffering severe financial hardship

Policy Statement: {YOUR CO} will strive to have scholarship funds available to cover the costs of co-payments of {YOUR CO} **clients** suffering severe financial hardship.

Guidelines:

1. Scholarship funds are to be used at the discretion of {YOUR CO} staff based on initial certification or when a hardship status arises.
2. {YOUR CO} staff will maintain ledger sheets on each of the scholarship funds deducting individual trips as taken.
3. As a general rule, each **client** may use the scholarship fund two (2) times.

Refer to: Policy on Co-payments, Policy on Payment due at time of service

Consequences:

1. Failure to comply with the terms of this policy will result in insufficient scholarship funds being available for other needy and eligible {YOUR CO} **clients**.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: {Your Co}belts and restraints	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure the safety of all **clients**, passengers, and drivers and to comply with laws of the Commonwealth of Arkansas

Policy Statement: All passengers and drivers must be secured with the restraint devices available in each vehicle. In addition, all wheelchairs and mobility devices such as scooters must be secured with the securement devices available in each vehicle.

Guidelines:

1. Arkansas law requires child restraint devices (car {Your Co}s, booster {Your Co}s) for children under the age of five. These devices must be properly used and meet standards adopted by the U.S. Department of Transportation.
2. {YOUR CO} does not provide these devices. If {YOUR CO} is requested to transport a child under the age of five (the trip must be arranged in advance), the parent or legal guardian must provide and install the child restraint device.
3. **Arkansas law exempts public transportation from the child restraint device statute.**
4. All passengers riding in a regular vehicle {Your Co} and drivers must wear {Your Co}belts.
5. The driver may not assist the passenger riding in a regular {Your Co} in the latching or unlatching of {Your Co}belts unless specifically requested by the passenger or in the case of emergency evacuation.
6. The driver is responsible for informing the passenger of these requirements.
7. The driver must inform passengers riding in a wheelchair that the driver will be securing the lap or shoulder restraint belt and wait for passenger permission.
8. Service may be denied to any passenger unwilling to use {Your Co}belts or shoulder restraints.

Refer to: Policy on Emergency Evacuation

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure by a driver to comply with the terms of this policy may result in a ticket from law enforcement.
3. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to an including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Shared Rides	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to provide the most economical and efficient transportation for all passengers

Policy Statement: {YOUR CO} will schedule trips placing as many clients as possible together when traveling in the same direction or to the same destination.

Guidelines:

1. Passengers shall recognize that {YOUR CO}'s services are based upon coordination of transportation and therefore shall not expect individual trips even upon request.
2. Passengers may be requested to take a circuitous route in order to accommodate other passengers.

Refer to: Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Smoking and use of chewing tobacco while on vehicles	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure the comfort of all passengers

Policy Statement: {YOUR CO} does not allow smoking or the use of chewing tobacco by a driver or passengers while in {YOUR CO} or {YOUR CO} vehicles.

Guidelines:

1. Drivers, mechanics, other employees or volunteers, or passengers are prohibited from smoking or using chewing tobacco while in a {YOUR CO} vehicle – whether in or out of service.
2. Drivers, mechanics, employees, volunteers, and passengers may smoke outside of the vehicle at the end of a trip or at a designated layover point:
 - a. Only when standing away from the vehicle and other passengers
 - b. So long as the driver does not leave the layover point late as a result
3. Drivers, mechanics, employees, volunteers, and passengers must properly dispose of cigarette ash, the remainder of the cigarette, and chewing tobacco residue in designated trash receptacles.

Refer to: Policy on Driver Conduct, federal governmental regulations on smoking in public places, Policy on Dealing with Disruptive Passengers

Consequences:

1. Failure by a passenger to comply with the terms of this policy may result in suspension of services.
2. Failure of a driver, mechanic, employee or volunteer to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Traffic Signals	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of passengers, drivers, other motorists, and {YOUR CO}'s rolling resources.

Policy Statement: Drivers should approach all intersections slowly and cautiously.

Guidelines:

1. The driver shall approach all intersections controlled by a traffic signal at a speed that shall permit a stop with normal application of the brake without entering the crosswalk or intersection should the signal change to red.
2. The driver shall not enter the intersection controlled by a traffic signal if entering could result in blockage of the intersection should the signal change to red.
3. The driver shall exercise caution when entering an intersection with a clearly displayed yellow signal.
4. The driver shall be prepared to stop at all signalized intersections by covering the brake pedal.
5. The driver shall not begin acceleration for a green light before the light turns green.

Refer to: Policy on Operating Speed

Consequences:

1. Failure to comply with the terms of this policy will result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Transporting Passengers with Medical Oxygen	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure service to passengers traveling with a portable oxygen supply while assuring the comfort of other passengers

Policy Statement: Passengers traveling with a portable oxygen supply must be self-sufficient and not require first aid.

Guidelines:

1. Passengers traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered and the driver shall be under no obligation to perform first aid.
2. Passengers traveling with a portable oxygen supply should be transported providing the oxygen may be held by the passenger or secured so as not to block the aisles or exits or to inconvenience or injure other passengers.

Refer to: Policy on Passenger Self-Sufficiency

Consequences:

1. Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Turning on a red light	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of passengers, drivers, other motorists, and {YOUR CO}'s rolling resources.

Policy Statement: Right turns on red lights are discouraged for {YOUR CO} vehicles.

Guidelines:

1. Right turns on red lights after coming to a complete stop are legal in Arkansas except at intersections where no turns on red are specifically posted.
2. Right turns on red where permitted are discouraged for {YOUR CO} buses due to the possible need to encroach upon adjacent lanes due to the size of the vehicles.

Refer to: Policy on Traffic Signals

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Use of company telephone and fax by employees or volunteers for personal reasons	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to safeguard limited financial assets of {YOUR CO}, a non-profit organization, and to act as good stewards of donated funds and grants

Policy Statement: {YOUR CO} recognizes that there are circumstances which occur in daily life necessitating incoming and/or outgoing personal calls while at work. It is, however, important that these calls do not interfere with work responsibilities and do not have a financial impact on {YOUR CO}.

Guidelines:

1. Local personal telephone and fax calls must be kept to a minimum in order to keep disruptions in the workplace at a minimum.
2. If outgoing long distance calls or faxes need to be made, the employee or volunteer should make these calls using a personal credit card or pre-paid phone card.
3. The employee's supervisor or Executive Director must pre-approve any personal long distance telephone or fax call charged to {YOUR CO}.
4. Once approved, the employee or volunteer must reimburse {YOUR CO} upon receipt of the telephone bill.

Refer to: Personnel Policy

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension for active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Use of taxis for subscription service	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>2</u>

Does this apply?

Purpose: to set guidelines for use of taxis in our specialized transportation program

Policy Statement: All taxi companies wishing to offer services under our specialized program must follow certain policies and procedures

Guidelines:

1. The taxi company must, before supplying us with any services, supply us with copies of: a state taxi certificate, a license to operate in the municipalities of our service area, a certificate of insurance naming {YOUR CO} as additional insured, federal tax identification number, and a copy of the driver's license of each taxi driver.
2. The {YOUR CO} dispatcher will determine the most economical and efficient means to schedule a trip looking at volunteers first, and then existing public transportation before scheduling with a taxi company
3. All taxi drivers must give {YOUR CO} permission to access their DMV records in order for us to add them to our DMV monitoring program
4. **Clients** must schedule trips through {YOUR CO} dispatch unless instructed by {YOUR CO} dispatch to do otherwise
5. For each trip scheduled with a taxi company, {YOUR CO} dispatch will fax a trip request form to the taxi company with trip origination, trip destination, pick-up time, and **client** name.
6. These trip request forms will be used for billing purposes by the taxi company and by {YOUR CO} for verification of the bills received from the taxi company.
7. The taxi companies will provide {YOUR CO} with an updated list of drivers and copies of licenses whenever new employees are added.
8. All accidents involving {YOUR CO} **clients** while in taxis shall be reported to {YOUR CO} immediately by telephone and as soon as possible in writing.
9. All trips must be scheduled in advance in accordance with existing {YOUR CO} policies.
10. Co-payments for each trip will be collected in accordance with our co-payment policy by the taxi driver, turned in to the taxi company, and deducted from our monthly statement.
11. Late pick-ups will be brought to the attention of the taxi company management and only three (3) late pick-ups by the same driver will be allowed.
12. Taxi drivers must comply with ADA Guidelines on service animals.

Refer to: Policy on Co-Payments, Policy on Mileage Used to Determine CoPays, Policy on Next Day Service, ADA Guidelines on Service Animals, Policy on Payment due at time of service, Policy on Trip Stops, Policy on Trip Limits

Consequences:

{YOUR CO}
Policies and Procedures Manual

1. Failure to comply with the terms of this policy may result in a cancellation of the verbal contract with the taxi company for the use of their services.
2. Failure to comply with the terms of this policy may result in {YOUR CO} requesting that certain drivers not be used for {YOUR CO} trips.

Policy on: Use of taxis for subscription service	Procedure on:
Date Initiated: 06/26/2007	Page <u>2</u> of <u>2</u>

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Vehicle cleanliness	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the comfort of all passengers

Policy Statement: Vehicles, which have a neat and clean interior, inspire confidence in passengers and can, therefore, increase perceived comfort levels.

Guidelines:

1. The driver shall keep the interior free of debris, loose items, pet hair, and/or other unnecessary items at all times.
2. All items required by the driver in the performance of his/her duties shall be neatly stowed and secured and shall not represent a hazard to the driver or any passengers at any time.

Refer to: Policy on eating and drinking in vehicles

Consequences:

1. Failure to comply with this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Vehicle Condition	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose:

Policy Statement:

Guidelines:

1. The driver must notify the {YOUR CO} Fleet Coordinator or {YOUR CO} Supervisor of any item or condition concerning a vehicle that may jeopardize the completion of any trip or the safety of any passenger or driver.
2. For {YOUR CO}, the driver shall complete a daily inspection checklist at the beginning and end of every shift.
3. This daily inspection checklist must be faxed to {YOUR CO} on a daily basis.
4. Bodily fluid spills require that the vehicle be removed from service and attended to immediately.
5. Mechanic safety issues require that the vehicle be removed from service and attended to immediately.

Refer to: Policy on Contagious Diseases

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Vehicle fueling	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of passengers, drivers, and {YOUR CO}'s rolling resources during fueling

Policy Statement: {YOUR CO} has set specific guidelines to be observed when fueling a vehicle to protect passengers, drivers, and the vehicles.

Guidelines:

1. The driver, {YOUR CO} employee, subcontracted employee, or volunteer shall not fuel a vehicle with passengers on board.
2. The driver, {YOUR CO} employee, subcontracted employee, or volunteer shall take the most direct path to a fueling site.
3. While fueling, driver, {YOUR CO} employee, subcontracted employee, or volunteer shall turn the engine off, shall not smoke, and shall not use a cell phone.

Refer to:

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Volunteer Driver Program	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 2

Does this apply?

Purpose: to ensure the safety of both our passengers and our volunteer drivers

Policy Statement: Volunteer Drivers are an essential and much appreciated element of {YOUR CO}'s specialized transportation service. In addition, {YOUR CO} wants to make certain that each volunteer driver feels adequately prepared for the duties, and our passengers feel safe and secure.

Guidelines:

1. Volunteer drivers may specify at the time of signing up what their preferences are for driving giving {YOUR CO} specific days, times, and destinations they would prefer.
2. A volunteer driver is free to accept or decline any trip.
3. A volunteer driver may drive his/her personal vehicle, or one of {YOUR CO}'s vehicles.
4. If the volunteer driver uses his/her personal vehicle, the driver may either deduct the mileage driven on his/her personal income tax, or request reimbursement from {YOUR CO} at the rate of \$.325 per mile. In order to request reimbursement, a driver must complete a "Mileage Reimbursement Request Form".
5. Each volunteer driver must complete certain documentation including but not limited to a Volunteer Driver Application, a DMV Info Request Form, an Authorization to obtain Motor Vehicle record, and a Criminal Background Check (currently not required for Designated Volunteers).
6. These forms are required in order for {YOUR CO} to add each volunteer driver to {YOUR CO}'s insurance policy. {YOUR CO}'s insurance policy will be primary when the volunteer driver is driving a {YOUR CO} vehicle, and secondary when the volunteer is using a personal vehicle.
7. If the DMV record is returned with moving violations such that {YOUR CO}'s insurance carrier is unable to insure the driver, or the Criminal Background Check shows unacceptable criminal behavior, the volunteer will not be accepted into the Volunteer Driver Program.
8. The volunteer driver must also supply {YOUR CO} with the following information: a copy of a valid Arkansas Drivers' License or other current photo ID; and proof of personal insurance with limits of \$100,000/\$300,000/\$100,000 if using a personal vehicle.
9. The volunteer driver is then required to complete a formal training program to ensure the driver has adequate background and knowledge to properly operate {YOUR CO} vehicles, secure wheelchairs correctly, and transport {YOUR CO} clients safely. This training includes a Volunteer Job Description, orientation on {YOUR CO}, viewing videos, safe driving hand-outs, and hands on instruction on the individual vehicles and securement/restraint devices.
10. Volunteer drivers must comply with {YOUR CO} policies and procedures.

Refer to: Mileage Reimbursement Form, Policy on {YOUR CO} volunteers off duty, Policy on Cellular Phone Usage by Drivers, Policy on **Client** Confidentiality, Policy on Designated Volunteer Program, Policy on Door-to-door service, Policy on Inclement Weather.

Consequences:

1. Failure to comply may result in a volunteer driver not being accepted in to the Volunteer Driver Program, or suspended or removed from active volunteer status.

Policy on: Volunteer Driver Program	Procedure on:
Date Initiated: 06/26/2007	Page 2 of 2

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Wait time	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to establish the limits for wait time

Policy Statement: {YOUR CO} wants to be available for all **clients** and passengers as well as adhere as closely as possible to published schedules. As such, {YOUR CO} has established the following “wait time” guidelines.

Guidelines:

1. The {YOUR CO} driver shall not at any time leave a designated stop prior to the **published**/scheduled stop or pick-up time.
2. The {YOUR CO} driver shall not wait longer than **3 to 5** minutes past scheduled stop or pick-up time for any **client**.
3. The driver of {YOUR CO} specialized transportation program vehicles shall wait for the **client** in accordance with the written instructions on the individual trip reports.
4. {YOUR CO} will not pay for taxi wait time within the City of Harrisonburg.

Refer to: Policy on Schedule Adherence, Procedure on Trip Reports

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, suspension of active volunteer status, or cancellation of a taxi contract.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Wheelchair lift and ramp usage	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of drivers and passengers using wheelchair lifts and ramps

Policy Statement: {YOUR CO} staff and volunteers shall operate lifts and ramps in accordance with the accepted practices as described in the training materials and {YOUR CO} training to endure safety of all involved.

Guidelines:

1. A driver who has not been trained on the proper usage of the wheelchair lift and/or ramp shall not operate this equipment with a passenger.
2. Wheelchair passengers are encouraged to back on to the lift when boarding.
3. The driver is responsible for ensuring that at no time shall the lift and/or ramp be operated by an untrained person or passenger.
4. If a lift and/or ramp on an {YOUR CO} bus is inoperable, the vehicle shall be removed from service to be repaired.
5. The driver shall immediately report any situation in which a lift and/or ramp is not functioning properly to the {YOUR CO} dispatcher.
6. The driver shall be familiar with all emergency procedures for the lift and/or ramp operation, including manual operation.
7. All available and appropriate safety devices shall be used in the operation of a lift and/or ramp and none shall be overridden for ease or quickness.
8. All safety guards, restraints, and barriers in existence shall **be used** during operation.
9. Power chairs and scooters shall be turned to the “OFF” position once on the lift platform and while the lift is in operation.
10. Any passenger requesting the use of the lift or ramp shall be accommodated.
11. Standing on a lift is **permitted but is** discouraged.
12. Grocery {YOUR CO}s, strollers, and other items are prohibited ob the lift during operation.

Refer to: Policy on articles not permitted on {YOUR CO} vehicles

Consequences:

1. Failure to comply with the terms of this policy may result in serious bodily harm.
2. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Wheelchair Securement	Procedure on:
Date Initiated: 06/26/2007	Page 1 of 1

Purpose: to ensure the safety of all passengers and drivers during transport

Policy Statement: {YOUR CO} drivers shall utilize manufacturer suggested procedures for proper securement of wheelchairs to ensure the safety of all passengers and drivers.

Guidelines:

1. The driver shall ensure that any **client** not riding in a permanent fixed {Your Co} shall be in a wheelchair device and safely secured using existing clamp and/or floor mount securement devices in a way consistent with recognized securing standards.
2. Wheelchair **clients** must use available **lap and** shoulder restraints **in accordance with Arkansas state law..**
3. Wheelchairs shall be secured with 4-point tie downs or as many are standard for that particular tie down system, in any combination of straps and/or clamps.
4. All wheelchair **clients** shall be secured in a forward facing manner. Side facing securement is prohibited.
5. Power chairs and scooters are to be turned off during transport.
6. Wheel brakes shall be engaged during transport.
7. **Wheelchairs that cannot be secured or are larger than maximum allowable standards (30" w X 48" l, and not over 600 pounds combined total weight) shall not be transported.**

Refer to: Manuals and videos on file for various restraint systems

Consequences:

1. Failure to comply with the terms of this policy may result in serious bodily harm.
2. Failure by drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension of active volunteer status.
3. Failure by passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

Policy on: Worn, frayed or damaged restraints	Procedure on:
Date Initiated: 06/26/2007	Page <u>1</u> of <u>1</u>

Purpose: to ensure the safety of all passengers and driver

Policy Statement: Arkansas law requires the use of {Your Co}belts.

Guidelines:

1. The {YOUR CO} Fleet Coordinator will inspect all restraints in all vehicles at least once a month for operational safety.
2. Drivers must exercise due diligence to safeguard restraints from damage (i.e., do not leave restraints on the floor of a vehicle where they may be stepped on or run over by a wheelchair).
3. Drivers should report any worn, frayed, **missing** or damaged restraints immediately to the {YOUR CO} Fleet Coordinator or {YOUR CO} Supervisor.
4. Restraints which are worn, frayed, or damaged will be tested for operational integrity.
5. Any restraint that does not operate at 100% capacity or is at risk of endangering passenger safety must be completely replaced.

Refer to: Policy on {Your Co}belts and child restraints

Consequences:

1. Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

{YOUR CO} management is responsible for monitoring and enforcing this policy. In addition, {YOUR CO} management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other {YOUR CO} policies.

{YOUR CO}
Policies and Procedures Manual

End of DRAFT {YOUR CO} Policies and Procedures