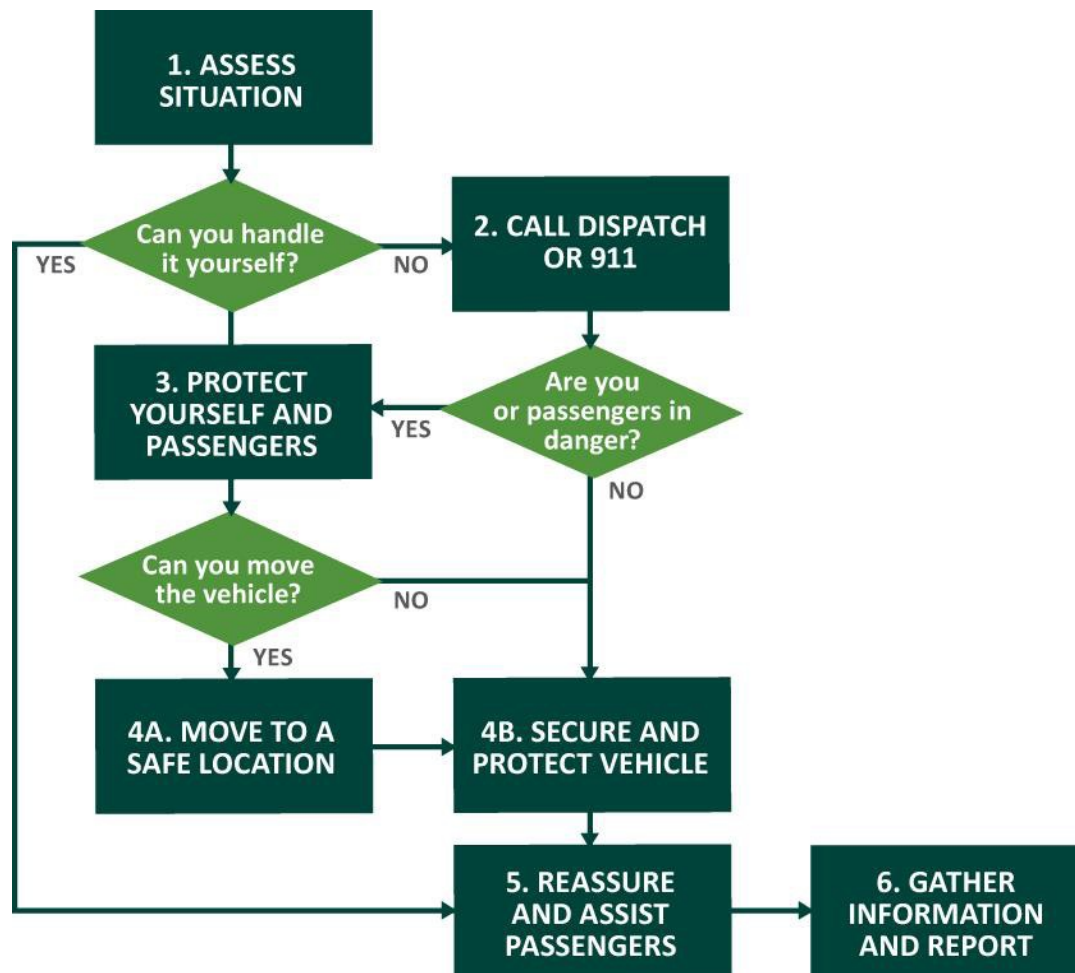


Accidents and Incidents

- Protect yourself;
- Assess the situation;
- Notify dispatcher/request first-aid;
- Protect and assist others;
- Secure the vehicle
- Gather incident information, pictures, and witness reports.
- Complete post-incident report.



ADA

YOU CANNOT

discriminate against a person with a disability;

require that an ambulatory person with a disability use priority seating;

impose special charges on individuals with disabilities, including those who use a wheelchair.

You can have a paratransit fare that is no more two times the fixed rate fare;

require that an individual with a disability be accompanied by an attendant;

deny service because a person's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons;

require, that a user of a wheelchair transfer to a vehicle seat;

prohibit an individual with a disability from traveling with a respirator or portable oxygen supply provided the devices are properly secured;

impose a limitation on the transportation of wheelchairs and other mobility aids based on the inability of the securement system to secure the device to the satisfaction of the transportation provider;

you cannot require special ID cards for the animal or ask about the person's disability. You may ask if an animal is a service animal or ask what tasks the animal has been trained to perform;

impose a limitation on the transportation of wheelchairs and other mobility aids based on the inability of the securement system to secure the device to the satisfaction of the transportation provider.

deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle's securement system.

set artificial lift or ramp limitations and deny use based on these artificial limits. Example: Actual limitation is 800 pounds combined weight (device and person). You cannot set an artificial limit of 600 pounds. Lift deck is capable of carrying a device of 40 inches in length. You cannot set an artificial limit of 30 inches; and you cannot

YOU MUST:

Conduct pre- and post-trip inspections and remove a vehicle from service if the lift, ramp or other ADA equipment does not work;

assist individuals with disabilities who need or request assistance with the use of securement systems, ramps and lifts. If this requires the vehicle operator to leave his/her seat they must do so;

permit individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to enter the vehicle;

provide service information in accessible formats to individuals with disabilities;

permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions at the stop, not under the control of the transit operator, preclude the safe use of the stop by all passengers;

ensure that individuals with disabilities have adequate time to complete boarding or disembarking from the vehicle;

ask that individuals sitting in the priority seating area, or fold-down seats in the wheelchair securement area, relocate if an individual needs to use that priority seating because of a disability or needs to secure a wheelchair. You are not required to enforce the request unless it is your policy to do so; and

You must allow service animals to accompany individuals with disabilities in vehicles and facilities.

YOU ARE NOT REQUIRED TO

provide service to an individual with disabilities if that individual engages in violent, seriously disruptive or illegal conduct;

permit wheelchairs to ride in places other than designated securement locations, but you cannot deny them on the grounds they cannot be secured;

Transport comfort animals or pets unless it is your organization's policy to do so.

CIVIL RIGHTS

“no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”

This statement must be easily visible in every vehicle.

Every person has a right to make a civil rights complaint. You must provide a card or form on how to file a complaint and to whom that complaint must be submitted.

LANGUAGE

You must provide requested information to anyone who doesn't speak English. Use “I speak” list found at lep.gov/ISpeakCards2004.pdf to determine language.

Use voice translator app located at _____

COUNTING TRIPS

A passenger “trip” is a one-way trip where a passenger boards the vehicle, is taken to a destination, and gets off the vehicle at the destination. We count passengers **EVERY** time they board. We don't count incidental stops such as a brief letter drop off or a restroom break as part of a primary trip purpose. We also don't count employees who are “on the job” when being transported.

DATA COLLECTION

As a condition of employment, you must collect ACCURATE data and submit your inspection forms and driver logs on a daily basis. Estimated information is not acceptable. This includes:

- Pre- and post-trip inspection forms;
- Starting mileage and Ending mileage;
- Starting time and Ending time;
- Number of trips provided;
- Fuel/gallons pumped; and
- Other data as required

DRUGS AND ALCOHOL

As a condition of employment, YOU CANNOT:

- Use or possess alcohol or illicit drugs while assigned to perform, or actually performing, safety-sensitive functions and other duties;
- Report for duty, or remain on duty, if any of the following are true: you are under the influence of or impaired by alcohol; you have a blood alcohol concentration of .04 or greater (with a blood alcohol concentration of .02-.039, some regulations do not permit you to continue working until your next scheduled shift); you have used any illicit drug;
- Consume alcohol within four hours of reporting for service or after receiving notice to report;
- Report for duty or remain on duty when using any controlled substance unless prescribed by a doctor;
- Refuse to test for alcohol or controlled substances; and
- You cannot adulterate or substitute your test specimen.

For help in addressing a drug or alcohol problem, contact:

PRE- POST-TRIP INSPECTIONS

Every driver is required to make a thorough and complete pre-trip and post-trip inspection.

Reminders:

The Approach – assess as you approach the vehicle. Determine if it's leaning to one side, check for damage, check exhaust and look for oil or fluid leaks under the carriage.

Under the Hood – Check engine fluids (oil, washer fluid, antifreeze, battery, etc.) and components (belts and hoses). See complete list on pages 3 and 4 of the Guide.

The Walk Around – Circle the outside of the vehicle. Start the vehicle, make sure it's in park, and set the parking brake. Turn on all the lights, the flashers, and the heater or AC. Honk the horn and turn on the windshield washer and wipers. Start from the front door and walk counter clockwise, checking all the items on the checklist on pages 5 and 6 of the Guide.

On Board – Inspect on-board areas, equipment, and supplies including the passenger seating area, the driver's area, lights, mirrors, brakes, stairwell, lift and lift door, and wheelchair securements. See pages 7 and 8 for a detailed checklist of items to inspect.

While driving –

- Visually monitoring gauges and for smoke, steam and wear;
- Visually monitoring for smoke, steam, and wear;
- Listening for knocks and other noises that would indicate trouble;
- Being aware of unusual odors like fumes, fuel, burning oil or rubber, brakes and hot electrical wires; and
- Feeling excessive vibrations, shimmies, and wandering or hard steering.

SERVICE ANIMALS

Note all driver/passenger interactions regarding animals on board in the driver log or on incident recorder.

Remember:

You **CANNOT** require riders to provide documentation for their service animal before boarding, **but you CAN ask two questions: (1) is the animal a service animal required because of a disability? and (2) what work or task has the animal been trained to perform?**

You may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control.

You are not required to take charge of a service animal at the request of a passenger.

Other riders' or agency personnel's allergies to dogs or other animals is NOT grounds for denying service to a person accompanied by a service animal.

There is no limit to the number of service animals a passenger can travel with so long as they remain under the control of the passenger.

FTA definition: Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.