



**Woodbridge Township
Senior Transportation of
Woodbridge Driver Manual**

Motor Vehicle Operator Manual

This manual was designed to provide you, the Motor Vehicle Operator, with a comprehensive handbook to enhance your knowledge, level of skill, passenger sensitivity and to provide awareness of safety procedures.

This manual is to be used by all staff of the Transportation Division.

It is to be used in conjunction with all other Township Policies and any other Division policies, guidelines and procedures. All policy and procedures subject to change.

Failure to adhere to procedures may result in disciplinary action.

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Section 1 - Introduction

You as a Professional

There are several characteristics of a Professional in Senior Transportation of Woodbridge (S.T.O.W.). Each...

- ... is specially trained for a job
- ... is required to have special skills
- ... provides a valuable service
- ... is required to meet licensing standards
- ... provides a high-performance level

As a Motor Vehicle Operator, your job is a very responsible one. You are required to handle many tasks:

- ◆ Operate the vehicle in a safe manner.
- ◆ Remain aware of all that is happening around you in traffic, on sidewalks and in your vehicle.
- ◆ Provide assistance to passengers.
- ◆ Be attentive to special needs and potential emergencies.
- ◆ Do all of this in a pleasant, courteous manner ALL the time.

There are three (3) basic rules or skills that a Motor Vehicle Operator must follow:

1. Provide Professional, Safe and Reliable Service
2. Be Courteous and Patient
3. Avoid Arguments

Remember, you are S.T.O.W.'s most important asset. Perform your job as a professional and you will be successful.

Types of Service Provided:

S.T.O.W. service primarily performs “**Demand Service**”. Demand service, is referred to as “**Demand Service**” and operates on a curb-to-curb basis. **Passengers using the “Demand Service” program may require additional assistance.**

Driver’s General Duties: “Demand Service” Program

Transport senior citizens (60 years & over) and do so in a responsible, caring, and safe manner. Be responsible for the care of your assigned vehicle and complete all necessary paperwork in accordance with County policy and procedures. Seek guidance from your Supervisor regarding questions, concerns and comments.

Above all, Drivers must be conscientious and considerate at all times of the safety and comfort of their passengers.

Section 2 - Quick Guide

1. Responsibilities and General Requirements/Regulations

Whenever a situation arises that is not covered by this manual, immediately contact your Direct Supervisor or Supporting Manager for further instructions.

- ◆ All Motor Vehicle Operators must possess a valid Commercial Driver's License (CDL) with proper endorsements and current physical card. A Supervisor may request to review your license and current physical card at any time.
- ◆ **It is your responsibility to maintain any licensing and/or physical requirements of your position.** *If you do not maintain a current and valid CDL license, you may be subject to suspension or disciplinary action up to and including termination.*
- ◆ Any changes in employee information such as address, phone number, or any information affecting health insurance and/or eligible dependents, must be immediately reported to a designated staff member of this division and to Human Resources. See your Supervisor for proper reporting procedures.
- ◆ It is your responsibility to sign in at the beginning and end of your work day.
- ◆ If a Driver is out over an extended period of time, when returning to work it is the Driver's responsibility to call your supervisor prior to your return to work date. You will then be advised by your supervisor if paperwork is required upon your return to work.
- ◆ It is your responsibility to check your emails for memos or information from the township or your direct supervisor. You can check your email from your phones/computers.
- ◆ All division issued equipment including business phones, must be carried with you.
- ◆ See your Supervisor to restock items in the vehicle such as a first aid/personal protection/spill kit as needed.
- ◆ Follow Township regulations for dress code.
- ◆ Township vehicles are for Township business only. **Under NO circumstances** are Township vehicles to be used for **personal business**.
- ◆ The Township of Woodbridge employs a "Policy against Sexual Harassment".
- ◆ The Township of Woodbridge employs an "Alcohol and Drug Testing Policy".
- ◆ The Division has a longstanding policy regarding tips and gratuities. **Under NO circumstance** shall any employee accept tips or gratuities of any kind. NO TIPS are to be accepted or solicited. Failure to adhere to policy may result in disciplinary action, up to and including termination.

- ◆ Do not deface or alter any Township or division property.
- ◆ Any emails, records, documents or files produced by any Supervisor, Manager or other Administrator of this division are considered property of the Township of Woodbridge and will not be reproduced or distributed without authorization from a Supervisor, Manager or Administrator. Failure to adhere to policy may result in disciplinary action, up to and including termination.
- ◆ Employees may not visit any other Township office or facility during work hours, without prior authorization from a supervisor.
- ◆ The Township internal mail system is for Township-related mail only. No personal mail shall be sent from our division using the Township mail system.
- ◆ When returning to any facility during down time or at the end of your workday, you must report to your Direct Supervisor and then remain in a designated area. You cannot sit in a parked vehicle or your personal car.
- ◆ All buses are required to stop at (non-exempt) railroad crossings. Station wagons, pool cars or any other car are not required to stop at Railroad Crossings.
- ◆ **DO NOT PARK** in a handicapped designated parking space. You may use a handicapped parking space to load and unload a wheelchair passenger and then you must move to another parking space.
- ◆ The Township of Woodbridge maintains a strict policy regarding cell phone use. It is unlawful to use your cellphone while driving. **DO NOT use a cell phone while driving.** You must pull over to a safe location before using a cell phone. Failure to adhere to policy may result in disciplinary action, up to and including termination.
- ◆ Township employees may not use electronic devices for voice or text communication (Includes Bluetooth ear pieces, ear buds etc.) while operating a Township vehicle – whether the vehicle is in motion or stopped at a trafficlight. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages, and text messages. If employees need to use their phones, the driver must pull over to the side of the road in a safe location.

Radios and other devices from other departments ie: fire department or CERT are not to be carried or used during working hours

If a driver operates a motor vehicle and is convicted of:	For a first conviction or refusal to be tested while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a first conviction or refusal to be tested while operating a non-CMV, a CDL holder must be disqualified from operating a CMV for . . .	For a first conviction or refusal to be tested while operating a CMV transporting hazardous materials required to be placarded under the Hazardous Materials Regulations (49 CFR part 172, subpart F), a person required to have a CDL and CDL holder must be disqualified from operating a CMV for . . .	For a second conviction or refusal to be tested in a separate incident of any combination of offenses in this Table while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a second conviction or refusal to be tested in a separate incident of any combination of offenses in this Table while operating a non-CMV, a CDL holder must be disqualified from operating a CMV for . . .
(1) Being under the influence of alcohol as prescribed by State law	1 year	1 year	3 years	Life	Life
(2) Being under the influence of a controlled substance	1 year	1 year	3 years	Life	Life
(3) Having an alcohol concentration of 0.04 or greater while operating a CMV	1 year	Not applicable	3 years	Life	Not applicable
(4) Refusing to take an alcohol test as required by a State or jurisdiction under its implied consent laws or regulations as defined in §383.72 of this part	1 year	1 year	3 years	Life	Life

(5) Leaving the scene of an accident	1 year	1 year	3 years	Life	Life
(6) Using the vehicle to commit a felony, other than a felony described in paragraph (b)(9) of this table	1 year	1 year	3 years	Life	Life
(7) Driving a CMV when, as a result of prior violations committed operating a CMV, the driver's CDL is revoked, suspended, or canceled, or the driver is disqualified from operating a CMV	1 year	Not applicable	3 years	Life	Not applicable
(8) Causing a fatality through the negligent operation of a CMV, including but not limited to the crimes of motor vehicle manslaughter, homicide by motor vehicle and negligent homicide	1 year	Not applicable	3 years	Life	Not applicable
(9) Using the vehicle in the commission of a felony involving manufacturing, distributing, or dispensing a controlled substance	Life-not eligible for 10-year reinstatement				

(c) *Disqualification for serious traffic violations.* Table 2 to §383.51 contains a list of the offenses and the periods for which a driver must be disqualified, depending upon the type of vehicle the driver is operating at the time of the

action, as follows:

If the driver operates a motor vehicle and is convicted of:	For a second conviction of any combination of offenses in this Table in a separate incident within a 3-year period while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a second conviction of any combination of offenses in this Table in a separate incident within a 3-year period while operating a non-CMV, a CDL holder must be disqualified from operating a CMV, if the conviction results in the revocation, cancellation, or suspension of the CDL holder's license or non-CMV driving privileges, for . . .	For a third or subsequent conviction of any combination of offenses in this Table in a separate incident within a 3- year period while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a third or subsequent conviction of any combination of offenses in this Table in a separate incident within a 3-year period while operating a non- CMV, a CDL holder must be disqualified from operating a CMV, if the conviction results in the revocation, cancellation, or suspension of the CDL holder's license or non-CMV driving privileges, for . . .
(1) Speeding excessively, involving any speed of 24.1 kmph (15 mph) or more above the posted speed limit	60 days	60 days	120 days	120 days.
(2) driving recklessly, as defined by State or local law or regulation, including but, not limited to, offenses of driving a motor vehicle in willful or wanton disregard for the safety of persons or property	60 days	60 days	120 days	120 days.
(3) making improper or erratic traffic lane changes	60 days	60 days	120 days	120 days.
(4) following the vehicle ahead too closely	60 days	60 days	120 days	120 days.

(5) Violating State or local law relating to motor vehicle traffic control (other than a parking violation) arising in connection with a fatal accident	60 days	60 days	120 days	120 days.
(6) driving a CMV without obtaining a CDL	60 days	Not applicable	120 days	Not applicable.
(7) driving a CMV without a CDL in the driver's possession ¹	60 days	Not applicable	120 days	Not applicable.
(8) driving a CMV without the proper class of CDL and/or endorsements for the specific vehicle group being operated or for the passengers or type of cargo being transported	60 days	Not applicable	120 days	Not applicable.
(9) Violating a State or local law or ordinance on motor vehicle traffic control prohibiting texting while driving. ²	60 days	Not applicable	120 days	Not applicable.

¹Any individual who provides proof to the enforcement authority that issued the citation, by the date the individual must appear in court or pay any fine for such a violation, that the individual held a valid CDL on the date the citation was issued, shall not be guilty of this offense. | ²Driving, for the purpose of this disqualification, means operating a commercial motor vehicle, with the motor running, including while temporarily stationary because of traffic, a traffic control device, or other momentary delays. Driving does not include operating a commercial motor vehicle with or without the motor running when the driver has moved the vehicle to the side of, or off, a highway, as defined in 49 CFR 390.5, and has halted in a location where the vehicle can safely remain stationary. | (d) Disqualification for railroad-highway grade crossing offenses. Table 3 to §383.51 contains a list of the offenses and the periods for which a driver must be disqualified, when the driver is operating a CMV at the time of the violation, as follows:

If the driver is convicted of operating a CMV in violation of a Federal, State or local law because . . .	For a first conviction a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a second conviction of any combination of offenses in this Table in a separate incident within a 3-year period, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a third or subsequent conviction of any combination of offenses in this Table in a separate incident within a 3-year period, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .
(1) The driver is not required to always stop, but fails to slow down and check that tracks are clear of an approaching train	No less than 60 days	No less than 120 days	No less than 1 year
(2) The driver is not required to always stop, but fails to stop before reaching the crossing, if the tracks are not clear	No less than 60 days	No less than 120 days	No less than 1 year
(3) The driver is always required to stop, but fails to stop before driving onto the crossing	No less than 60 days	No less than 120 days	No less than 1 year
(4) The driver fails to have sufficient space to drive completely through the crossing without stopping	No less than 60 days	No less than 120 days	No less than 1 year
(5) The driver fails to obey a traffic control device or the directions of an enforcement official at the crossing	No less than 60 days	No less than 120 days	No less than 1 year
(6) The driver fails to negotiate a crossing because of insufficient undercarriage clearance	No less than 60 days	No less than 120 days	No less than 1 year

(e) *Disqualification for violating out-of-service orders.* Table 4 to §383.51 contains a list of the offenses and periods for which a driver must be disqualified when the driver is operating a CMV at the time of the violation, as follows:

If a driver operates a CMV and is convicted of . . .	For a first conviction while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a second conviction in a separate incident within a 10-year period while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .	For a third or subsequent conviction in a separate incident within a 10-year period while operating a CMV, a person required to have a CDL and a CDL holder must be disqualified from operating a CMV for . . .
(1) Violating a driver or vehicle out-of-service order while transporting nonhazardous materials	No less than 180 days or more than 1 year	No less than 2 years or more than 5 years	No less than 3 years or more than 5 years
(2) Violating a driver or vehicle out-of-service order while transporting hazardous materials required to be placarded under part 172, subpart F of this title, or while operating a vehicle designed to transport 16 or more passengers, including the driver	No less than 180 days or more than 2 years	No less than 3 years or more than 5 years	No less than 3 years or more than 5 years

[67 FR 49756, July 31, 2002, as amended at 68 FR 4396, Jan. 29, 2003; 72 FR 36787, July 5, 2007; 75 FR 59134, Sept. 27, 2010]

- ◆ **Drivers are responsible for all fines caused by moving violations.** Any violation received, except parking, on or off duty that affects your driving record must be reported within **“Two Business Days”** to your Direct Supervisor. A copy of the summons issued while driving a Township vehicle must be submitted to your Direct Supervisor. Any violation incurred during the time of employment may be subject to disciplinary action.
- ◆ You may be required to drive a vehicle for reasons other than passenger transport. This can include transfer cars, delivering division paperwork, route schedules, taking vehicles for repairs, inspections or any other reason as directed.
- ◆ S.T.O.W. Motor Vehicle Operators may be required to attend training sessions or other classes related to your employment.
- ◆ All memos and emails issued by administration must be reviewed and on occasion, these memos and safety bulletins may require your initials or a signature.
- ◆ When calling out sick, all Drivers are required to notify the transportation division at least **two (2) hours** in advance of their scheduled start time. Please send an email to your Direct Supervisor.
- ◆ **Under no circumstances can a Sick Call or tardiness message be left on a voicemail after 7:30 AM. You must speak directly to your Supervisor.**

If you Call Out sick during normal business hours, YOU MUST SPEAK DIRECTLY TO A SUPERVISOR without exception.

- ◆ **Excessive use of sick hours or a pattern of sick hours abuse will be monitored and may result in disciplinary action.** Employees should refrain from establishing a pattern such as, being absent on Mondays, Fridays or before and after holidays, after paydays, etc.
- ◆ Report for your work shift on-time. Promptly notify and your Direct Supervisor if you expect to be late.
- ◆ S.T.O.W. Drivers must notify a Supervisor for any schedule changes. This includes all overtime, early leave or late arrival. Failure to adhere to this directive may result in disciplinary action.
- ◆ Obey all motor vehicle laws. Motor Vehicle Violations may be reviewed randomly throughout the year.
- ◆ **All Motor Vehicle Operators must wear seat belts.**
- ◆ **All passengers must be safely seated and properly secured using all seat belts. Do not move the vehicle until you are confident that every passenger is seated and properly secured with seatbelts.**
- ◆ **NO SMOKING OR ELECTRONIC SMOKING DEVICES are permitted on the vehicle at any time or in the immediate area of the vehicle.**
- ◆ Radio contact must be maintained throughout your workday. If leaving your vehicle for any reason, other than giving assistance to a passenger, you must notify the office. You must also notify the office when you return to the vehicle.
- ◆ Ensure the safety of each passenger in the vehicle.
- ◆ In compliance with ADA regulations we transport electric wheelchairs, scooters and extra-large wheelchairs, provided they fit on the lift.
- ◆ **You may NEVER enter a passenger's home.** Drivers are **not** permitted to enter the home nor attached garage to assist passengers.
- ◆ Drivers are not permitted to enter the driveway with their vehicle.
- ◆ Drivers are responsible for completing a "*Pre/Post Trip Inspection*" (see 2 "Beginning Your Work Day" for details).
- ◆ Whenever you exit a vehicle, the vehicle must be shut down, secured, keys removed.
- ◆ At the end of your work shift, return vehicle keys to the Key rack. Missing or misplaced keys is a serious problem causing delays.

- ◆ Remember to check the inside of your vehicle each day upon returning to the transportation parking facility.
- ◆ **Vehicles must be re-fueled when at ¾ of a tank.** Caution should be used when refueling vehicles.

2. Beginning Your Work Day

Promptly review your work assignment to ensure your assigned vehicle is appropriate for wheelchair requirements. Any discrepancies are to be reported to Supervisor immediately to be resolved.

- ◆ If you are having issues with your phone, you must notify your Supervisor immediately.
- ◆ After reviewing your work assignment, immediately “*Pre-Trip*” the assigned vehicle.

Address any immediate questions or problems with routing or scheduling of work assignments with your Direct Supervisor.

3. Driver Conduct in the Vehicle

- ◆ At no time shall any type of alcohol, medication containing alcohol, or any controlled substances as defined by the Drug and Alcohol Policy be permitted on the vehicle.
- ◆ **Obey all local traffic and motor vehicle regulations.** Speeding and other violations may be subject to suspension or disciplinary action up to and including termination.
- ◆ Extreme caution must be exercised if you encounter road hazards such as potholes, dips, bumps, curbs and areas of water or any other obstacles. Damage to vehicles must be reported immediately to your Supervisor. Failure to do so may lead to disciplinary action.
- ◆ Ensure the safety and security of the vehicle. Whenever you leave the vehicle, day or night, always make sure the vehicle is: parked in a safe location with parking brake engaged, windows are closed, lights are off, radio is off, keys are removed from the ignition switch and the doors are locked. **DO NOT leave keys in the vehicle; they are to be placed on the Key rack at the end of each day.**

- ◆ **DO NOT park vehicles in front of garage doors** or in any area blocking other vehicles.
- ◆ No eating or drinking is permitted on the vehicle while vehicle is in service.
- ◆ Do not have conversations over radio, pull over to a safe area to use a telephone for any extended conversation.
- ◆ Drivers are responsible for ensuring that valid vehicle registration and insurance cards are in the vehicle as well as any other required ticket envelopes, notices or signs.
- ◆ **DO NOT park vehicles in front of garage doors** or in any area blocking other vehicles.
- ◆ No eating or drinking is permitted on the vehicle while vehicle is in service.
- ◆ Do not have conversations over radio, pull over to a safe area to use a telephone for any extended conversation.
- ◆ Drivers are responsible for ensuring that valid vehicle registration and insurance cards are in the vehicle as well as any other required ticket envelopes, notices or signs.

Section 3 - Passenger Service

1. Conduct with Passengers

- ◆ Be courteous at all times. Remember you are a representative of Woodbridge Township and are to be professional at all times.
- ◆ Always address a passenger by their proper name. Never use words such as honey, sweetie or dear, etc.
- ◆ Refer passengers having policy questions and scheduling issues to the office using the main number 1-732-726-2394.
- ◆ **Avoid participation in controversial discussions with passengers and/or staff members, especially personal matters involving religion, politics, family business, illness, etc. Conversations involving these subjects often result in arguments with staff members and causes interruptions in a Driver's concentration, as well as creating an unpleasant experience for the passenger(s).**
- ◆ All passenger information is strictly confidential.
- ◆ Notify the office immediately if you encounter an unsafe situation for yourself or the passenger.
- ◆ Any problems or disturbances with a passenger must be reported to a Supervisor immediately and a written incident report must be completed within 24 hours. **To report a problem or disturbance the use of a telephone is preferred rather than broadcasting the situation over the two-way radio.**
 - Even though you report an incident via telephone or radio, it is imperative to follow up your conversation with an Incident Report. "When in doubt fill it out", fill out an Incident report and submit it to the office for review.
- ◆ Drivers are not to touch passengers unless aiding getting on or off the vehicle, transferring from wheelchair to seat, securing the passenger's seat belt or securing a passenger and their mobility device. Everyone needs to know that aside from a handshake, skin-to-skin contact can be interpreted in a number of ways by the recipient. A seemingly innocuous touch on the forearm, for example, can give rise to discomfort if extended for even a bit too long. It is entirely possible to maintain a warm, welcoming, and personable work environment without allowing excessive physical contact that will make anyone feel uncomfortable.

2. Passenger Transport

Ensure the safety of the interior of the vehicle. Keep aisles free of any obstructions including wheelchair restraints and seat belts as well as packages.

- ◆ **S.T.O.W. Drivers are required each year to complete wheelchair securement training.**
- ◆ A passenger riding locally should not be on the vehicle for more than one (1) hour. Any passenger that is on your schedule for more than one hour on the vehicle you are to notify the office, they will then provide further instruction.

- ◆ Any passenger cancellations, no shows or changes of any kind must be marked accordingly on your phone/device.
- ◆ An escort may accompany the passenger if they are registered and on your schedule.
- ◆ Notify the office if you are running late. The office will make every effort to provide assistance if possible.
- ◆ Commercial radio volume should be low or off. If on, the radio must be on an inoffensive channel. **Remember radio talk shows, religious shows or loud music can be offensive to our passengers.**
 - Multiple complaints may result in disciplinary action.
- ◆ **To properly pick up a passenger, stop in front of his/her location, honk the horn to make the passenger aware you are at the location, wait 5 minutes. If the passenger does not come out of the location, call him/her.**
 - All No-Shows must be marked on your schedule.
- ◆ Pick-up on a residential street must be made on the right-hand side of the street in front of the passengers' residence. Passengers must always be unloaded on the same side of the street as the residence or destination.
- ◆ Ask and confirm the passengers name and destination when they board the vehicle.
- ◆ Passengers going to a medical facility or hospital must be dropped off and picked up from a centralized location within the facility.
- ◆ Always ensure the passenger is safely in the destination before leaving. DO NOT leave a passenger at the door to the destination without seeing them safely enter the location.
- ◆ When transporting persons with secured oxygen tank(s) ensure they are secured. Example of securements for oxygen tanks with "crash carts" (carts with handle and wheels) or Cary Case (bag). Any and all equipment must be secured in the vehicle.
- ◆ **If a passenger refuses to wear a seatbelt or refuses to be properly and completely secured with all wheelchair restraints.** Call the office immediately.
- ◆ If you are exposed to ANY bodily fluids, including blood, you should immediately wash yourself and the area. Each Vehicle is issued a PPE Kit (Personal Protective Equipment Kit) for this type of occurrence. Notify your Supervisor immediately.
- ◆ **DO NOT** pick-up other passengers with an unclean vehicle. Your PPE Kit will help contain the spill.
- ◆ Do not leave your engine idling for more than (3) three minutes. The engine must be shut off and the vehicle secured if you are entering a building and out of the line of sight of the vehicle.

Remember Safety First, Schedule Second

Effective Communication:

Effective communication skills are important in every aspect of daily living. Positive communication increases understanding and awareness of the needs of others and what others may need or expect from you.

3. Passenger Assistance

- ◆ Identify yourself first and then ask all passengers if they need assistance. If the passenger requires assistance, you are to ask how you may assist.
- ◆ Visually impaired passengers – After confirming the passenger wants assistance, the Driver should hold his/her elbow three (3) inches away their body and the passengers should hold the Driver's arm just above the elbow.
 - The Driver should not make any exaggerated motions and must inform the passenger of all turns. Give the passenger warning when approaching steps, curbs, obstacles, level of surface changes or any other changes in the surface of the walkway.
 - Ask the passenger to sit at a position within the vehicle next to a window or wall. This will give the passenger additional support for balance.

*****ONLY a Motor Vehicle Operator can operate the wheelchair lift*****

3b. Using the Lift

A passenger may use the lift to board the vehicle from a standing position if they request to do so.

- ◆ You are required to operate the wheelchair lift and assist wheelchair passengers on and off the vehicle. Your Supervisor will provide training regarding safe wheelchair transport and securement procedures. **If you have not been trained, report it to your Supervisor. Do not operate the wheelchair lift or transport a wheelchair passenger without proper training.**

Wheelchair lifts make it possible to load wheelchairs of all weights in an efficient and safe manner. However, lifts are potentially hazardous equipment. They must be maintained and operated properly. Considerable caution and awareness is needed when operating a lift. Only the vehicle operator may operate the vehicle wheelchair lift. Lifts may differ slightly in structure and operation. Therefore, each motor vehicle operator should be familiar with all vehicle lifts in our fleet.

4. Wheelchair Procedures

- ◆ All Drivers should be familiar with the manual operation of the wheelchair lift.
- ◆ All vehicles meet or exceed ADA requirements.
- ◆ We also transport a variety of mobility devices, including electric wheelchairs, scooters and extra-large wheelchairs provided they fit on the lift.

- ◆ **Do not transport or carry wheelchairs up or down any steps – at any location.**
- ◆ Report any issues to supervisor and complete an Incident report in detail.
- ◆ If a wheelchair is not equipped with leg/foot rests or a seat belt, notify a Supervisor and complete an incident report, as required.
- ◆ Always inform the passenger of your intent to move the wheelchair before doing so. Always check to ensure that the passenger has their arms, hands, and elbows in and feet in a safe place before moving the wheelchair.
- ◆ The wheelchair lift is to be operated from a standing position on level ground, by the Motor Vehicle Operator only, do not ride the lift with a wheelchair passenger.
- ◆ Always replace wheelchair lift safety belt and deployment hand control to proper receptacles, after use, to avoid damage. Any damaged controller or frayed safety belt must be reported to Fleet Coordinator.

A wheelchair must be fully and safely secured at all times.

- ◆ You must check the operation of the lift during your pre/post trip inspections. If the lift is not working properly, in any way, you must notify the office immediately.

4a. Boarding and Exiting Vehicles

- ◆ The Driver may recommend to a user of a wheelchair that the individual transfer to a vehicle seat. The Driver shall not require the individual to transfer.
- ◆ Use the curb to drop the lift if possible. Never drop the lift in the middle of a roadway.
- ◆ Plan for the deployment of the lift. Look for the safest area. Use an even surface and maintain clearance for the lift.
- ◆ Look for obstructions such as mailboxes, street poles, fire hydrants, etc.
- ◆ Use caution when opening the lift outer door and place your hand on the inner lift before opening second lift door. This is to keep you safe in case the lift malfunctions and falls forward.
- ◆ The lift must evenly lay on the surface of the ground with the safety flap deployed.
- ◆ **For safety reasons, rearward facing lift boarding is the preferred practice. If this is not feasible for the passenger, the passenger may opt to board the lift forward-facing.**
 - ◆ *Use caution and check foot area is away from lift mechanism to make sure the passengers' feet do not touch back roll stop.*
- ◆ If equipped, connect the wheelchair lift safety belt after placing passenger on the lift.
- ◆ Secure the wheelchair locks.

- ◆ Make sure the lift front roll stop gate flap rises and secures when you raise the lift.
- ◆ Inform the passenger of your intention to move the lift.
- ◆ **Check safety belt, wheelchair locks and passenger for safety -- then proceed to deploy lift as follows:**
 - ✓ Deploy lift in a smooth motion from standing position on ground only. **DO NOT RIDE LIFT WITH THE WHEELCHAIR.**
 - ✓ Place one hand firmly on the wheelchair while you are operating the lift.
 - ✓ When the lift reaches the platform level; stop lift, unlock wheel locks.
 - ✓ Gently push the two back wheels of the wheelchair into the interior of the vehicle. Lock wheels if possible. **DO NOT** leave a wheelchair passenger in the vehicle unsecured. If passenger has an escort they may assist in loading and unloading.
 - ✓ Enter vehicle via the passenger door and proceed to secure the wheelchair.
 - ✓ Secure wheelchair before closing lift doors. **DO NOT** leave wheelchair in vehicle unsecured.
- ◆ **To exit vehicle – Deploy lift and proceed as follows:**
 - ✓ Remove securement devices and position wheelchair passenger on lift with front wheels positioned on non-skid pads of lift and wheelchair locks secured. **NOTE: BACK WHEELS OF WHEELCHAIR SHOULD REMAIN IN VEHICLE.**
 - ✓ Exit vehicle using passenger door.
 - ✓ From outside the vehicle, unlock wheelchair locks and pull wheelchair onto the lift. Inform the passenger of your intent to move the wheelchair and check arms, hands, elbows and feet are safely positioned.
 - ✓ Re-lock wheelchair locks immediately after placing the wheelchair fully onto the lift.
 - ✓ Remember to check area surrounding the lift and clear area before deploying lift.
 - ✓ Inform passenger you are deploying the lift and always place a hand firmly on a secure area of the wheelchair.
 - ✓ Make sure the lift is completely deployed to a level surface and will not rise when the weight of the wheelchair is removed.

- ✓ Remove safety belt, unlock the wheelchair locks and transport your passenger to a suitable location.
- ✓ If you must stow the lift immediately, ensure the wheelchair passenger is away from the lift area and lift area is clear.

4b. Securing the Wheelchair and Passenger

- ◆ Securing the wheelchair is an important aspect of wheelchair safety.
- ◆ Many different factors affect the manner in which a wheelchair must be secured.
- ◆ **Follow these general guidelines:**
 - ✓ Secure the wheelchair in a forward-facing position.
 - ✓ Secure wheelchair using the 4 point-tie down procedures as recommended by the manufacturer.
 - ✓ DO NOT secure the wheelchair by attaching securement to any moveable or removeable parts.
 - ✓ The passenger must be secured in the wheelchair using all securement seatbelts (*shoulder and lap*).
 - ✓ In some instances, the passenger may require the use of a belt extension. Do not leave extension belt connected to belt system after use.

4c. Transferring Wheelchair Passengers

- ◆ Passengers may transfer to a seat if they can do so independently or with limited assistance from the Driver. The transfer must be executed in a safe manner with the wheelchair (*with all locks secured*) as close to the seat as possible. Remember, once the passenger transfers, they must be able to get up from the seat.
- ◆ All wheelchairs must be secured even if a passenger transfers to a seat.
 - Secure the wheelchair as if a passenger was sitting in it.
- ◆ Extra wide wheelchairs can be transported on almost all of our vehicles.
- ◆ Extra wide chairs may be secured in the same manner of a regular size wheelchair.

5. Prohibited Passenger Conduct

- ◆ No Tipping
- ◆ No smoking or electronic smoking device of any kind
- ◆ No consumption of alcohol
- ◆ No illegal substance use of any kind
- ◆ No eating on the vehicle
- ◆ No defacing, damaging Township property
- ◆ No inappropriate behavior to the Driver or other passengers
- ◆ No swearing or offensive behavior
- ◆ No spitting, urinating, or defecating in or on any vehicle.
- ◆ No disposing or depositing of garbage, bottles or containers on the vehicle
- ◆ No throwing of any objects out any window or door
- ◆ No loud radio playing or video devices
- ◆ No pets, other than service animals
- ◆ No standing while the vehicle is in motion
- ◆ No entering the vehicle through the rear door unless authorized
- ◆ No possession of any explosives, flammable liquid or car batteries
- ◆ No weapons of any kind, with the exception of law enforcement officers
- ◆ No intentional interfering with the Driver and the operation of the motor vehicle
- ◆ Passengers are not permitted to use the two-way radio – except in an emergency.

A Passenger may be suspended from S.T.O.W for the following offenses:

If a passenger is abusive, offensive or disruptive, contact the office immediately. If the passenger is uncooperative and continues to be disruptive, stop the vehicle in a safe location. Notify the office that the behavior is ongoing, and the office will notify law enforcement.

Passengers who engage in violence, cursing, swearing, offensive, threatening, being verbally abusive, disruptive or any illegal conduct are not acceptable behaviors on the vehicle and will be refused service. A passenger whose behavior threatens or has threatened the safety of personnel and/or other passengers will be denied service including dismissal from the vehicle.

A disruptive, offensive or abusive passenger may be discharged from the vehicle, provided the area is safe and well lit. Do not discharge anyone from the vehicle without first notifying and getting direction from a Supervisor. Drivers are not to dismiss or deny transportation to any passengers under review, any action taken must be approved by Management.

An incident report must be completed for any of the above instances and any incident when a passenger exhibits questionable, prohibited or unhealthy behavior.

If you are unable to radio or phone due to situation on the vehicle push the EMERGENCY Button on your radio.

Section 5 - Emergency Procedures

1. Emergency Procedures

The four basic procedures for handling accidents and emergencies are:

1. Keep calm
2. Protect yourself, your passengers and the vehicle.
3. Contact office.
4. Document all pertinent information and complete required reports that are in the Procedure Packet.

❖ **The Procedure Packet consists of the following:**

- ◆ Emergency Breakdown Policy
- ◆ Motor Vehicle Accident Procedure
- ◆ Post-Accident Drug and Alcohol Procedure
- ◆ Exposure Control Plan
- ◆ Worker's Compensation Claim Packet

a. Vehicle Operator Illness

- ◆ Notify Office of the nature of illness or assistance required and your location. Office will respond immediately.
- ◆ If leaving the vehicle, remember to secure the vehicle and take the keys with you.

b. Passenger Illness/Injury

- ◆ Immediately stop vehicle in a safe location.
- ◆ Ask the passenger if they require medical attention.
- ◆ DO NOT transport the passenger to a medical facility; wait for instructions from a Supervisor.
- ◆ Immediately radio **"I have an emergency"** and notify the office if a passenger requests or needs medical attention. You may also click your Emergency button on your radio.
- ◆ Be prepared to relay all pertinent information to the office such as the nature of the emergency, passenger name, and your location.
- ◆ Stand by for direction and/or assistance.
- ◆ DO NOT attempt to administer first aid to a passenger. DO NOT move the passenger. Give comfort to the passenger by talking in a soothing voice and tone. Keep other passengers from crowding the injured or ill passenger.
- ◆ Do not touch a passenger having a seizure. Touching can prolong the seizure event.

c. Accidents and Emergencies

Depending on the nature of the emergency, an emergency can range from minor to life threatening. As the Driver, you have an important responsibility to your passengers, yourself and your division. How you handle the emergency may make a life or death difference in the outcome for everyone involved. Remember these four basic rules.

MANDATORY EMERGENCY PROCEDURES

1. Keep Calm

You are the person who must make rational and informed decisions. Pause for a moment: take a deep breath: take control.

2. Protect Yourself, Your Passengers, The Vehicle

Determine if the vehicle must be evacuated or not. Make certain your passengers are in a safe location and do not wander into danger. Do not become so involved in the situation that you move in front of traffic; be aware of circumstances around you. Move the vehicle only when you are instructed to and put it in a location where it will be safe from further damage.

3. Contact Office on Phone

Use the phrase "I have an Emergency" and advise the office after you call the Police and let them know who and where you are; that you have had an accident and whether or not anyone appears injured or is complaining of injury. Always ask the passengers if they require medical attention.

4. You must complete and submit an Incident Report and/or Accident to the office for review as required before the of end of your shift.

a. Guidelines to Follow in the event of an Accident/Collision

- ◆ Call the office to speak to a Supervisor as soon as it is safe to do so.
- ◆ DO NOT move the vehicle until a law enforcement officer or your Supervisor instructs you. There are special conditions when there may be exceptions to this directive.
- ◆ Remain with the vehicle and passengers.
- ◆ Keep all passengers on the vehicle unless potentially dangerous conditions warrant their removal. Safety of yourself and the passengers is of the utmost importance and should be your priority.
- ◆ If you must disembark passengers, do so in a safe area, keeping passengers together in a group.
- ◆ At the scene of the accident, collect all data required on a Vehicle Accident or Incident Report (*located in your Procedures Packet*). Make sure the accident description is detailed and accurate.
- ◆ **** IMPORTANT**** Obtain make, model, color and year of any vehicle involved and license number (*including year and state*) and record extent of damage to all vehicles to the best of your ability.

- ◆ Draw a diagram to aid in the description of the accident. Make absolutely sure you obtain the license number and issuing state of the license and insurance company name(s) of all vehicles involved in the collision. The attending authorities may impede your attempt to document some information. In every case, adhere to the directive of that attending authority.
- ◆ **DO NOT OFFER ANY COMMENTS TO ANYONE except the investigating authorities.** DO NOT sign any statements for anyone other than yourself.
- ◆ Note any names, addresses, and telephone numbers of passengers on board the vehicle, because they are valuable witnesses.
- ◆ Obtain the badge number and name of the investigating officer at the scene of the accident.
- ◆ DO NOT become involved in any controversy at the scene of the accident. Speak to the passengers regarding only their physical conditions and/or medical requirements.
- ◆ Follow office orders regarding passengers on board, route changes and information regarding a tow truck, if necessary.
- ◆ Notify Dispatch immediately if you strike an animal, unattended vehicle or any fixed object, such as a pole, mailbox or a fence. Driver is required to call for law enforcement to document the incident. You are required to fill out an Incident or an Accident Report depending on the circumstance. Do not move your vehicle until directed by law enforcement or your Supervisor.
- ◆ Anytime you are involved in an accident or incident involving injury you must remain at the accident scene if possible. If preserving the scene of the accident presents no further hazard to yourself or anyone else, you must refrain from moving or in any way altering the scene. This would include any equipment in use, such as a wheelchair or wheelchair straps or anything that could have a bearing on the accident. Any alteration by yourself might impair the investigation.

IMPORTANT NOTICE:

In the event of an accident in which any person requires immediate medical care away from the scene, is fatally injured, either vehicle needs to be towed away due to damage disabling the vehicle, or the employee performing the safety sensitive function is issued a summons for a moving violation, THE EMPLOYEE IS REQUIRED TO UNDERGO AN ALCOHOL AND CONTROLLED SUBSTANCE TEST IN ACCORDANCE WITH FTA/DOT AND THE TOWNSHIP ALCOHOL AND DRUG TESTING POLICY.

1b. Hit and Run

- ◆ If you are involved with a hit and run accident, notify Police and then your office immediately.
- ◆ Do not move vehicle until directed by a Supervisor or law enforcement officer.

2. Evacuation

As the Driver, you must be prepared to assist and evacuate your passengers at any time. Remember you are dealing with people with disabilities and/or the senior population. The Driver has an important responsibility for the safety of their passengers. The very nature of an evacuation makes it dangerous with many potential hazards. Being well-trained and knowledgeable is important. When you are knowledgeable and well-trained, you can maintain control and calmness throughout the emergency. By witnessing your calm demeanor, your passengers feel safe and know that their well-being is your highest priority.

In some instances, the decision to evacuate is clearly evident – these conditions include fire, leaking fuel, or the vehicle is in imminent danger.

Many times, the decision is a judgment call by the Driver. Assessing a possible evacuation situation can involve many factors such as weather conditions and road conditions.

The vehicle location can play an important role in the evacuation process. Place your vehicle in the safest area possible before beginning the evacuation. Consider the following:

- ✓ Are you on a hill? Facing what direction? Uphill or downhill?
- ✓ Are you stopped on the shoulder? Is it flat? Bushy? Uneven?
- ✓ This is especially important for discharging your passengers. Do you have a wheelchair on board? Can your passengers negotiate an uneven surface? Is there enough room for passengers to be unloaded? Can the wheelchair lift be deployed?
- ✓ What position is the vehicle in? Is the vehicle upright? On its side? Which side? Is the passenger door facing up or down?
- ✓ Can you access the emergency exit?
- ✓ Are you on a curve? Can you see oncoming traffic? Can they see you?
- ✓ What type of road are you on? Is it multi- or 2-lane, divided?

All of the above conditions factor into decisions made during an evacuation. Training and practice will make the decision process easier for you.

2a. Wheelchair Evacuation

Evacuating passengers in wheelchairs adds another dimension to the evacuation assessment and process. All of the above considerations must be made as well as other factors such as lift operation and the wheelchair itself. Thought must be given to the type of damage sustained to the vehicle, the wheelchair, exit route and the location of the vehicle.

Passengers may be reluctant to evacuate without their wheelchair. However, saving a person's life is always the first priority.

In an emergency, passengers will look to you as the person in charge and in control. They will look to you for guidance and direction. Maintain communication in a clear, concise and calm manner. Continue to reassure the passengers. Remember time is of essence and evacuation must remain orderly.

Many questions and many factors must be considered when you are in an emergency situation. The information provided here is only a small part of the process. Training and preparation is very important.

2b. Emergency Equipment

As part of your pre-trip evaluation make sure the following equipment is on the vehicle. If anything is missing contact your direct supervisor right away for a replacement.

- ◆ **Fire Extinguisher – check tag for valid date and make sure the fire extinguisher is secured in the vehicle.**
- ◆ **Seat Belt Cutter**
- ◆ **First Aid Kit**
- ◆ **Reflective Triangles**
- ◆ **Personal Protection Equipment (Bio Kit)**
 - ✓ Medical Gloves
 - ✓ Antimicrobial Hand wipe
 - ✓ Disinfectant Solution with Wipe
 - ✓ Large Absorbent Wiper Towel
 - ✓ Easy to Follow Universal Instructions

2c. Fire Emergency

- ◆ Report Fire Emergency immediately to 911 immediately once safe in the office.
- ◆ Evacuate passengers to a safe location, keeping together in a group.
Fire extinguishers are a valuable tool but are small and have limited capacity. Always make the safety of your passengers the first priority. Never put yourself in a life-threatening situation. Your safety is most important, and your passengers will expect you to lead them to safety.

IMPORTANT NOTICE:

If you are injured on the job after hours for any reason, you must notify a Supervisor immediately by leaving a voicemail.

3. Breakdowns, Vehicle Defects, Normal Work Hours & Emergency -Procedures/Reporting

- ◆ If you can move the vehicle, drive it to a safe location and contact the office for assistance. The office will assist you in resolving the problem, such as calling for a replacement vehicle, calling for mechanical assistance, summoning a tow truck or to transport or transfer passengers.
- ◆ If possible, turn wheel toward the curb and set parking brake. Activate the flashing hazard lights.
- ◆ Place reflective safety triangles on the roadway, at the proper intervals and location. Each bus has three (3) reflective triangles behind the driver's seat of each bus. Place safety devices on the traffic side of the vehicle.

On a one-way or divided highway:

- 1 – 10 feet in front and in back of vehicle
- 1 – 100 feet* in front and in back of vehicle
- 1 – 100 feet in back of vehicle

**100 feet equal approximately 40 normal steps.*

On a two-way street:

- 1 – 10 feet in front and in back of vehicle
- 1– 100 feet* in front
- 1 - 100 Feet in back of vehicle

**100 feet equal approximately 40 normal steps.*

On a curve or obstructive area, place safety triangles at 500 feet behind and in front of your vehicle as well as 100 feet*

**500 feet equal approximately 200 steps.*

- ◆ Keep all passengers in the vehicle unless a potentially dangerous condition warrants their evacuation. ***The safety of yourself and the passengers is of the UTMOST IMPORTANCE and must be considered FIRST.***
- ◆ If you disembark the passengers, assemble them in a safe area in a group.
- ◆ Call Supervisor
- ◆ Always have the following information ready and available to relay to Supervisor.
 1. Location of disabled vehicle (*be specific*)
 2. Vehicle Number

3. Number of Passengers on Board
 4. Any pertinent information regarding the needs of a passengers
 5. Nature of breakdown (*be specific*). Helpful information would include the locations and color of any smoke, any broken belts, location and color of any fluid, engine noise, what the vehicle was doing at time of breakdown – turning, speeding up, slowing down. Check the reading on gauges.
- ◆ The engine oil pressure gauge or light is located on the dashboard. If the light comes on or pressure falls below a safe operating level, you must stop the vehicle in a safe location, turn the engine off and examine area under the vehicle for any fluid leakage. Contact office and report problem at once.
 - ◆ If the engine is overheating, laboring, starts knocking or the vehicle is losing power, stop vehicle in a safe location and report problem to the office.
 - ◆ If the engine coolant gauge lights or an engine warning light comes on, stop vehicle in a safe location and notify the office.
 - ◆ If an active buzzer remains constant, check all emergency exits and windows and wheelchair lift and door.
 - ◆ In case of wheelchair lift failure check to make certain the safety strap on the lift is fully secure, check parking brake position and safety contact at the wheelchair lift door.
 - ◆ If you must leave the vehicle to use a telephone or get assistance, park the vehicle in a safe location, then communicate to the passenger what you are doing. Remove vehicle keys and keep hazard lights on. Place reflective safety triangles.

4. Vehicle Unable to Proceed (*detour, road flooding, etc.*)

Notify office of any problem affecting your ability to proceed on your scheduled route. Find alternate route.

When the condition of the road is uncertain, find alternate route and notify the office if you need help.

5. Area Blackout

Advise office via message if an area you are delivering a passenger has the potential for danger, such as a blackout, severe weather conditions etc.

6. Blood Borne Pathogens

All Drivers are required to use protective gloves. Gloves are available at all work sites.

All vehicles are equipped with personal protection kit be sure to check and restock the personal protection kit items as needed.

A clipboard is issued to each Driver for the purpose of carrying all paperwork and equipment you might need on a daily basis.

6a. Universal Precautions

Basic Tips when cleaning spills:

1. Use a mask to cover your nose and mouth.
2. Use disposable gloves (changing gloves when going from one person to another).
3. Use the red bag in your biohazard kit for disposal and dispose in an approved location.
4. Use a germicidal detergent or spray.

Section 6 - Vehicle

1. Vehicle Operation and Road Safety

- ◆ Driver must remain alert and attentive always. DO NOT allow conversations with passengers to distract you.
- ◆ Maintain safe stopping distance.
- ◆ Give traffic adequate warning when slowing down or stopping. Check mirrors, pull over as far to the right as possible when stopping, put the vehicle in PARK, set the parking brake and turn on 4-way flashers.
- ◆ Do not interfere with the normal flow of traffic when picking up or discharging passengers.
- ◆ Use 4-way flashers when loading or discharging passengers.
- ◆ Use care and obey speed limits, particular care must be exercised in residential or school zones. Speeding may result in Disciplinary action.
- ◆ Extreme caution must be used in inclement weather such as snow, ice, sleet, rain, or fog. Smoke can also lower your sight distance such as car fires and brush fires on the side of the road. Be aware of limited sight distances.
- ◆ Headlights must be turned on when it is raining, foggy, at night or early morning.
- ◆ Keep windows clean and make sure you always have washer fluid and the reservoir filled. Close windows when securing vehicle.
- ◆ Shut down vehicle engine, remove keys and secure when leaving your vehicle for any reason.
- ◆ Do not idle the vehicle engine for more than three (3) minutes per DEP and EPA standards, (*if vehicle is not in motion*). Follow all DEP and EPA standards and guidelines.

1a. Vehicle Clearance and Road Restrictions

- ◆ **Always check “Vehicle Height Clearance”**. Remember the height limit and be alert for entrances at medical facilities, health care facilities, bridges and all other building complexes.
- ◆ Be alert for overhanging branches. Branches that are not a problem in good weather can become heavy during inclement weather (*snow, ice*).
- ◆ Be alert for overhead wires that can also be affected by inclement weather.
- ◆ Some roads have weight, height or other restrictions.

1b. Intersections

- ◆ 1 out of 3 of all accidents occur at an intersection. Traffic signals, signs and the CDL Driver Manual regulate intersections. When coming to an intersection, be prepared to stop. Keep alert and be aware of other vehicles, pedestrians, bicycles and proceed with caution. Obey all traffic signals and follow safety rules and driving regulations. Be prepared to yield at any time.
- ◆ Four-way stops can be dangerous, always proceed with extreme caution. The vehicle that arrives first at the intersection has the right of way. Remember a vehicle must always yield to the right. If two vehicles arrive at an intersection at the same time the vehicle to the right has the right-of-way. Always be prepared to yield or stop suddenly to avoid a collision.

1c. Backing up

Backing up is always dangerous. Avoid backing up at all times if possible. Park the vehicle so you will be able to leave by pulling forward. If you have to back up follow these simple, basic rules:

Get out of your vehicle:

- ✓ Look at the path, circle your vehicle and look for obstacles.

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Re-enter your vehicle and proceed as follows:

- ✓ Back slowly.
- ✓ Back and turn toward the Driver's side whenever possible.
- ✓ Use a helper whenever possible.
- ✓ Don't back up at night or in inclement weather.
- ✓ Use caution when judging the distance and the clearance
- ✓ Use mirrors.
- ✓ Keep radio low – you need to be able to hear any outside noise.

Driving Defensively Can Save Lives

Driving in Hazardous Weather Conditions

1d. Brakes

- ◆ Applying brakes normally at first use of each vehicle to insure brakes are in proper working condition.
- ◆ DO NOT pump brakes.
- ◆ A Driver should be planning ahead and adjusting the speed of the vehicle for road conditions, stopping and traffic. A Driver should allow adequate stopping distance and ample time to adjust to conditions without relying on excessive use of the braking system.
- ◆ Using the brakes creates enormous heat at each wheel. Overheating the braking system can cause a loss of braking power and damage the brake system. Some signs of overuse are harder brake application to stop, the smell of hot brakes and/or a squealing noise.
- ◆ On some of our vehicles, the passenger door activates a secondary braking mechanism. Opening the passenger door automatically engages the front brakes. Using the passenger door to engage the system puts additional wear and tear on the braking system.
- ◆ The primary function of the brake/passenger door connection is to hold the vehicle in a stopped position. It is a safety feature, not for braking use.
- ◆ The parking brake should only be used in emergency situations; such as brake failure.
- ◆ Never park or leave a vehicle without the parking brake fully applied. If on a hill, the wheels of the vehicle must be turned to the curb in the direction the vehicle will roll if the brake is released. If the vehicle has air brakes, press down on the brake pedal, and then engage parking brake.
- ◆ Always release the parking brake before driving. Driving with the parking brake on can cause serious damage to the braking system.

1e. Passing

- ◆ Never pass on a hill where the view is obstructed or where you have limited sight.
- ◆ **Extreme caution must be used if passing a vehicle. Generally, this practice is not necessary and certainly not recommended.**
- ◆ It is prohibited to pass a school bus with its 4-way flashers activated or in any direction on an undivided road.

1f. Tires

- ◆ Tires must be properly inflated, and treads checked during the pre-and post-trip inspection. It is the Driver's responsibility to inflate tires properly. All tires Lug nuts should have lug nut indicators installed. If they are not installed, notify the office right away.
- ◆ **Curbing tires is a negligent offense and a preventable occurrence.** Use caution and care when approaching curbs. Making right turns is a common situation where this occurs on rear tires. When you curb a tire, you are damaging Township property and inviting disciplinary action.

1g. Railroad Crossings

All busses (except cars) and passenger vans are required to **STOP at Railroad Crossings with or without passengers on board.**

Pull to the far-right lane and activate 4-way flashers when preparing to stop at a railroad crossing.

Activate your flashers 300 feet from the railroad crossings.

- ✓ Stop the vehicle between 15 and 50 feet before railroad crossings. Listen and look in both directions for trains. You should open the service door if it improves your ability to see and hear an approaching train. Before crossing after a train has passed, make sure there isn't another train coming in the other direction on the tracks.

If a signal is malfunctioning, relay malfunction to the office. Proceed with caution.

Make sure when you proceed forward, the vehicle can clear the tracks. Never allow traffic patterns to trap you in a position where you must stop on the tracks. Never stop on the tracks for any reason.

- ✓ You **do not** have to stop but must slow down at Railroad Crossings marked "exempt or abandoned".

2. Care and Maintenance of the Vehicle

Effective vehicle maintenance is an integral part of any transportation program. Drivers are responsible for the care and maintenance of the vehicle as follows:

- ◆ All Motor Vehicle Operators are to assist with the clearing of ice and snow on the vehicles.
- ◆ Refuel and check all fluid levels and maintain proper automotive fluid levels: oil, anti-freeze, transmission oil, and power steering fluid. Do not add brake fluid.
- ◆ **Each vehicle must be fueled at the end of each use.**
- ◆ Notify the Supervisor if the vehicle needs any fluids.
- ◆ DO NOT store any engine fluids in a vehicle.
- ◆ All trash must be removed daily and placed in the proper receptacle.

- ◆ You are responsible to keep the interior of the vehicle clean at all times. “Supply” Bags have been issued for all buses to keep cleaning supplies in. Cleaning supplies for the vehicles are available at all facilities.
- ◆ DO NOT report to our DPW with any vehicle problem, without prior authorization from the Supervisor.

2a. Vehicle Inspection Report

A Vehicle Inspection Report (VIR), (also known as a “Pre/Post Trip Inspection Report”) must be completed as follows:

- ◆ A complete VIR must be performed at the beginning and end of each use of a County vehicle.
- ◆ Only information relating to a vehicle defect or damage may be written on the VIR.
- ◆ Do not drive a Township vehicle if you do not have training for the vehicle or the securement device installed in the vehicle.
- ◆ Remember to cycle the wheelchair equipment and check all securement straps when performing the VIR.
- ◆ Remember to check all seat belts for proper working condition.
- ◆ Radio check each morning.
- ◆ Remember, the mirrors when performing the vehicle inspection.
- ◆ Remember to check the windows and emergency exits when doing the VIR.
- ◆ Remember to check emergency equipment and check validation date and capacity gauge on the fire extinguisher.

2b. Vehicle Pre-Post Trip Guide

Before driving each day, the two most important steps you must perform involve the Pre-Trip Inspection of the vehicle and the adjustment of mirrors. A proper pre-trip will expose defects and better ensure the safety of you and your passengers. A proper pre-trip can prevent breakdowns, accidents, save time and costly repairs. A pre-trip and post trip must be completed before and after each vehicle use. This section is subject to change based on operational and updated guidelines.

Inspect the vehicle the same way each time to develop a routine. When a routine is established, you are less likely to forget or miss an important element of the inspection.

Properly adjusted mirrors enable you to see more clearly around the vehicle, reducing blind spots.

Properly adjust seat controls for proper height and distance from gas and brake pedals.

Random tests and/or surprise Inspections of Driver and VIR will be done to ensure proper performance for maintenance, quality control and safety.

Step 1 – Vehicle Overview

- ✓ Look at the vehicle as you make your approach.
- ✓ See if the vehicle is leaning to one side.
- ✓ Look for body damage.
- ✓ Look under the vehicle for leaks.
- ✓ Unlock and open the rear door to check its operation.
- ✓ Check the Emergency Equipment.
- ✓ Check all vehicle documents, other required documents and signage.
- ✓ Give the interior a look, making sure the aisles are clear and all equipment is properly stowed.
- ✓ Check all emergency windows and doors to make sure they open.
- ✓ Cleanliness of vehicle (inside and/or outside) is to be noted on the Vehicle Inspection sheet if there is a need for deep cleaning.
- ✓ Open engine compartment – check fluid levels, hoses and belts.

Step 2 – Exterior

- ✓ Turn on lights, flashers and set parking brake.
- ✓ Step out of vehicle and check lights, flashers.
- ✓ Use the mirror located in parking area to check brake lights.
- ✓ Check signals and start the walk around.

Step 3 – Walk Around

- ✓ Check under and around vehicle for any leaks – water, grease, fuel, engine oil, transmission fluid.
- ✓ Check tires and rims for signs of wear and for cuts, bulges, missing valve stems, lug nuts and over or under inflation.
- ✓ Check side marker lights and reflectors, taillights, turn signals, lights and license plate and bumper.

Step 4 – Interior

- ✓ Start engine
- ✓ Listen for any unusual noises
- ✓ Check gauges
- ✓ Check all controls – steering, brake and gas pedal, parking brake, transmission shifter
- ✓ Check horn
- ✓ Check glass and windshield wipers, defroster, dash controls

Step 5 – Wheelchair Equipment

- ✓ Cycle the wheelchair lift
- ✓ Check lift bed and safety straps
- ✓ Check activation of end gate flap
- ✓ Check handrails
- ✓ Check handle for manual hand pump
- ✓ Check hand control unit and receptacle
- ✓ Check lift door latches and door latch for side of vehicle to secure door open during use.

2c. Reporting Vehicle Damage

- ◆ When you pre-trip a vehicle and find a defect or damage, you must report it to the office immediately and wait for further direction.

2d. Fueling Procedures

- ◆ Vehicle engine must be in the off position.

- ◆ Follow instructions on the fueling station computerized system. Fob System Instructions: Place Key Fob directly in front of the red sensor. Hold it for 3 seconds and wait for the beep. Put in odometer reading from bus and hit enter. Then put pump number you are going to use and hit enter. Then hit F-3 and input your four-digit fuel number.
- ◆ Check fuel gauge to ensure the vehicle is completely full.
- ◆ Do not fuel with passengers on board.
- ◆ Only use the vehicle fuel key designated for the vehicle you are fueling. Vehicle fuel keys are not interchangeable and the computerized fueling system will not function correctly.
- ◆ If you do not have the proper vehicle fuel key or personal Gas Card, see a Supervisor.

Section 7 - Reporting Requirements

1. Reports and Required Paperwork

1a. Incident Reporting

- ◆ “Incident Report” Forms are specially designed for use by Drivers to address any issue disrupting the “normal flow of work assignments”.
- ◆ An Incident Report should be prepared and submitted for the single purpose of informing Supervisors of any problems that might arise or exist.
- ◆ Complete an Incident Report, including all pertinent details relevant to the issue or problem.
- ◆ Incident Reports must be given directly to a Supervisor.
- ◆ A Supervisor will review and evaluate any issues as warranted.
- ◆ **No copies of Incident Reports will be distributed.**
- ◆ If you are interested in the outcome of a specific action taken for an Incident Report, please see your immediate Supervisor.
- ◆ Examples of incidents are: passenger injury on or off the vehicle, passenger possible injury on or off vehicle, unsafe pick-up or drop-off area, rudeness by passenger, problem with medical facilities.

1b. Other Required Reports and paperwork

- All reports or required paperwork must be completed accurately immediately after incident. These reports include, but are not limited to accident, employee Workman Comp Packet, or other required forms.

Section 8 - End of Day

End of Day Procedures

- ◆ **Drive slowly and cautiously on any facility property.**
- ◆ **Park the vehicle you are driving in the proper vehicle parking space for that vehicle.**
- ◆ **Do not idle, park or stand with the vehicle within 30 feet of any office space at any facility site.**
- ◆ **A post VIR must be completed at the end of each workday.**
- ◆ **Remember to turn off all vehicle accessories such as lights – exterior and interior, two-way radio, heater wipers or any other accessory.**
- ◆ **Any vehicle defects or damage must be submitted to the Fleet Coordinator and Supervisor.**
- ◆ **All paperwork must be completed and submitted as required.**
- ◆ **The vehicle must be refueled at the end of every shift.**
- ◆ **Remember to check the inside of your vehicle each day upon returning to your assigned parking lot for cleanliness and items left on board.**
- ◆ **The vehicle must appear to be generally clean, garbage removed and swept. Cleaning materials are readily available for your convenience and are to be kept in the issued yellow organizer in the vehicles.**
- ◆ **At the end of your work shift, return vehicle keys back to the vehicle Key rack. Missing or misplaced keys is a serious problem causing delays and unnecessary confusion.**

Section 9 - Bulletins, Memos, Suggestions

Safety Bulletins

Safety Bulletins are an important aspect in training and are a good reminder of the many safety issues we face each day. A glass case where all driver related information will be housed can be found in in the office for review.

Emails

Emails are used as a communication tool to relay important information to you. Communication throughout the division is essential. It is your responsibility to check your emails regularly.

Suggestions

Suggestions and Corrections are welcome and considered. Anyone having a suggestion should fill out a Suggestion and Correction form and submit to a Supervisor.

If you wish to remain anonymous put your suggestion in writing, place in a sealed envelope and put in any Supervisors mail box.

FINAL NOTE:

It is important to remember that the enthusiasm, service and courtesy the Driver provides to each passenger, will go a long way in measuring the effectiveness of this transportation service.

This S.T.O.W. Driver Manual has been prepared in this format to allow for future updates. Keep this manual in a handy location for your reference.

