

RTEC DRIVER HANDBOOK



RURAL TRANSIT ENTERPRISES
COORDINATED, INC.

100 MAIN STREET
MT. VERNON, KY 40456
PHONE (606) 256-9835
FAX (606) 256-4319

February 2010

TABLE OF CONTENTS

INTRODUCTION	4
BASIC DESCRIPTION OF RTEC SERVICES	4
<u>RTEC POLICY.....</u>	9
EQUAL EMPLOYMENT POLICY	9
REPORTING CHANGE IN DRIVER STATUS.....	9
PHYSICAL	10
PRE-EMPLOYMENT DRUG SCREEN	10
ALCOHOL AND DRUG USE POLICY	10
DRIVER IDENTIFICATION BADGE	11
DRESS AND GROOMING	11
RTEC EMPLOYEE FOOTWEAR POLICY	11
USE OF DRIVER'S PERSONAL VEHICLE.....	11
REQUIRED READING	11
REQUIRED TRAINING	11
MEETING ATTENDANCE	12
CONFLICT OF INTEREST	12
DISCIPLINARY ACTION.....	12
EMPLOYEE CONDUCT	12
CRIMINAL RECORD CHECK.....	12
COMMUNITY RELATIONS.....	13
RECORDS.....	13
RECORDS GUIDELINES	13
FARES, DONATIONS/FUNDS COLLECTED	13
TIME SHEETS	13
ACCIDENT REPORTS (VEHICULAR).....	14
INCIDENT REPORTS.....	14
LEAVE FORM OR PERSONAL/SICK DAY FORM.....	15
PETTY CASH FUND	15
REPORT OF INJURY	15
CHARTER TOURS	15
SAFETY.....	15
ENVIRONMENT OF AN RTEC DRIVER	16
ARE YOU READY TO DRIVE?.....	16
ANNUAL REVIEW OF DRIVING RECORD.....	16
VEHICLE AND EQUIPMENT	17
VEHICLE CLEANLINESS	17
ADVERTISING ON RTEC VEHICLES	17
SMOKING ON RTEC VEHICLES	17
CELL PHONE USE.....	17
DEFENSIVE DRIVING.....	18
SAFETY BELT REGULATIONS	20
VEHICULAR FIRES	20
EMERGENCY BREAKDOWN PROCEDURE.....	20
SAFETY EQUIPMENT AND WRITTEN MATERIAL.....	21
SAFETY EQUIPMENT POLICY	23
CAMERA/AUDIO ONBOARD SECURITY RECORDING SYSTEM.....	24
AM/FM RADIO & TAPE/CD PLAYER	24
HOW'S MY DRIVING PROGRAM.....	24

DRIVING HABITS	24
STOPPING FOR PASSENGERS AT DESIGNATED STOPS	25
BREAKS EVERY TWO HOURS.....	26
CHECK YOUR VISION	26
CONTROL YOUR SPEED	26
CROSS BRIDGES CAREFULLY.....	27
DRIVING IN THE WIND.....	27
PARKING YOUR VEHICLE	27
ROAD CONDITIONS	27
FOUR-WAY FLASHERS (“HAZARD LIGHTS”).....	27
SAFETY PROCEDURES AT RAILROAD CROSSINGS	28
SCHOOL ZONE SAFETY	28
SHUT OFF THE ENGINE.....	28
FUELING THE VEHICLE	28
TRAFFIC REGULATIONS	29
INCLEMENT WEATHER POLICY	29
SEVERE WEATHER PRECAUTION	29
DISASTER POLICY.....	30
TRAFFIC ACCIDENT REVIEW PROCEDURE	30
GUIDE FOR DETERMINING PREVENTABILITY OF MOTOR VEHICLE ACCIDENTS	33
DEFENSIVE DRIVING	35
FIRST AID	36
PASSENGERS	36
PASSENGER ASSISTANCE.....	36
PASSENGER ASSISTANCE TRAINING	37
ABUSE, NEGLECT, OR EXPLOITATION OF THE ELDERLY OR CHILDREN.....	38
RULES OF CONDUCT FOR RTEC PASSENGERS.....	38
Distracting Conversation	39
DENYING SERVICE TO A RIDER.....	39
DRIVER’S PERSONAL APPEARANCE AND HYGIENE.....	40
DRIVER ATTITUDE AND DEMEANOR.....	40
PASSENGER COMPLAINTS	40
VEHICLE MAINTENANCE	40
PREVENTIVE MAINTENANCE	40
SPECIFIC SYSTEM POLICIES	40
PERSONNEL	41
RURAL TRANSIT ENTERPRISES COORDINATED, INC.....	42
JOB DESCRIPTION – TRANSIT DRIVER.....	42

Rural Transit Enterprises Coordinated, Inc. d/b/a RTEC

INTRODUCTION

WELCOME TO RTEC! To be hired as an RTEC driver, you have undergone extensive background checks and interviews to be selected the "special" person who can serve as an RTEC driver. As an RTEC driver, you have tremendous responsibility for the health and well being of your riders. Additionally, you will act as a "good will ambassador" for RTEC, since many times you are the only personal contact an RTEC rider has with RTEC personnel.

The Driver's Handbook has been prepared to aid you in this vital position within the RTEC organization. An orientation session is held by the supervisor for a new driver at the onset of employment. At this session you and your supervisor will go through this handbook to acquaint you with RTEC and answer many of your questions.

RTEC management wants to prepare you to work with RTEC; this will ensure that your employment starts off correctly. Your work performance will be enhanced and your own job satisfaction will increase if you are knowledgeable about RTEC and your role in the organization. You are urged to familiarize yourself with this handbook and to use it as a reference source as questions arise. If you cannot find a needed answer or need an interpretation of a policy, contact your supervisor.

Again, welcome; we look forward to working with you! - *RTEC Management*

BASIC DESCRIPTION OF RTEC SERVICES

Rural Transit Enterprises Coordinated, Inc. d/b/a RTEC was organized for the sole purpose of coordinating and operating public transportation. Providing assistance is our business. We are glad to help! RTEC was organized in 1989 and began providing community transit services open to the public in rural Southeast Kentucky during July 1990. Beginning as a single county transit system, RTEC quickly grew to the 12-county transit system it is known as today. RTEC's Mission is to make transportation affordable, available and accessible to everyone living in the 12-county service area. RTEC Provides Services for Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, and Whitley County. RTEC is also the Human Service Transportation Delivery (HSTD) Broker for Region 12 Transportation in Kentucky.

RTEC operates lift-equipped vehicles for wheelchair users and provides affordable and efficient community transportation services. RTEC constantly works toward accessing new equipment to upgrade its fleet and to increase services. Through the Empower Kentucky initiative, as Region 12 & 5 (partnership w/ GRITS in 5) Broker of Human Service Transportation Delivery, RTEC subcontracts with qualified providers in the region. Eligible recipients can request a ride ticket and transport carrier by calling the Broker Office toll free at 1-800-321-7832. Eligible recipients will then be placed on schedule. (This is where YOU, the **DRIVER**, come in!)

OPERATION TIMES

Our Scheduling Service Hours are:

(Local Time)
Mon. – Fri. 8:00 a.m. – 4:30 p.m.
Saturday 8:00 a.m. – 1:00 p.m.

Our Operating Hours are:

(Local Time)
Mon. – Fri. 6:00 a.m. – 8:00 p.m.
Saturday 8:00 a.m. – 1:00 p.m.

Scheduling and business functions may be closed for New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day, except urgent care transportation. Transportation services will be offered between 6:00 a.m. to 8:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday (Local Time). Urgent care shall be provided twenty-four (24) hours a day, seven (7) days a week, including any holiday. Urgent care may be scheduled or requested anytime. RTEC's toll free number allows for paging services after hours. Reservation staff may confirm the need for Urgent Care by obtaining verbal and/or written statements from local treating physician(s) or medical providers.

RTEC provides transit service designed to meet the special needs of its passengers for non-emergency medical transportation. RTEC requires a 72-hour notice to schedule appointments for HSTD transportation, except for urgent care requests. For example, if today is Monday, the RTEC is accepting appointments for HSTD transportation for Thursday. The State requires a local referral if Medicaid travel outside the service area is needed.

Cancellations should be made 2 hours in advance, and preferably with 24-hours in advance if possible.

Staff should be aware that Clinton, Cumberland, Monroe and Russell & many Region 5 counties are in the Central Standard Time zone. Therefore they are operating one hour behind the rest of RTEC's counties that are in the Eastern Standard Time zone. Example: if it is 3:00 p.m. in Rockcastle County, then it is only 2:00 p.m. in Russell County. This time zone difference can potentially cause confusion when scheduling transportation requests.

CASH-FARE RATES

RTEC accepts cash fares so that people can go shopping, to training, and even to employment. RTEC accepts cash-fare transportation requests with a minimum 24-hour advance notice. Cancellations should be made with a minimum of 2 hours advance notice. **Cash-fare rates are subject to change without notice.** If unsure about current rates, check with dispatch or your supervisor. Special Rates or programs may be in effect, so if unsure about anything, ASK!

Currently RTEC charges 80 cents per mile with a minimum charge of \$3.00 one-way per passenger boarding the bus. If the trip is 4-miles or less, then the charge is only \$3.00 one-way. Again, rates are subject to change without notice. Reservation staff should stay abreast on current fare rates and procedures. A service charge may apply to long distance one-way trips. Waiting fees on service charges may also apply.

Scheduling outside regular bus operating hours is currently not applicable. However, in the event transportation service is scheduled outside the regular operating hours, cash fare is \$1.20

per mile one-way Monday through Saturday. The minimum fare (1-4 miles) is \$4.00 each time boarding the bus. If transportation is scheduled for Sundays, the fare is \$1.60 per mile with a minimum fare of \$5.00 each time boarding the bus. Refer to normal operating hours. Outside normal hours must be approved by Administration. These rates are also subject to change.

CHILD OR CHILDREN

RTEC requires that a child twelve (12) and under must be accompanied by one responsible adult. The escort will be allowed to ride the bus at no additional charge and must board at the same location as the child or pay regular fare while the child to be accompanied is not on board. One escort per child is allowed at no additional charge. RTEC does not require an escort, but will allow an escort at no additional charge to accompany an individual 13-17 years of age. When the reservation is made, the passenger must inform the reservation staff when an escort will be riding. Two escorts are required for a group consisting of five or more children per vehicle.

RTEC will allow the parents of an infant child to ride the bus at no additional charge to accompany the infant to an urgent medical appointment. The parents must board at the same location as the child or pay regular fare while the person to be accompanied is not on board, or charge to other programs when arrangements have been made in advance. Families must provide an approved infant/child seat that meets the Federal Motor Vehicle Safety Standards (FMVSS).

Conventional seat belts are safe for use on children at least 7 years old and over 50" tall. Younger/smaller children may ride only if the person scheduling the ride provides an "approved" child/infant seat, which can be secured with a conventional seat belt. The seat must conform to Federal Motor Vehicle Safety Standards (FMVSS). It is not acceptable for anyone to hold children on their lap while the vehicle is in motion.

Kentucky Law states: "All children under the age of 7 and 40-50" tall must be secured in a booster seat in the vehicle. Children under 40" tall should be in a 5-point harness. A child over 7 years old and over 50" tall can use adult restraint belts."

Child Car Seat Types:

Rear-facing: Birth to 30-35 pounds and at least 1 year old. Infant-Only seats (up to 20-22 pounds), and convertibles (up to 30-35 pounds).

Forward-facing with a harness: from 12-18 months (minimum of 20 pounds) up to 40-65 pounds (check label, instructions); convertible and forward-facing seats.

Booster with vehicle lap-shoulder belt: minimum 35-40 pounds, until child fits the seat belt, often about age 8 and 80-100 pounds. A booster cannot be used if there is only a lap belt.

Adult lap-shoulder belt: use when it fits correctly over the child's hips and across the middle of the shoulder.

Never put a rear-facing car seat in the front with an air bag that is not turned off. Remember that a car seat can only work properly if it is connected tightly to the vehicle. Advise to refer to the assigned vehicle's owner's manual and the car seat instructions. Just FYI: There is a Hotline that Motorists may anonymously call to report the Kentucky license plate of a vehicle with an unrestrained child. An educational packet with child safety restraint tips is sent to the registered owner of the vehicle. The "Buckle That Child Hotline" number is 1-888-235-8KID.

Additional resources on Child car seat securement are available. Ask your supervisor for more information or where to refer callers for more information.

DISORIENTED PERSON

RTEC requires that one (1) responsible escort accompany any person or group of persons who are disoriented. You may be required to serve as an escort onboard another driver's vehicle in some cases. A client classification referred to as "07" means that an escort is required.

VIOLENT OR DISRUPTIVE BEHAVIOR

RTEC requires that one (1) responsible escort (other than the driver) must accompany a person who has the potential of becoming disruptive, who is at risk of causing harm to self, driver, or other passengers. An escort must board at the same location as the passenger or pay regular fare while the person to be accompanied is not on board.

ESCORT WHEN MEDICALLY NECESSARY

When medically necessary, RTEC will allow an escort to accompany a passenger to a medical facility when the person having an appointment is visually/hearing impaired or other disability, illness or injury causing the passenger to need a high level of assistance. An escort must board at the same location as the passenger or pay regular fare while the person to be accompanied is not on board. Any additional escorts will be required to pay full fare. Additionally, RTEC may require that an escort accompany a passenger who is the resident of a 24-hour nursing care facility.

SERVICE ANIMALS

RTEC allows riders to bring "Service Animals" with them. Service animals are allowed by law to ride in the customer compartments of public transit vehicles. People with various types of disabilities use service animals. The ADA defines a "service animal" as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. Dogs are the most common service animals, but there are others. Some, but not all, service animals wear identification like a tag, vest, or special harness.

We are allowed to ask passengers if the animal they wish to bring onboard is a "Service Animal" and if they require it for the trip. The owner **MUST** have the animal under their control (i.e. on a leash or in a cage). The animal will not be allowed to board if it is trying to harm the driver or another passenger or if it is creating a severe disturbance (i.e. barking at driver or other

passengers or is mangy/infected). A few examples of possible “Service Animals” and the types of disabilities they may assist with are:

Certain Breeds of Dog:	Assist Visually Impaired, Seizure Awareness, Mobility Assistance, Assist Passengers in Wheelchair, Diabetic Emergency Awareness
Certain Breeds of Cats, Birds, and even Snakes:	Seizure Awareness
Miniature Horse:	Mobility Assistance & Assist Visually Impaired
Potbelly Pig:	Mobility Assistance & Assist Visually Impaired
Certain Breeds of Monkey:	Assist Passengers in Wheelchairs

Even though we are unlikely to be faced with some of these examples it is important to be aware of them; the most common “service animal” we have seen over the years is the Assistant Dog. Remember, the animal MUST be under the owners control and must be necessary for the trip to be allowed to ride. A passenger can’t bring their pet with them just for companionship.

LEVEL OF TRANSPORTATION SERVICE

Passengers should be ready and waiting for the arrival of the bus. Scheduling the return trip is equally as important as the original appointment. Drivers should not need to enter the residence or facility, except in circumstances with prior approval from RTEC management. Facilities and residences should have an accessible entrance, including a ramp and electric doors for wheelchairs. When an electronic doorway is not possible, the facility or residence should offer alternative methods for holding the door open to make a wheelchair accessible.

The different levels of services are briefly described below:

1. **Curb-to-Curb or Regular Service** = A service where the passenger does not need assistance from the driver and under most circumstances will board/exit the bus at the curb.
2. **Door-to-Door** = A service where the driver will assist a disabled person to/from the door of a facility and assist with boarding/exiting the bus. A physician’s statement may be required to support the need for this service.
3. **Wheelchair Service** = The driver will assist the wheelchair user to/from the threshold of their residence to/from the facility destination and assist with boarding/exiting the bus and securement devices.

ASSISTIVE DEVICES & WHEELCHAIR VEHICLE NEEDS

Elderly and handicapped riders often times require the use of assistance devices such as canes, walkers, braces, oxygen tanks, and wheelchairs. All of our vehicles have priority seating for passengers with disabilities. A driver should be familiar with these devices and know the best method of providing assistance. Make sure all assistance devices are properly secured inside the vehicle.

Most of RTEC's vehicles are equipped with wheelchair accessible lifts and ramps and securement locations, but not all. It is important to ensure the right type of vehicle is sent to meet the passenger's needs. Completion of the Passenger Assistance Certification Training is required of all RTEC drivers so they may better assist persons with disability.

COMMON WHEELCHAIRS

Wheelchairs come in many sizes, shapes and forms. The American with Disabilities Act (ADA) defines a "Common Wheelchair" as having the following measurements and weight: No more than 30" wide, no more than 48" long, and weighing no more than 600 pounds when occupied (Weight of wheelchair + passenger is no more than 600lbs). Anything beyond these measurements and weight may be beyond our scope of duty. Consult with your supervisor and/or Dispatch with any questions or concerns.

RIDER RESPONSIBILITIES

The following are responsibilities expected of all RTEC riders:

1. Give all pertinent information needed to the broker, including a request for an escort required or special needs.
2. Be ready for your scheduled pick-up at least 15 minutes before scheduled pickup. RTEC drivers are allowed to wait up to 15 minutes on passengers with unavoidable delays, but keep the driver informed.
3. Remain seated and keep your seatbelt on at all times while the vehicle is moving. Keep all cargo secure while vehicle is moving (i.e. oxygen tanks, luggage, personal belongings).
4. Smoking in the vehicle is not allowed (including smokeless tobacco products).
5. Please do not eat or drink on the vehicle.
6. No weapons of any kind are permitted on the vehicle.
7. Provide a federally approved child safety seat for children riding with you less than 40 inches in height that meets Kentucky Child Restraint Laws and Regulations. Request any special Needs. Children under the age of 7 and 40-50" tall must be secured in a booster seat.
8. Know if your mobility aid meets the "common wheelchair" requirements (30" wide x 48" long; less and no more than 600 lbs. when occupied). Request wheelchair accessible vehicle when making reservation. Request any special Needs.
9. Keep service animals under control.
10. Pay proper fare if you are a cash-paying customer.
11. Treat driver and other passengers with courtesy and respect.
12. Passengers shall not be under the influence of alcohol or illegal drugs.

RTEC POLICY

Equal Employment Policy

RTEC, Inc. provides equal employment opportunity and services to all persons regardless of race, sex, color, religion, age, national origin (ancestry), disability, and veteran.

Reporting Change in Driver Status

RTEC drivers must report any change in their driving status to their supervisor immediately. This includes all traffic convictions whether in private vehicle or RTEC; suspended, revoked or

expired commercial driver's license, points on driver's license, and/or any other situations that affect legal or physical ability to drive an RTEC vehicle.

An individual cannot be hired as a driver if they have been convicted of driving while intoxicated or under the influence of a controlled substance and/or had their driver's/commercial license revoked within five years prior to the application date. If a driver becomes ineligible for operating an RTEC vehicle, he/she is obligated to report it to their supervisor.

Failure to immediately report to the supervisor such changes in driving status as explained above may be grounds for dismissal. An official copy of a driver's driving records is obtained from the Division of Motor Vehicles as a part of the initial employee application. Each year, these records are again verified through the State Department of Vehicle Regulations. An RTEC driver cannot have any points on their driving record and be retained in employment.

Copies of verification of a valid Kentucky driver's license are included in each driver's personnel file. Drivers are required to keep their license valid at all times. A driver must keep their valid Kentucky driver's license in their possession at all times while operating RTEC vehicles.

Physical

A pre-employment physical and health history conducted by a licensed physician is required of every RTEC driver. An examination form must be completed at choice of sites designated by RTEC. This is to attest to the driver being physically able to perform the duties of the RTEC driver. RTEC drivers and other operation's department employees will be paid their regular rate of pay for reasonable amount of time spent at the physician's office. The documentation form of the Federal Motor Carrier Official Physical, after completed and signed by the physician, is to be signed by the driver and submitted by the RTEC office to be retained in the driver's personnel file. The physician and the applicant must also sign a card. This card is to be kept in the driver's possession at all times while driving. The pre-employment physical is paid for by RTEC whether or not they are accepted for employment by RTEC. Thereafter, all RTEC drivers are required to have a physical every two years or as often as recommended by a medical professional designated by management, with the above listed documentation of the physical being prepared. Additionally, RTEC management may require any driver to take another physical for any reason to prove fitness for duty. Physicals are subject to peer review by RTEC's 3rd Party Administrator. RTEC will heed recommendations based on this review.

Pre-Employment Drug Screen

The US DOT and RTEC require a pre-employment drug screen and participation in RTEC D&A testing program. A Drug and Alcohol Policy is issued to the drivers, separate from this manual.

Alcohol and Drug Use Policy

The sale, use and distribution of alcohol and controlled substances and by any employee are prohibited. Employees who are convicted of a drug related or misuse of alcohol offense will be considered in violation of this policy, whether during working or non-working hours. Compliance with RTEC's substance abuse policy is a condition of employment. Use of any prescribed or non-prescribed medication that might impair driving ability when on duty is not permitted. A driver's ability to respond is diminished by alcohol and drug use. Judgment is also impaired. A driver's ability to act and think fast is vital to the well being of RTEC riders, drivers, and other motorists. Refer to the Drug and Alcohol Policy for additional information on this topic.

Driver Identification Badge

All drivers will receive an identification badge as soon as possible after they are employed by RTEC. The RTEC office orders these badges. The driver's name (may be first name only) is printed on the badge and is required to be worn whenever you are on duty so that riders, business people, and other RTEC personnel, etc. can easily identify you as an RTEC driver. RTEC will pay for the first name tag and others as appropriate. The driver must pay for replacement nametags required due to avoidable loss or damage.

Dress and Grooming

Drivers are expected to dress in good taste, be neat, clean, and well groomed. It is understood that various tasks at RTEC will require certain types of dress and employees are expected to dress reasonably for the task. "Cut-offs", shorts above the knee, or extremely casual attire is not permitted. Wearing facial jewelry is unsafe, therefore prohibited. Loop earrings are unsafe, therefore prohibited. Caps, shirts and a jacket are available and required for wearing by RTEC operations department employees. Refer to RTEC's Dress-Code policy for more information and consult your Supervisor or Human Resources with questions or concerns regarding dress.

RTEC Employee Footwear Policy

In order to prevent injuries resulting from improper footwear, a rigid policy concerning this has been established. This policy will be strictly enforced to ensure the proper safety precautions are being taken. At all times while on duty in the operations department, employees will wear sensible low-heeled shoes that completely enclose the foot and have non-skid soles (slip resistant). An infraction of this policy will result in disciplinary action by RTEC.

Use of Driver's Personal Vehicle

It is RTEC policy that drivers are not to use their personal vehicles for transporting any rider for RTEC unless it is an emergency and the supervisor and RTEC administration gives approval. An emergency situation (or during inclement weather) could arise in the event of a vehicle breakdown and a backup vehicle is not available, thus jeopardizing the health and/or well being of the rider with any delay in transport. In these rare and extreme circumstances, the Driver is eligible for travel expense reimbursement under current administrative approved rates. Any driver who uses his/her personal vehicle for emergency transportation of any RTEC rider must submit to their supervisor an Insurance Certificate from their insurance company. Also, an incident report is to be completed at the time of such occurrence.

Required Reading

RTEC Newsletters, RTEC Memos, and RTEC Safety Notices are periodically mailed to all drivers. These materials may include stories of interest and may also contain notices of policy information, updates, and changes. They are required reading for all RTEC drivers and staff. Drivers are required to keep these documents for reference until policy changes can be incorporated into the Employee's policy manuals and/or Drivers Handbook. Failure to receive any of the aforementioned should be reported to the supervisor.

Required Training

RTEC requires satisfactory completion of the following training for all drivers:

1. Defensive Driving Course
2. First Aid
3. CPR
4. Working with elderly & persons with disabilities

5. Passenger Assistance Techniques (Before Assisting Wheelchair Users)
6. Blood and Air Borne Pathogens
7. Bus Passenger Evacuation, Safety and How to use a Fire Extinguisher

Training is to be accomplished within 60 days of employment date. Drivers are required to participate in and pass refresher courses every two years for all training.

If a driver misses a scheduled training session, a make-up date will be established. A new driver will need to attend a training session held in another area, if training is not offered locally from another organization, in order to complete training within one year of employment. Drivers should attend the next scheduled training held in his/her area or take the training from a local organization such as the Red Cross. The supervisor, at his/her discretion, will note any absences as excused or unexcused. An unexcused absence may result in remedial action being taken.

In any instance when a driver refuses to participate or is unable to satisfactorily participate or pass training, the driver may be subject to termination of employment. Documentation of all training is required and included in each personnel file. Additional training may be required.

Meeting attendance

Attendance at drivers meetings is mandatory for both drivers and relief drivers. The purpose of these meetings is service evaluation and training about policy, procedures, and other job-related topics, such as first aid and safety. Supervisors and invited topic specialists, as needed conduct the training sessions.

Conflict of Interest

RTEC drivers are not allowed to be outside employed or engaged in activities that will affect their ability and availability to drive for RTEC. Outside employment that interferes with RTEC operations or creates a safety concern (such as causing driver fatigue) will not be tolerated.

Disciplinary action

RTEC drivers are not allowed to discuss job related disciplinary matters or seek support from RTEC passengers in retaliation of disciplinary action imposed by supervisors. Soliciting personal support by threatening users with the loss of the service is a form of extortion and will not be tolerated. Also, discussing such matters causes riders undue stress and anxiety by threatening them with the loss of their mobility.

A minimal amount of disciplinary action is necessary within RTEC operation. When action is initiated it is to remain at the personnel level. Refer to your Employee Handbook for more information.

Employee Conduct

Per RTEC's Personnel Policy: "Driver's and Relief Drivers are not to solicit or accept personal items (such as tips) from RTEC riders." See Employee Handbook for further information.

Criminal Record Check

A criminal record check is processed for all RTEC employees. Any criminal record showing a conviction for a felony within the recent ten-year period of time will result in an employee's employment being terminated. Likewise, RTEC will not hire nor continue to employ a person having charges or a history of violent or sexually offensive behavior.

If a check of the criminal record reveals conviction of a serious nature that occurred more than ten years ago, RTEC retains the rights to terminate the employee should there be sufficient cause to question the desirability of continued employment.

Criminal records consist of conviction of misdemeanor and felony charges. There are many kinds of arrests and charges that result in convictions in criminal cases. This is separate from the Department of Motor Vehicle report of convictions, which consists of violations of motor vehicle laws. The two records are not to be confused with each other. When bonding eligibility is discussed--it is dependent on a criminal record only. RTEC reserves the right not to hire or to end employment of any employee for any reason.

Community Relations

All residents within any community are eligible to ride the RTEC vehicles. The driver's role in the RTEC organization goes far beyond his/her daily job of transporting RTEC members to and from their destinations. The driver acts as an official representative of RTEC to the local members, business people, and government and community leaders. To many people, the driver may be the only employee of RTEC with whom they come in contact. The driver is their source of information on RTEC policy and with whom they shape their opinion of the entire organization. For this reason it is very important that the RTEC driver be well informed on the workings of RTEC and be able to diplomatically deal with questions from the community.

RECORDS

Records Guidelines

Proper flow and completion of paperwork and documentation from drivers is extremely important to RTEC's cash flow. Blank copies of all forms required are available at the RTEC main office. Drivers should always double-check their work to assure accuracy of their paperwork. The following guidelines have been established for driver's submission of paperwork and documentation.

Fares, Donations/Funds Collected

Each item must be listed on the driver's deposit slip itemizing each day's total receipts, including the driver's name, bus number, passenger's last name, date of trip and the correct amount is listed. Drivers are responsible for the total amount of money shown on their schedules. All fares collected should be deposited at the local bank designated by RTEC daily. Any fare collected that cannot be deposited the same day collected should be deposited the very next business day. Deposit slips must be sent to RTEC for documentation. Drivers may NOT accept tips, gratuity or personal gifts for RTEC services rendered.

Time Sheets

Time is recorded daily. As an RTEC employee, you cannot be considered a volunteer. All hours worked must be turned in on your time sheet. Your pre-determined schedule cannot be changed without approval from Dispatch and/or your Supervisor (i.e. you cannot clock in on Saturday to clean/wash your van when you were not scheduled to work). You should take breaks at the time designated by your Supervisor. Drivers are to turn in a completed time sheet and, if appropriate, a leave form, expense account, etc. to the RTEC office for approval BI-

weekly. Time sheets should be mailed to the RTEC office no later than the day after the last day of the pay period.

Accident Reports (Vehicular)

The following procedures are to be followed in the event a driver is involved in an accident:

1. Stop immediately. Take all necessary precautions to prevent further accidents at the scene. Call 9-1-1 for emergencies. Care for passengers and anyone injured. Also:
 - a. Set emergency flashers.
 - b. Place Triangle Reflectors to warn traffic.
2. Send for help -- DON'T GO!!! Contact the RTEC Dispatch or if necessary, ask a passing motorist or someone to contact police and an ambulance if no phone is readily available.
3. Obtain the names and addresses of all witnesses, using the space provided on the accident report and take license numbers of vehicles at the scene of the accident.
4. Be sure to get names of all occupants of your vehicle and other vehicle(s) involved in the accident.
5. Do not argue! Make no statement except to authorities. Do NOT admit fault.
6. Note all details and complete accident report. Do not plead guilty to any charge without consulting your Supervisor.
7. Secure assistance of police officer. Get his name and badge number, Department where he works and record it on the accident report.
8. Report all accidents to your supervisor as soon after the occurrence as possible and before going off duty. Failure to notify the police, your supervisor, or to complete and send in the accident reports in a timely fashion can be grounds for dismissal. If you have any questions about what to do in case of an accident, contact your supervisor.
9. An Accident Review is to be completed by the driver. Reviewing the accident brings out steps that can be taken to prevent the occurrence of similar accidents in the future.
10. The driver is subject to drug & alcohol testing. Obtain instructions from your supervisor, or refer to the RTEC Drug and Alcohol Policy for additional information.

Incident Reports

An incident is an occurrence that takes place while the driver is on duty, which is worthy of note and a written report.

Examples of incidents are non-vehicular accident related injuries to passengers that occur, theft of cash or equipment, passenger fights or quarrels, etc. The driver is to complete an Incident Report and deliver it to his/her Supervisor as soon as possible, but not more than 24 hours after the incident occurs. Include all known details including who, what, when, where, why, and how. Driver's may also note suggestions how further incidents can be prevented.

Leave Form or Personal/Sick Day Form

An RTEC leave form must be completed when an employee is off the job at any time. It is to be signed by the driver and given to the supervisor. The vacation leave form must be submitted at least two weeks in advance for approval consideration. The reason for absence must be stated on the form and must be specific. Personal leave forms should be defined as illness, family illness, dental appointment, etc. Refer to Employee Handbook for further guidelines on absence.

Petty Cash Fund

The Operations Manager is issued a petty cash fund to be used for such items as purchase of supplies, postage stamps, tolls, emergency, TB Skin Test Evaluations, etc.

As a general rule, petty cash is not to be used for gasoline purchase. Receipts are required for all money spent except coins used in parking meters and coin-operated car washes. For these items, prepare a slip showing the date, amount spent, and sign this slip verifying its accuracy. No reimbursement will be made for receipts over 90 days old or for items without a receipt. Reimbursement sheets must be signed at the bottom with your title. There is no guarantee you will be reimbursed. Always ask before making the purchase to see if you are eligible for reimbursement.

You are responsible for the full amount of petty cash, which is issued to you and will be required to sign a receipt. At termination of your employment, you must be able to account for the fund either in cash or receipts, or combination of both. No personal checks are to be cashed using petty cash funds. An expense account form is to be completed for reimbursement.

Report of Injury

In the event a driver is injured on the job and time is lost, the supervisor is to be notified immediately. A "Report of Injury" form will be completed to assure prompt handling. Time is essential on these reports so a clear indication of the extent of injury can be determined.

Charter Tours

Charter tour buses will be used to transport not RTEC vehicles. RTEC does not provide Charter services.

SAFETY

RTEC's safety program is designed to eliminate or reduce the likelihood of accidents and help ensure the care, welfare, safety, and security of everyone involved in the daily transportation services RTEC provides. This program is based on preventing accidents by keeping hazardous situations to a minimum. Drivers are required to successfully complete a Defensive Driving course to prepare themselves for unexpected driving conditions. RTEC's Preventive Maintenance program is designed to keep vehicles in good condition and extend their useful life. Keep in mind that safety hazards can crop up at anytime and you should be on the lookout constantly. If possible, do something about them immediately, as you may not get a second chance.

If an accident does occur, an extensive accident review is conducted. This review is done to determine whether the accident was preventable or non-preventable on the RTEC driver's part. Reprimanding action may be taken when the accident is considered preventable. This review also identifies possible ways to reduce future accidents.

Environment of an RTEC Driver

RTEC drivers encounter four basic hazards, which can create an accident and must be faced and/or dealt with each day they drive. They are (1) yourself, (2) your vehicle and/or equipment, (3) your passengers and/or other drivers, and (4) the driving environmental conditions.

RTEC drivers also perform simple and routine functions in assisting and transporting riders, which can be broken down into four parts in terms of preventing accidents. Those four components are: (1) helping the passenger outside of the vehicle, (2) loading and unloading the passenger, (3) assisting the passenger inside the vehicle, and (4) driving safely.

If an accident or breakdown does occur, you must be prepared to handle the situation. Hopefully this will never happen to you, but do not be caught unprepared. REMEMBER that all of your passengers will be depending on you.

Are You Ready to Drive?

When you were hired as a driver for RTEC, you went through a rigorous screening process. Your past employment was checked to see how reliable you are and your driving record was checked to see how well you obey traffic laws. You got a physical to see if you were physically fit and were given a written test to see how much you know about the laws concerning commercial vehicles. Thus, you met the qualifications for an RTEC driver and were hired.

If your circumstances change and you are not mentally, physically or legally able to continue as a driver, then do not drive! At that point you are an accident looking for a place to happen. Let your supervisor know immediately!

RTEC drivers must report any change in their driving status to their supervisor immediately. This includes traffic convictions, which occur in your personal vehicle or an RTEC vehicle; suspended, revoked, or expired licenses; points on driver's license; illness; medications; or any other circumstances which make you unfit to drive and/or handle the passengers.

If you do not report these things, it will be grounds for the termination of your employment. Training is a part of your job. RTEC will provide you opportunities to go through training in various areas including but not limited to: Policy and Procedures, Defensive Driving, First Aid and CPR, Passenger Assistance Certification for sensitivity of Physical Limitations of Elderly and/or Disabled Persons and methods of assisting these individuals. These sessions are mandatory and will help you in dealing with the duties and obligations of your job.

Annual Review of Driving Record

Each motor carrier shall, at least once every 12 months, review the driving record of each driver it employs to determine whether that driver meets minimum requirements for safe driving or is disqualified to drive a motor vehicle. In reviewing a driving record, the motor carrier must consider any evidence that the driver has violated applicable provision of the Federal Motor Carrier Safety Regulations. The motor carrier must also consider the driver's accident record and any evidence that the driver has violated laws governing the operation of motor vehicles, and must give great weight to violations, such as speeding, reckless driving, and operating while under the influence of alcohol or drugs, that indicate that the driver has exhibited a disregard for the safety of the public.

Vehicle and Equipment

Keeping the vehicle in good, safe working condition is of prime importance to the company. Only if the vehicles are available can we transport our passengers. You are expected to keep it clean, inside and out, and to check its mechanical condition and make certain that your safety equipment is always ready to use. It is also possible to do minor mechanical maintenance, as it keeps you from breakdown on the road, avoids major repair bills for the company.

Vehicle Cleanliness

Cleanliness is an often-overlooked aspect of vehicle safety. Vehicles are equipped with light reflecting lettering, which does little good if dirt covers it. Dirty lights cut down on night visibility and dirty windshield, windows, and mirrors lessen your ability to see at any time. Cleanliness on the inside is just as important as cleanliness on the outside. Trash on the floor can cause problems. Remember that some of our passengers have somewhat limited mobility and are not all sure-footed. If something like a bottle or unconnected fire extinguisher is rolling around, they can slip or fall easily. Any item not fastened down may become a missile going forward if you have to stop suddenly. Fasten all items down which can be fastened and make sure everything else is properly disposed of, or stowed away safely. Your vehicle is to be thoroughly cleaned at least once a week, but do not stop there. Remember you and your assigned vehicle are like a moving billboard advertisement for this company. Make sure it is safe and clean. Refer to the RTEC Operator's Maintenance Manual for additional information on this topic.

Advertising on RTEC vehicles

Unauthorized bumper stickers or advertising are not allowed on an RTEC vehicle.

Smoking on RTEC vehicles

ABSOLUTELY, NO SMOKING ON RTEC VEHICLES!!! Smokeless Tobacco products are also prohibited (i.e. chewing tobacco, dip, etc.). The health and welfare of our riders is our priority. The professional driver should not smoke in passenger's driveways or in agency parking lots. If you smoke, do so on your breaks, outside of the vehicle and away from RTEC clients. Always use caution when disposing of cigarette butts as they can ignite accidental fires. Be respectful of all premises when taking breaks and **DO NOT** throw cigarette butts or trash into client's driveways or agency parking lots. This is very disrespectful and does not project a professional image. Also note that Drivers should not chew or dip smokeless tobacco on RTEC vehicles either. Drivers who use smokeless tobacco products can do so on their breaks, outside of the vehicle and away from RTEC clients. Improper use of smokeless tobacco products can result in slips and falls as well as unsanitary conditions. Throw all garbage into proper trash receptacles. Using smokeless tobacco products during training classes is also prohibited. You may smoke or use smokeless tobacco products only on breaks provided and outside of the training center(s). Violation of this policy will result in disciplinary action. Remember, **SAFETY** protects people and **QUALITY** protects jobs.

Cell Phone Use

Cell phone use while driving is a violation of RTEC Policy. Violations of this policy will result in automatic suspension without pay and may result in termination. Cell phone use while driving is a dangerous distraction. Wearing an earpiece or using a hands-free device allowing hands free operation of a cell phone **IS STILL A DISTRACTION** and therefore is still a violation of this policy. If you carry a cell phone, keep it in the **OFF** position and check it while you are on your break. You are **NOT** being paid to conduct personal business on Company time. Advise your

friends and family if there is an emergency and they need to contact you, they can call RTEC on the Toll Free number 800-321-7831 and we will assist them in reaching you. If you have an assigned RTEC cell phone for business purposes this is an exception. Leave it ON, but DON'T operate the phone or answer a call while driving or operating an RTEC vehicle or equipment (such as the Wheelchair Lift). Pull off to a safe area before using the RTEC assigned phone.

No personal calls should be made on RTEC issued cellular phones and drivers are cautioned that phone records are monitored closely. Violations of this policy will result in automatic suspension and possibly termination of employment. Drivers should limit their calls to RTEC business and not overstep boundaries of calling other RTEC Drivers unless an emergency arises. Drivers should contact the RTEC Dispatch or their Supervisor for assistance if a need arises. RTEC Dispatch may be reached by dialing 606-256-9835 and then extensions 261 or 264. Drivers may also call the Driver Toll Free Number (Drivers Only) at 877-779-7433. Also be aware that RTEC encourages passengers and clients to report any RTEC Driver witnesses operating a vehicle while on a cellular phone.

Defensive Driving

Each driver is required to take Defensive Driving. You will be scheduled for it as soon after the beginning of your employment as possible. You must successfully complete this course with a score of 75% or better. Any driver not passing this course is required to re-take the course at their own expense if they wish to continue their employment with RTEC. Periodic refresher training in Defensive Driving and related courses will also be required.

Defensive Driving is a class in preventing accidents. It has two key concepts, which you need to know. They are (1) the concept of the preventable accident. "A preventable accident is one in which you failed to do everything you reasonably could have done to prevent it." It is not a question of who was legally right or wrong, but could the accident have been prevented at all. (2) The key idea is defensive driving itself. "Defensive driving is driving to prevent accidents in spite of adverse conditions and/or the incorrect actions of others." Driver error is the most common cause of accidents.

Many equipment items on your vehicle are defensive driving tools. You must know how and when to use them. They include:

Brakes - The most basic tool for avoiding a hazard. Because a driver is responsible for the safety of his/her vehicle and passengers, and brakes are an important mechanical part of vehicle safety features, a driver is required to:

- Test the brakes for malfunctions within the first block or two after starting a trip,
- Report immediately to the dispatcher any problems with the brakes. A driver must not operate a vehicle once he/she has determined that it is unsafe to do so because of malfunctioning brakes,
- Apply the parking brake when passengers are boarding or alighting and when doors are open,
- Use the parking brake to hold the vehicle for parking or whenever the driver leaves the driver's seat. In the event of service brake failure, the parking brake may be used to stop the vehicle,

- Don't fan or pump brakes which causes excessive wear, an unsafe and rough ride and reduced braking capability because of low air pressure. (This is not meant to restrict feathering of brakes on icy or snow-packed roads),
- Never use the rear door interlock brake to hold a vehicle motionless.

Mirrors - Enable you to check vehicles approaching from the rear on either side. Mirrors are to be adjusted before starting a trip. When a vehicle is relieved on a route, the mirrors are to be adjusted before proceeding. Outside left and right mirrors are to be used for turning maneuvers when pulling out from the side of the road and in addition, the right side mirror is to be used to observe boarding and alighting passengers. When making traffic lane changes or entering traffic from a stop be sure to check the blind spot in both mirrors and glance over shoulder, especially if convex mirrors are not in place. Leaning forward in seat slightly when scanning side-mirrors can help increase visibility of blind spots. Mirrors are a very important defensive driving tool and are to be scanned every 3-5 seconds. (This will also help keep you ALERT)

Headlights - Enable you to see better and increases chances of being seen by others. RTEC Drivers must drive with daytime running lights ON; if vehicle is not equipped with daytime running lights, turn Dim-Lights ON. This increases the visibility of your vehicle by others.

Turn Signals - Inform others of your intentions by communicating effectively.

Right Turn:

- Signal 150 feet or three (3) seconds prior to the turn.
- Set up enough right side clearance for the turn but not enough to allow a vehicle between edge of road and vehicle.
- Check the mirror(s) for cars encroaching on right side.
- Be sure intersection is clear of cars and pedestrians before turning.
- Check traffic to the left, right and left again.
- Turn at speed appropriate to road, weather and traffic conditions.
- Avoid the "button hook" turn, i.e. swinging left before turn.
- Scan mirrors and intersection during turn.
- Follow vehicle through turn in right outside mirror.
- Maintain enough space on the right side so vehicle does not contact utility poles and signs, and so right rear dual wheels do not ride over the edge of the road.
- Release signals after completing the turn and straighten wheels.

Left Turn:

- Signal 150 feet or three (3) seconds prior to the turn.
- Turn from the designated left turn lane or the lane nearest the centerline. If there are two (2) left turn lanes, the outside left lane should be used.
- Be sure intersection is clear of cars and pedestrians.
- Keep the wheels straight until oncoming traffic is clear and the turn can be started.
- Turn at speed appropriate to road, weather and traffic conditions.
- Scan mirrors.
- Follow the vehicle through turn using left outside mirror.

- Release signal after completing turn and straighten wheels.

Accelerator - Could be used to avoid a hazard but generally it is better to brake than accelerate. Drive at safe speeds & remember yellow caution signs with speed limit recommendations were designed for cars, not big buses; larger vehicles should go 5 mph slower than speed posted on these yellow caution signs.

Horn - Warns others of your presence but does not give you the right of way.

Defroster, Windshield Wipers and Washers - Provide a clear windshield for good vision.

THE MOST IMPORTANT FACTOR IN DEFENSIVE DRIVING IS YOU, THE DRIVER

You possess your own defensive driving tools that include:

- Your physical ability to spot a hazard, maneuver the vehicle away from it and warn others of it.
- Your knowledge of driving hazards and how to spot them.
- Your knowledge of the safety zone and how to maintain it.
- Your knowledge of the rules of the road (Stay informed of current regulation changes)
- Your knowledge of the vehicle equipment.
- Your skill at maneuvering the vehicle.

Safety Belt Regulations

All RTEC drivers and passengers are required to fasten their safety belt before the vehicle is moved. It is the responsibility of the driver to assure that usable seat belts are provided for all passenger positions and that all passengers are properly belted in. Any driver observed by a supervisor not wearing a fastened safety restraint correctly at any time the vehicle is in motion will receive an automatic five working day suspension without pay. The driver's record will be reviewed and this, along with other violations or misconduct on file will result in termination of employment. "If the belts are not on properly, the van should not move."

Vehicular Fires

There is always the possibility that your vehicle could catch on fire. It could occur while the engine is running or after it has been off for a period of time. If you suspect a fire while you are on board:

1. Shut off the engine.
2. Evacuate the riders (Refer to RTEC Evacuation Training Manual/Policy).
3. Call 9-1-1 for emergencies.
4. You may try to extinguish the fire if safe to do so, but do not endanger your passengers or your own personal safety. Leave yourself a safe exit.

Emergency Breakdown Procedure

In the event of an emergency breakdown of your vehicle, the following procedure is to be followed. This procedure may be revised to fit the circumstances of a particular breakdown.

1. If the vehicle is in motion when the breakdown occurs, allow the vehicle to slow down as much as possible before applying the brakes.

2. Steer the vehicle well off the road, onto the right shoulder.
3. Set up warnings to other motorists; turn on emergency flashers, set up reflectors, and raise the hood of the vehicle so that highway officials will be alerted to your trouble.
4. Signal for a motorist or highway official to stop. Ask them to send help to you, or use your two-way radio or cellular phone if equipped to get assistance.
5. The driver should not leave the vehicle and his/her passengers unless, after some time, no motorists stop to aid him/her. Consider the passenger(s) safety your priority.
6. In severely cold weather, the driver should not get out of the bus. If the breakdown does not prevent the driver from running the engine, make sure that some windows are open, and keep the engine running in short spurts to maintain heat in the vehicle.
7. If the vehicle must be towed into a garage for repairs, the driver is to see that all passengers are taken to a place (all to the same place) to wait.
8. The driver is to notify his/her supervisor of the breakdown as soon as possible. If the maintenance supervisor is unavailable, the driver is to contact the supervisor or Executive Director, or as a last resort the RTEC driver closest to the place the vehicle broke down. The driver should evaluate the situation and determine if he/she needs the assistance of another vehicle to take his/her passengers on their destination(s) or home(s).
9. If the breakdown can be quickly repaired, the driver should continue on his/her trip to avoid any additional delay. He/she is to notify his/her supervisor of the incident at his/her first opportunity, BUT NOT MORE THAN 24 HOURS LATER.

Safety Equipment and Written Material

When a driver is assigned an RTEC vehicle, the maintenance supervisor and driver will complete a "Vehicle Condition and Equipment Checklist". This is to record safety equipment and items on the vehicle or that have otherwise been issued to the driver. Periodically, the vehicle will be inspected to assure all equipment is in proper working condition. A formal check will occur during periodic inspections and prior to the time of the driver's annual evaluation. The safety coordinator will demonstrate proper use of all safety items. Safety does not happen by accident, it is the result of a conscientious driver who recognizes hazardous situations and takes the appropriate corrective actions.

1. Two-way Radio/Cellular Telephones: RTEC vehicles are equipped with a two-way radio/pager or cellular telephone. These are used for business purposes only. Strict rules exist regarding the use of communications systems are enforced by the Federal Communication Commission. Use all radio equipment in a business-like manner.
2. Emergency Exit Procedures: The following emergency exit procedure was established to assure that the vehicle is evacuated in the most expedient and safe manner in event of emergency. This brief evacuation procedure should be gone over with the riders periodically so they will become familiar with it. (Remember to dial 9-1-1 for emergencies. Refer to your Evacuation of Passenger From Vehicle Training Manual for further details/information.)
 - A. Wait for driver to open doors and/or give instructions.
 - B. Exit as instructed by driver or by seats in order.
 - C. If the driver is not able to evacuate the vehicle, the most able-bodied rider will open door and aid in the evacuation of the vehicle. DO NOT MOVE AN INJURED PERSON UNLESS ABSOLUTELY NECESSARY.

3. Emergency Exit Signs and Directions: Emergency signs and directions must be posted above and/or by the appropriate exits on the vehicle. These are provided for all exits deemed as emergency exits. It is the driver's responsibility to assure signs are prominently displayed on the vehicle. Never drive with an open or locked emergency exit door. It is unlawful to lock the emergency exit with passengers on board.

4. Extra Lights and Fuses: An important part of the safety equipment on every vehicle is the lighting system. If the lighting system fails, especially at night, the chances of an accident are tremendously increased. Never replace a fuse with a fuse that has a higher amp rating, as this could cause a fire.

5. Fire Extinguisher: Each vehicle will have at least one fire extinguisher. Inspect the gauge on the fire extinguisher daily. If the gauge indicates "overcharge" or "recharge", immediately obtain a replacement from the RTEC office or have the current extinguisher serviced by a professional. It is the driver's responsibility to assure the extinguisher is in good working order. The fire extinguisher is to be kept in a securement bracket, which is permanently affixed to the vehicle and located near the driver and replaced/repared if damaged.

Remember the Acronym **PASS**:

- P**ull the pin
- A**im the hose at base of fire
- S**queeze trigger
- S**weep back and forth with the extinguisher

Most fire extinguishers are emptied in less than a minute. Do not attempt to fight a large fire. Call 9-1-1. Always leave yourself a way out. Keep your back to an exit. Fire extinguishers are labeled for use on either a single class of fire or for multiple classes of fires. Class A is for fires involving combustibles like wood or paper. Class B is for flammable liquids and gases. Class C is for fires where electricity may be present. Class D is for combustible metals like magnesium. Know what Classes your extinguisher is labeled for. Check your extinguisher once a month to ensure it is in good physical condition and that the pressure is "Full". Report and immediately replace fire extinguisher if it is not.

6. First Aid Kits: Each vehicle is to have one complete first aid kit. If items are used from the first aid kit, notify the maintenance supervisor of your need for replacement items. The first aid kit should be securely mounted on the vehicle.

7. Flashlight, Ice Scraper: Each vehicle shall carry these items in the glove compartment. The driver is responsible for periodically checking the flashlight to ensure the batteries are strong and that the lamp is working.

8. Grab Pole: This pole is desired equipment on RTEC vehicles and located to assist the rider(s) in loading and unloading. This item should regularly be checked for safety.

9. Mirrors: Convex mirrors are a good tool to aid the driver, but under **NO** circumstances should they be used to back the vehicle. On the driver's side the convex mirror should be small, 1 to 1 1/2 inches in diameter, and should be placed in the upper outside corner of the mirror.

The passenger side mirror should be totally visible from the driver's seat by driver. If the driver is short, the mirror should have an extended arm placed on it so it can be raised up and is fully visible by the driver. The convex mirror is especially needed on the passenger side of the vehicle, since this is the blind side. Adjust mirrors for maximum visibility of blind spot areas.

10. Reflectors: Each vehicle shall carry a set of three emergency reflective triangles. These reflectors are to be used when the vehicle must make an emergency stop along any road, DURING THE DAYTIME OR AT NIGHT. The vehicle is to be pulled as far to the right shoulder of the road as possible and the emergency flashers turned on. Remember; allow room on the right side of the vehicle to allow safe disembarking of your passengers.

Place one reflector not less than 100 feet in front of the vehicle, one reflector less than 200 feet behind the vehicle and one at the traffic side of the vehicle. These reflectors shall be carried in a box, which is permanently mounted on the floor of the vehicle. The box is to be mounted behind the rear seat, next to the right wall of the vehicle. Spread reflectors out behind vehicle more to increase reaction time of other drivers when visibility is poor or if around a curve.

11. Step: A step in good repair should either be attached to the vehicle or constructed like a box for stability. All steps should be constructed for easy use by the riders and should be about 9 inches high, 18 inches long, and 12 inches wide. This step is to be used anytime a rider is boarding or exiting the vehicle. Be sure the step is placed on a level surface. Always offer assistance to help the rider on and off the vehicle (Refer to Passenger Assistance manual).

12. Vanguard: A vanguard ("Van Eyes") is required equipment on all RTEC vehicles. It is a plastic lens that is placed on the rear window of the vehicle. Generally, it should be on the right rear window and located as close to the bottom of the window as possible. The driver, however, will have to position the vanguard in the proper place by looking in the rear view mirror and adjusting the vanguard to allow better vision. The vanguard is designed to allow the driver to see directly behind the vehicle and is very useful before backing a vehicle. The vanguard should be used in conjunction with steps outlined in the section "Backing your Vehicle". This is only a reference check to see if anything is behind the vehicle before the vehicle is backed. It is not a substitute for using mirrors and head checks. UNDER CIRCUMSTANCES SHOULD THE VANGUARD BE USED TO BACK THE VEHICLE. Drivers should AVOID backing whenever possible.

Safety Equipment Policy

Obstruction or destruction of Safety Equipment is strictly prohibited. Unauthorized tampering with Camera or Microphone equipment is prohibited. Unauthorized use or misuse of AVL/MDT equipment is also prohibited. It is the Driver's responsibility to help properly maintain all provided equipment. Failure to comply with these Company Rules will result in IMMEDIATE disciplinary action and suspension and possible termination of employment.

Using the MDT/AVL device while driving is not recommended. Pull over safely to use MDT/AVL device so that it is not a distraction to driving. Remember to use parking lights and 4-way flashers.

This equipment is placed on RTEC vehicles to ensure the basic Care, Welfare, Safety, and Security of everyone during the transportation services RTEC provides. Obstruction of this equipment is unlawful and reprehensible. Drivers are responsible for safety equipment and the

correct use of the assigned equipment, as well as the vehicle being operated. Drivers should be aware that all RTEC telephone conversations are recorded. Camera, microphone, and telephone recordings may be reviewed at anytime for quality assurance purposes.

Camera/Audio Onboard Security Recording System

When you start your vehicle, the camera system takes a few minutes before it starts recording while it checks the system diagnostics. Do not start your vehicle and immediately shift out of park and start traveling. WAIT until the camera system says "SYSTEM OK" before taking vehicle out of park. If you are involved in an accident before the diagnostic check is complete, the system may not record the incident. If, after a few minutes, the system does not say "SYSTEM OK" or an error message is given, report this to your Supervisor IMMEDIATELY and include this on your daily inspection report. Ensuring that your camera system is in good working order should be part of your RTEC Daily Inspection routine. Unauthorized tampering with Camera and Microphone Equipment is prohibited. It is the Driver's responsibility to help maintain all provided equipment.

AM/FM Radio & Tape/CD Player

RTEC permits the radio to be played at a moderate level during transit to help maintain a pleasurable atmosphere. RTEC drivers should control and choose music that is neutral, non-offensive, and acceptable to passengers (i.e. no curse words or explicit or vulgar language). RTEC understands that the radio can prove a successful resource in keeping passenger behavior at a calm level and is also a source of information for local weather alerts and local advisories. However, the radio should not be played so loud as to interfere with the microphone recordings. During loading and unloading, the radio should be turned off. Failure to do so will be viewed as sabotage of the Camera/Audio Onboard Security Recording System and will result in disciplinary action.

How's My Driving Program

RTEC participates in a *Fleetsafe* program commonly referred to as "How's My Driving". All RTEC Drivers must ensure that the "How's My Driving" Sticker/Contact Phone Number are clearly visible on the back of their assigned RTEC vehicle. Every participating vehicle is given a unique decal number with a toll-free number to encourage the driving public to phone in compliments, complaints, and/or faulty equipment. These stickers are required under RTEC Policy and obstruction or destruction of these stickers is prohibited. If your vehicle's "How's My Driving" sticker is missing or damaged or worn, contact your supervisor or the Coordinator for an immediate replacement. RTEC Driver's participation in this program is mandatory and beneficial to everyone on the roadways.

DRIVING HABITS

Backing your Vehicle

According to the National Safety Council, about one out of every four accidents involving fleet vehicles is a backing accident. Unfortunately, backing is the number-one cause for damages to RTEC vehicles. Park to avoid backing. A "pull-through" is the most desirable parking option. Pretend your vehicle doesn't have reverse when choosing a parking space. If backing becomes absolutely necessary, follow these steps:

1. Before backing, get out and review the situation. Walk around your vehicle to insure that you have necessary clearance. ("GOAL" = Get Out And Look)

2. When possible, back from driver's side. Backing from the driver's side provides the driver with better vision of the situation.
3. Always back slowly & cautiously.
4. Use side mirrors, checking both sides as you back and even looking over shoulders.
5. Never hesitate to ask someone to help you back. It is important to select a reliable person and to make sure he/she understands what you are trying to do. Do not place your helper in harms way. Hand signals can easily be misinterpreted and cause unnecessary injury. Work signals out in advance, and use a clear signal for "STOP".

Following Distance

When following other vehicles a safe distance must be maintained. You should allow 1 "following second" for every 10 mph you are traveling. Increase this if road or environmental conditions are poor. You can check this by watching the vehicle ahead of you pass a stationary object (a pole, sign, parked car, etc.) then count off the seconds (one thousand one, one thousand two, etc.) prior to reaching the same fixed object. In as much as rear end collisions are typically viewed as being avoidable, exercise caution to allow sufficient stopping distance under varied conditions. Reaction distance plus braking distance equals stopping distance. Reaction distance is the distance traveled from the time it takes you to remove your foot from the throttle to the brake. Braking distance is the distance traveled from the time the brake is applied until the vehicle comes to a complete stop. Stopping distance increases with:

- Wet roads.
- Passengers on vehicle.
- Ice, snow or gravel.
- Wet leaves.
- Fatigue or illness of the driver.
- Impairment.

When streets are wet or slippery, drivers must adjust speed and following distances for road conditions, exercising a greater than normal level of caution. Brakes should be applied in such a manner as to avoid skids. If you have a "tailgater" behind you, increase your own following distance until he/she passes or you find a safe place to pull over to allow the tailgater to pass.

Pedestrians and Bicyclists

A driver must slow down or come to a complete stop when pedestrians are crossing the street. A driver must always yield the right of way to all pedestrians. Share the road with bicyclists. Adjust your speed/space and following distance as necessary.

STOPPING FOR PASSENGERS AT DESIGNATED STOPS

All drivers should follow the following procedure when stopping at designated stops to board and disembark passengers.

1. Turn on four-way flasher lights to caution motorists.
2. Slow down gradually.
3. Pull as far to the right as safety allows, not hitting a curb or other stationary objects.
4. Make a full complete stop.
5. Place automatic transmission in parking gear.
6. Pull (set) parking brakes.
7. Open door. (Never open door while vehicle is in motion when stopping at bus stops.)

8. Deboard/board passengers away from busy traffic & in a safe location.
9. Wait for boarding passengers to get seated and buckled-up before moving the vehicle.
10. Announce stops and caution passengers to remain seated with seatbelts secured until the vehicle comes to a complete stop.

The purpose for this procedure is that drivers may assist passengers, sell tickets, collect revenue, and make change or punch tickets at designated stops and need to have both hands free. By following this procedure for stopping at bus stops that we can serve our passengers in a safe manner.

Breaks Every Two Hours

When planning your trip, drivers should allow time for a short break every two hours. As a driver, you need to take your concentration off the road periodically to avoid fatigue. Breaks also allow your passengers to get out of the vehicle and stretch their legs or use public restrooms. Riders who do not wish to get out should not be forced to do so. Just a few minutes of stretching can help alleviate fatigue. Drivers must take at least a 30-minute break every 5 hours. Refer to Employee Handbook for rules regarding breaks & timesheet rules.

Check Your Vision

The windows of your vehicle are to be kept clean at all times. If necessary, the driver is to stop the vehicle and clean the windows during a trip. There should be no obstructions placed on the front windshield, the rear windows, and the windows in the driver's door, the front passenger door, or the rear view mirror. The only exception to this is state inspection stickers, local tax stickers, or parking stickers.

The U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) warns motorists of the need to keep vehicle windshields free of liquid car wax used in many automatic car washes. Citing reports from motorists who have experienced the problem, the NHTSA points out that a wax-covered windshield usually appears exceptionally clean in bright sunlight, but can become a sudden hazard when rain or road grime is smeared into the wax coating. The driver shall check the cleanliness and position of each mirror before starting each trip, as mirrors are easily bumped out of alignment.

Control your speed

A common cause of accidents across the nation is driving too fast for the road conditions and/or the driver's capabilities. As your speed increases you do not see as much as you should in order to drive safely. Your eyes cannot receive, transmit, analyze, and translate quickly enough to provide a required action soon enough. Thus, you cannot get a full picture. Your side vision becomes narrower as speed increases and you become more vulnerable to collisions as you fail to react to things either side of you. After dark the distance you can see ahead on the road decreases and you will need to decrease your speed so as not to over-drive your headlights.

Your control decreases as your vehicle gains speed. You require more distance in which to stop. It becomes more difficult to make smooth turns and you are also unable to get around obstacles as easily when you are moving fast. While employed by RTEC as a driver, you are expected to observe all Federal, State, and local traffic and speed regulations. Your continued good driving record is imperative to maintain your employment.

Cross Bridges Carefully

Bridges may present serious and unexpected problems especially during the early morning hours during the fall and spring seasons. Often, there will be a thin layer of ice on a bridge while the rest of the road is clear and dry. Caution should be used when crossing all bridges.

Driving in the Wind

Strong, fast winds can hinder your driving. As a driver, it is wise to know what course of action to take to prevent potential disaster.

Parking Your Vehicle

When parking your vehicle, always be sure that passengers will be able to get on and off the vehicle easily and safely. Be sure that there is enough room to open the side passenger door. Avoid backing. Park using a "pull-through" or back the vehicle into a parking space where it is easier to define that the way is clear. After pulling into a parking space, other vehicles tend to park around the parked RTEC vehicle and may leave little maneuvering room to open doors or operate lifts. Plan ahead. Analyze your surroundings.

RTEC buses not subject to the same regulations and requirements that commercial buses must comply with - and neither are we granted the privileges of buses. The respective city, town, municipality or property owner may designate certain areas for commercial buses only - not for RTEC vehicles. Any RTEC vehicle parked in an area designated for buses only will be subject to whatever action the owner takes against any vehicle illegally parked.

Handicapped parking spaces are reserved for handicapped drivers. If you park in a designated handicapped parking space, it should only be for the length of time necessary to load or unload passengers and then the vehicle should be moved. When the vehicle is parked and unoccupied, the driver is to ensure that all doors are locked. Do not leave an RTEC vehicle with the engine running unattended. Take the keys with you. Occupied vehicles should be parked within the driver's line of sight. Ensure no passenger is left onboard by mistake when parking.

Road Conditions

The driver is to take into consideration the road conditions when planning to make a trip. For example, wet pavement presents several special problems to driving. Often, a light shower is more dangerous than a heavy rain. The water mixes with oil on the road creating extremely slick roads. A heavy rain will wash the oil off the road, leaving a wet pavement.

Another problem, which results from water on the road, is hydroplaning. As a vehicle increases its rate of speed, it can actually lose its grip on the road that is covered with water. The vehicle rises above the road surface and rides on a film of water or slush. When this occurs, traction is greatly reduced and the chances of an accident are greatly increased. To reduce the possibility of hydroplaning, speed should be reduced, following distance increased, and the tires should have plenty of tread.

Four-way Flashers ("Hazard Lights")

The four-way hazard lights will be used when:

- A vehicle is disabled or involved in an accident,
- Parking a vehicle and a driver cannot park completely off the roadway,
- Stopping at a railroad crossing,
- Using a wheelchair lift to load/unload passengers,
- Other stops and situations as appropriate.

Safety Procedures at Railroad Crossings

Every vehicle transporting passengers, when approaching any railroad grade crossing, must be brought to a full stop within 50 feet, but not less than 15 feet from the nearest rail of the crossing:

- Turn on the four-way flashers 150 feet before reaching the tracks.
- Move as far to the right as is safely possible.
- Stop the vehicle no closer than 15 feet and no further than 50 feet away from the track.
- The vehicle must stop behind the white line (if present) and not in the path of the crossing barrier.
- Open the front passenger side door completely on folding passenger door equipped vehicles (just like the school bus drivers do). On smaller vehicles, open a window.
- Look in both directions and listen for the approaching train.
- When no train is approaching, close the front door and watch the door while it is closing. When ready to proceed, turn off the flashers. Multiple tracks may require drivers to leave the four-way flashers on until all tracks have been cleared.
- Check mirrors for traffic.
- Proceed slowly over the tracks to avoid damage to the vehicle.

If your vehicles stalls or hangs up on the tracks:

1. Get out immediately – evacuate your vehicle (Refer to Evacuation Training Manual for procedures). Trains traveling at 60 mph may take a mile or more to stop.
2. Move away at once. Walk in the direction of the oncoming train, and away from the tracks at a 45-degree angle. (If your vehicle is hit, debris will spread out from the tracks in the same direction the train is moving.)
3. Dial 911 for emergency when you are safely away from the tracks. Find the emergency phone number and the DOT identification number posted near the crossing.

School Zone Safety

Drivers will use extreme caution near schools and observe the school zone speed limit. Drivers will also obey the signals of school crossing guards, school patrols and the flashing lights of school buses. Learn and obey the school bus laws. Yellow flashing lights on a school bus indicate that the bus is preparing to stop to load or unload children. Motorists should slow down and prepare to stop their vehicles. Red flashing lights and extended stop arms indicate that the bus has stopped, and children are getting on or off. Motorists must stop their vehicles.

Shut off the Engine

Always shut off the engine, set parking brake, and remove the key when you are out of the vehicle. The vehicle should never be left with the engine running for any period of time unattended by the driver.

Fueling the Vehicle

Always shut off the engine when fueling the vehicle. Refueling the vehicle should be done while passengers are not on-board. Do not allow the fuel tank to be over filled. Do not add any fuel after the first time the pump automatically kicks off. It is the driver's obligation to remind the

service attendant of this precaution, when the vehicle is not self served. During hot weather and idle time, the fuel becomes very hot. An over-filled tank will not provide space for expansion.

Traffic Regulations

RTEC drivers are to follow all posted traffic regulations at all times. Adhere to regulations, even if it results in being late to a scheduled meeting or a passenger pickup. Your concern for the safe operation of your vehicle and the safety of passengers is the top priority.

Inclement Weather Policy

RTEC's first concern is for the safety of its riders and employees. While every effort is to be made to operate RTEC's vehicles according to published schedules, recognized weather conditions may cause operation of vehicles to be unsafe.

The following guidelines apply in these situations:

1. As a general guide RTEC service will be cancelled in a county when the roads become hazardous for travel in that county due to inclement weather.
2. In the event localized inclement weather exists, the RTEC driver may recommend to his/her supervisor that service be cancelled stating reasons for recommending such cancellations. While RTEC Administration will make the final decision, the driver's recommendation will be heeded.
3. Drivers are to closely coordinate such service cancellations with the dispatcher and contracts.
4. Drivers are to assure all riders scheduled to ride on the day of cancellation are notified of service cancellation, the reason, and a date when cancelled service can be rescheduled by the rider.

Severe Weather Precaution

Always monitors weather forecasts; do not attempt a scheduled run if there is a severe weather watch in effect. If you are out on a vehicle and severe weather occurs, you should follow these guidelines below:

1. Tornado: If time permits, get to a safe shelter. Otherwise, do not try to out-run a tornado. In some cases it is possible to avoid a tornado by driving a right angle to its path. If this is not possible, get your passengers out of the vehicle and have them lie flat in a depression. (If time permits, open all windows on the vehicle).
2. Severe Storm: Listen to your AM radio for the latest weather reports. If visibility becomes limited, pull off the road to a safe place and turn on your four-way flashers.
3. Flooding: Do not try to cross running water no matter how shallow it appears. If necessary, seek an alternate route. Contact Dispatch for advice.
4. Snow and Ice: Listen to the radio for current weather information before attempting a trip in the wintertime. Follow the guidelines for trip cancellation as stated in the Inclement Weather Policy. If you are caught in a blizzard, take the following actions:

- A. Pull off the road and turn on four-way flashers.
- B. Radio or call for help. Call 9-1-1 for emergencies.
- C. Leave one or two windows slightly open for fresh air.
- D. Run engine & heat for short spurts to keep warm.

Even if it is not currently snowing, remember snow that had melted or slush on roadways could FREEZE overnight as temperatures drop. Secondary roads as well as sidewalks, decks, parking lots, bridges and overpasses will be the most susceptible to icing overnight.

- 5. Fog: Turn on the low beam of your headlights and slow down. Do not drive faster than the visibility allows. Increase following distance.

Disaster Policy

A disaster is defined as a "sudden calamitous event bringing great damage, loss or destruction".

RTEC vehicles may be used to organize local transportation to assist the elderly and disabled and other stranded individuals in the event of a disastrous situation. Refer to RTEC's Contingency Planning and Disaster Recovery plan for more information.

TRAFFIC ACCIDENT REVIEW PROCEDURE

Failure to report an accident, regardless of how minor shall be just cause for disciplinary action. All traffic accidents involving RTEC vehicles are reviewed by the RTEC Accident Review Committee. (Comprised of three or more individuals selected by RTEC Management) The purpose of the review and related actions is:

- 1. To reduce the number of traffic accidents within RTEC's fleet;
- 2. To determine the cause of each accident;
- 3. To determine whether the accident was preventable or non-preventable by RTEC;
- 4. To develop recommendations to RTEC's Executive Director on each accident regarding the need for:
 - A. Remedial action; or
 - B. Administrative commendation for defensive driving actions exhibited; or
 - C. Other progressive measures deemed necessary.

For purposes of determining applicability to a specific accident of the Traffic Accident Review Procedure, the following initial classification of accidents will occur:

- 1. Traffic - Accidents in which there is movement by the vehicles involved.
- 2. Non-traffic - Accidents in which there is no vehicle movement, including (but not limited to) fire, theft, and injuries to boarding passengers.

The Review Procedure is as follows:

- 1. Following an accident investigation:
 - A. The Coordinator completes initial review of driver's on-the-spot accident form to assure completeness and accuracy.
 - B. The Coordinator carefully analyzes the accident and makes decision whether the accident was preventable or non-preventable by the RTEC driver or other employee.

- C. The Coordinator completes the supervisor's portion of the Vehicular Accident Review/Checklist form.
- D. The supervisor will inform the driver when the Accident Review Committee will review the accident. The driver will be notified of the decision/action when the decision is preventable and disciplinary action in addition to a point assessment occurs. If disciplinary action is needed prior to the Accident Review Committee decision the supervisor will coordinate such action with the executive director.
- E. The Coordinator prepares visual aids for presentation of the accident to the Accident Review Committee:
 - (1) Damage to RTEC's vehicle
 - (2) Descriptive damage to other vehicles and/or objects
 - (3) Pertinent information.

NOTE: Investigating traffic officer's report is important.

- F. The following forms will be used to conduct the Review (But not limited to):
 - (1) Vehicular Accident Review/Checklist
 - (2) On the Spot Accident Report
 - (3) Vehicle Accident Review
 - (4) Diagram of Accident and other visual aids
 - (5) Investigating traffic officer's report, when available.

2. Review by the Coordinator

- A. Reviews record of accident as presented (written) as well as all other accident forms.
- B. Assures completeness and accuracy; returns to supervisor for additional information as necessary.
- C. Makes additional comments as necessary for inclusion in the accident file.

3. Review by the Accident Review Committee normally is conducted monthly at the Home Office.

- A. It is the responsibility of the Accident Review Committee to:
 - (1) Determine accident's probable cause;
 - (2) Determine whether preventable or non-preventable on the part of the RTEC driver;
 - (3) Assess points on preventable accidents in accordance with paragraph 3F of this procedure.
 - (4) May provide recommendations, at Accident Review Committee option, regarding appropriate administrative action.
- B. The Supervisor who supervises the involved driver presents the accident to the Accident Review Committee.
- C. The presenter presents the accident facts as precisely and completely as possible, after which the Accident Review Committee is allowed the opportunity to ask questions.
- D. The Accident Review Committee, at its option, may request additional information be required before a decision is made on a specific accident. Should this occur, the review of the accident would be held over until the next meeting of the Accident Review Committee?

- E. If requested by the Accident Review Committee, the supervisor read the section in the "Guide for Determining Preventability of Motor Vehicle Accidents" which coincides with the accident type being reviewed.
- F. The Accident Review Committee votes by written ballot indicating:
 - (1) Probable accident cause;
 - (2) Whether preventable or non-preventable by the RTEC driver;
 - (3) Point assessment on preventable accidents;
 - (4) Any desired comments and other recommendations.

NOTE: Point assessments are made on a scale of 1 to 9 (1 point indicating minor negligence of the RTEC driver and 9 points indicating gross negligence by the RTEC driver, as cause of the accident). Should there be doubt of preventability, benefit is given to the driver and a non-preventable decision is rendered.

- G. Written ballots are tallied and results reviewed by Accident Review Committee and the executive director to assure completeness, after which Accident Review Committee is excused.
4. Administrative action to be recommended to the executive director based on the Accident Review Committee's findings is developed by the coordinator as follows:
- A. Accident Review Committee results are reviewed. Any relevant facts in the driver's record as an RTEC employee, not previously presented, are presented.
 - B. If the accident is determined to be non-preventable; no corrective action is initiated. The accident is returned to the accident file for the current fiscal year. A letter of decision from the executive director is forwarded to the driver, with a copy to the driver's personnel file and to the appropriate supervisor.
 - C. If the accident is determined to be preventable:
 - (1) Point assessment occurs based on the severity of the accident.
 - (2) Determination is made of what action, if any should be taken towards the driver using guidelines in paragraph 5 below.
 - (3) A letter of decision is written to the driver from the executive director. This letter is hand delivered by the supervisor if disciplinary action is discussed with the driver to assure any action the driver understands being taken.
 - (4) Points are continuously accrued by a driver for as long as he is employed by RTEC. After Twelve (12) months of accident-free driving following an accident and a point assessment, the driver's points will be reduced by half (1/2). Following another Twelve (12) month period of accident free driving, the remainder of points will be eliminated.
 - (5) If at any time during a driver's employment with RTEC his total points accrue to the point level shown below, the corresponding action is recommended.

Points Action

- 1 - 3 Letter of reprimand sent to driver from the executive director of RTEC.
- 4 - 8 Letter of reprimand sent to driver from the executive director of RTEC. Additional disciplinary action may be enforced. Retraining.
- 9 Driver subject to suspension and/or termination from employment.

5. Accident Review Committee decisions and Operations staff recommendations for administrative action, if any, will be forwarded by the supervisor to the executive director who makes the final determination of administrative action. The executive director notifies the driver in writing of the Accident Review Committee decision and any action to be taken as noted in paragraphs 4B and 4C above.

6. If a driver feels the decision of the Accident Review Committee is not just, the driver may request, in writing, re-review of the accident through the supervisor? Any such request for re-review must include all particulars and reasons why the driver believes the decision was improper. If the re-review is granted, the involved driver may represent himself/herself if so desired and/or a useful purpose can be served. The supervisor will coordinate any such attendance.

A request for re-review may be denied if new information cannot be provided by the driver to the Supervisor, the Operations Manager and/or the Accident Review Committee.

NOTE: Any new information uncovered during such an appeal must be investigated thoroughly. It should be noted the right also exists to file a grievance in accordance with the RTEC Employee Handbook.

GUIDE FOR DETERMINING PREVENTABILITY OF MOTOR VEHICLE ACCIDENTS

Preventable Accidents

A preventable accident is any accident in which the driver failed to do everything he/she reasonably could have done to avoid it.

In interpreting this, the Committee lists the following preventable accidents:

1. **INTERSECTIONS:** It is the responsibility of professional drivers to approach, enter, and cross intersections prepared to avoid accidents that might occur through the action of other drivers. Complex traffic movement, blind intersections, or failure of the "other driver" to conform to law or traffic control devices will not automatically discharge an accident as not "preventable". Intersection accidents are preventable events although the professional driver has not violated traffic regulations. His/her failure to take precautionary measures prior to entering the intersection is factors to be studied in making a decision. When a professional driver crosses an intersection and the obvious actions of the "other driver" indicates possible involvement either by reason of his/her excess speed, crossing his/her lane in turning, or coming from behind a blind spot, the decision based on such entrapment should be PREVENTABLE.

2. **VEHICLE AHEAD:** Regardless of the abrupt or unexpected stop of the vehicle ahead, you as an RTEC driver can prevent front-end collisions by maintaining a safe following distance at all times. This includes being prepared for possible obstructions on the highway, either in plain view or hidden by the crest of a hill or the curve of a roadway. Over-driving headlights at night is a common cause of front-end collisions. Night speed should not be greater than that which will permit the vehicle to come to a stop within the forward distance illuminated by the vehicle's headlights. Front-end collisions should be PREVENTABLE.

3. **VEHICLE BEHIND:** Investigation often discloses that drivers risk being struck from behind by failing to maintain a margin of safety in his/her following distance. Rear-end collisions preceded

by a roll-back, an abrupt stop at a grade crossing, when a traffic signal changes, or when your driver fails to signal a turn at an intersection, should be charged PREVENTABLE. Failure to signal intentions or to slow down gradually should be considered PREVENTABLE.

4. PASSING: Failure to pass safely indicates faulty judgment and the possible failure to consider one or more of the important factors a driver must observe before attempting the maneuver. Unusual actions of the driver being passed or of oncoming traffic might appear to exonerate a driver involved in a passing accident; however, the entire passing maneuver is voluntary and the driver's responsibility.

5. BEING PASSED: Sideswipes and cut-off involving a professional driver while he/she is being passed are preventable when he/she fails to yield to the passing vehicle by slowing down or moving to the right where possible.

6. ONCOMING: It is extremely important to check the action of the company driver when involved in a head-on or sideswipe accident with a vehicle approaching from the opposite direction. Exact location of vehicles, prior to and at the point of impact, must be clearly verified. Even though an opposing vehicle enters your driver's traffic lane, it may be possible for your driver to avoid the collision. For example, if the opposing vehicle was in passing maneuver and your driver failed to slow down, stop, or move to the right to allow the vehicle to re-enter his/her own lane, he/she has failed to take action to prevent the occurrence. Failing to signal the opposing driver by flicking the headlights or sounding the horn should also be taken into account.

7. FIXED OBJECTS: Collisions with fixed objects are preventable. They usually involve failure to check or properly judge clearances. New routes, strange delivery points, resurfaced pavements under viaducts, inclined entrances to docks, marquees projecting over traveled section of road, and similar situations are not, in themselves, valid reasons for excusing a driver from being involved. He/she must be constantly on the lookout for such conditions and make the necessary allowances.

8. PEDESTRIANS: Traffic regulations and court decisions generally favor the pedestrian hit by a moving vehicle. An unusual routes of a pedestrian at mid-block or from between parked vehicles does not necessarily relieve a driver from taking precaution to prevent such accidents. Whether speed limits are posted or the area is placarded with warning signs, speed too fast for conditions may be involved.

School zones, shopping areas, residential streets, and other areas with special pedestrian traffic must be traveled at reduced speeds equal to the particular situation. Young and inexperienced operators generally operate bicycles, motor scooters, and similar equipment.

The driver who fails to reduce his/her speed when this type of equipment is operated within his/her sight, distance has failed to take the necessary precautions to prevent an accident. Keeping within posted speed limits is not taking the proper precautions when unusual conditions call for voluntary reduction of speed.

9. PRIVATE PROPERTY: When a driver is expected to make stops at unusual locations, construction sites, etc., or on driveways not built to support heavy commercial vehicles, it is his/her responsibility to discuss the operation with the proper authorities and to obtain permission prior to entering the area.

10. PASSENGER ACCIDENTS: Passenger accidents in any type of vehicles are preventable when they are caused by faulty operation of the vehicle. Even though the incident did not involve a collision of the vehicle, it must be considered preventable when your driver stops, turns, or accelerates abruptly. Another consideration is whether or not a driver could have assisted the passenger while boarding, seating or alighting from the vehicle to prevent an accident. Emergency action by the company driver to avoid a collision that results in passenger injury should be checked to determine if proper driving prior to the emergency would have eliminated the need for the evasive maneuver.

11. NON-COLLISION: Many accidents, such as overturning, or running off the road, may result from emergency action by the driver to preclude being involved in a collision. Examination of his/her driving procedure prior to the incident may reveal speed too fast for conditions, or other factors. The company driver's action prior to involvement should be examined for possible errors or lack of defensive driving practice.

12. MISCELLANEOUS: Projecting loose objects falling from the vehicle, doors swinging open, failure or improper use of safety restraints, etc., resulting in damage to the vehicle, or other property or injury to persons, are preventable when the driver's action or failure to secure them are evidenced.

13. PARKING: Unconventional parking locations, including double parking, failure to put out warning devices, etc., generally constitute evidence for judging an accident preventable. Rollaway accidents from a parked position normally should be classified preventable. This includes unauthorized entry into an unlocked, unattended vehicle, failure to properly block wheels or to turn wheels toward the curb to prevent vehicle movement.

14. BACKING: Practically all backing accidents are preventable. A driver is not relieved of his/her responsibility to back safely when a guide is involved in the maneuver. A guide cannot control the movement of the vehicle; therefore, a driver must check all clearances for himself/herself.

CONCLUSION: It is impossible to describe in detail the many ways a driver might prevent an accident without being primarily or legally responsible. The paragraphs of this guide merely emphasize the most frequent occurrences based on past decisions.

DEFENSIVE DRIVING

The following definition of Defensive Driving should be applied to all accidents involving drivers:

A **Defensive Driver** is one who commits no driving error himself/herself and makes allowances for the lack of skill or improper driving practice of the other fellow. A **Defensive Driver** adjusts his/her driving to compensate for unusual weather, road and traffic conditions and is not tricked into an accident by the unsafe actions of pedestrians or other drivers. By being alert to accident inducing situations, he/she recognizes the need for preventive action in advance and takes the necessary precaution to prevent the accident. As a **Defensive Driver**, he/she knows when it is necessary to slow down, stop, or yield his/her right-of-way to avoid involvement.

FIRST AID

All RTEC drivers receive training in First Aid and CPR for rendering assistance when needed.

First Aid Definition: First Aid is the immediate and temporary care given the victim of an accident or sudden illness until the services of a physician can be obtained.

First Aid Training is a requirement for RTEC drivers and will provide you with the skills to deal with emergency situations, which may arise, both in your RTEC employment and in your personal life.

Training is particularly important for you as a driver because the type of riders you transport (elderly and handicapped) are very susceptible to accidental injury and sudden illness.

The purposes of First-Aid are to train people to do the right thing at the right time; to prevent added injury or danger; to make more people safety conscious; and to train people to know what not to do when an injury or accident occurs.

Always be sure First Aid is followed by medical aid as needed. Always summon or have summoned needed medical assistance at the earliest possible time or transport, when possible, to the nearest medical facility. **Always call 9-1-1 for emergencies!**

First Steps in First Aid: ACT FAST, BUT THINK FIRST!

PASSENGERS

RTEC, Inc. transportation is available to anyone no matter what his or her age or physical condition. Also, it is a specialized, door-to-door service, however, that is designed primarily to meet the needs of individuals restricted in their mobility either due to age, physical limitations, or availability. Often RTEC is the only form of transportation our riders have and they have come to rely on the RTEC vehicle as a means to allow them to remain in their own homes and lead an independent life. For this reason, all RTEC drivers are trained in Passenger Assistance Techniques. Each driver receives a manual and should refer to it as necessary when in doubt about providing proper assistance.

Passenger Assistance

As an RTEC driver, your major concern must be the comfort and safety of your riders. It starts even before the rider gets on your vehicle. Before stopping to load or unload passengers, you should:

- L. Find the best location possible for your passengers to get on or off (a safe area).
2. Load or unloads from the curbside only (away from traffic).
3. Turn on four-way flashers.
4. Place vehicle in park and set parking brake.

Loading and unloading can be very hazardous and falls are not uncommon. Be close by and assist the person in and out of the vehicle. The best way to do this is to make sure that you open the door. Many of your riders may not need any help getting to and from the vehicle; however, you should provide assistance for those that do. This includes carrying packages and

groceries from the vehicle to their doorstep, as applicable. When providing assistance, be alert. Steps, curbs, patches of ice, etc. can lead to serious injuries to both you and your passengers. After the rider is in the vehicle, check to see if the seat belt is on. If not, assist in getting it buckled. Remember, the vehicle doesn't move until all seat belts are buckled, even yours.

Assure that all packages and groceries are safely stored before the vehicle is put in motion.

Passenger Assistance Training

Completion of the Passenger Assistance Training is required of all RTEC drivers. If the situation arises where you will need to transport a rider in a wheelchair prior to receiving the training, contact your supervisor who will make special arrangements to train you as to the proper procedure for handling a wheelchair user.

Some general guidelines to follow when transporting passengers in wheelchairs are:

1. Know your limits. Do not attempt to maneuver a wheelchair & rider heavier than you can handle. This could result in injury to you and/or your passenger. Ask for assistance/advice from Dispatch. Know "Common Wheelchair" requirements.
2. Always stay on the downhill side of the wheelchair. On vehicle ramps, always push the chair up the ramp, and back the chair down the ramp (Driver should be on downhill side).
3. Inside the vehicle, ALWAYS secure the wheelchair to the vehicle with a minimum 4-Point tie-down system and secure the occupant with the shoulder/lap belt system provided.
4. Never attempt to transport a wheelchair passenger up or down more than one step. Occasionally, you may need to transfer a passenger from a wheelchair to a vehicle seat. This type of transfer should only be used when the rider can maneuver himself or herself from the wheelchair to the seat. Drivers are not responsible for carrying or lifting a person. The driver's responsibility is to prevent the wheelchair from sliding (Example: positioning his/her foot alongside the large wheel to prevent sliding). Do not block emergency exits or the aisle with a stowed wheelchair. It is recommended passengers in 3-wheelers or scooters transfer. Secure all wheelchairs whether occupied or not.
5. There is to be NO improper MIXING of Wheelchair Securement Systems. If your vehicle is equipped with a Sure-Lock/Kinedyne Company Shoulder and Lap Belt System, then you should use a Sure-Lock/Kinedyne Company 4-Point Tie-down System. If your van is equipped with a Q-Straint Company Shoulder and Lap Belt System, then you should use a Q-Straint 4-Point Tie-down System. You cannot mix Q'Straint parts with Sure-Lock/Kinedyne parts. There are hundreds of various types of securement systems. You must use the Lap and Shoulder belt system designed to work in conjunction with the tie-down system that your vehicle is equipped with. It is critical that you adhere to your training and follow the manufacturer's instructions. Inspect belts and equipment daily and before use to ensure they are in good working order. If a part or piece of equipment is damaged, frayed or defective, report it to your supervisor immediately so that it can be replaced immediately with one that is functioning properly. Keeping your securement systems clean and in good working condition is extremely important for both the safety of the occupant as well as proper operation of the systems.

All RTEC drivers are required to successfully complete a Passenger Assistance Techniques course within their introductory period and re-certification every two years. This course was specifically designed for use in training paratransit drivers. Each participant receives a course manual, which they keep for their review, and each receives a certificate following successful completion of the course making them a certified Passenger Assistance Technician.

Communicating With Customers With Disabilities

The Americans with Disabilities Act (ADA) is a civil rights law that guarantees everyone an equal opportunity to take part in our society. The ADA defines a person with a disability as someone with a physical or mental impairment that greatly limits one or more major life activities, such as breathing, seeing, hearing, speaking, walking, working, caring for oneself, doing manual tasks, or learning.

Proper communication with people with disabilities follows the basic rules of customer service and good manners. It is important to emphasize the person, not the disability, and to use words that accurately portray an individual person or situation. For example, say “person who uses a wheelchair” instead of “wheelchair user.” Use “person who is deaf or hard of hearing” rather than “deaf person” or “hearing impaired” and “seniors” or “older adults” in place of “elderly,” etc. when communicating with persons with disabilities.

Treat customers with disabilities as you would like to be treated. Take the time to identify the customer’s needs and determine how best to serve them. Never make assumptions about your customer’s physical or mental abilities. Ask customers with disabilities if they need assistance, don’t automatically assume they do. Speak clearly with a normal tone and speed, unless the customer requests otherwise. If you are asked to repeat or rephrase what you said, do so calmly and pleasantly. SMILE. It can be “heard” over the phone. Listen and show respect. Be friendly and courteous. Give customers with disabilities the same information and choices that you give other customers. Solve problems in a professional manner.

It is important to assume anything about callers. A caller may sound drunk or like they are making a prank telephone call, when in fact you may be speaking with someone who has speech difficulties due to Stroke, M.S., Parkinson’s disease or Bell’s palsy for example. Be professional. And be patient.

Remember, refer to someone as a person, and don’t label him or her by the disability. In other words, refer to someone as “**a person with a disability**”, not a “**disabled person**”. Do you understand the difference?

Abuse, Neglect, or Exploitation of the Elderly or Children

An employee should report any suspected case of abuse to the supervisor and the executive director. KY State Law Enforcement officials have the right to intervene on behalf of elderly persons or children to provide help. However, these officials cannot help unless they are notified. Be alert to symptoms of neglect or abuse.

Rules of Conduct for RTEC Passengers

All RTEC passengers are required to conduct themselves properly when riding an RTEC vehicle. Behavior, which distracts the driver or annoys other passengers, will not be tolerated. This behavior includes, but is not limited to:

- A. Talking in such a manner as to disturb other passengers.
- B. Talking to the driver when the vehicle is in motion. It is permissible for the passenger to give the driver directions to an individual's home or destination.
- C. Leaving their seat while the vehicle is in motion.
- D. Eating on the vehicle. (Options: Allow passenger to finish eating/drinking before boarding; Ask passenger to place food/drink in a container and wait until disembarking before eating/drinking)
- E. Passengers not wearing seat belts while the vehicle is in motion.
- F. Behavior that is causing harm or threatens to cause harm to themselves or others.
- G. Smoking on the vehicle.
- H. Chewing tobacco or snuff.
- I. Solicitation of any kind.
- J. Offensive/Obscene Behavior.

When a rider violates any of these rules, the driver is to show the individual the rules and ask him/her to comply with them. If the individual refuses or repeatedly violates the rules, the driver is to file an "Incident Report" with the supervisor. A copy of the Incident Report should be sent to the RTEC office as soon as possible.

The supervisor is to discuss the problem with the appropriate social service of the county where the individual lives. All requests to terminate an individual's readership will be reviewed by the Executive Director.

The supervisor is to keep in close contact with the RTEC office when using the procedures outlined in this directive.

Distracting Conversation

Conversation with passengers, which distract the driver from safely operating the vehicle, is prohibited. An off-duty driver riding as a fare or escort passenger may not occupy the first seat behind the driver of the vehicle, or the first seat to the right adjacent to the front door. RTEC employees riding as passengers or escorts will not hold conversations with the driver of the vehicle that causes distraction.

Denying Service to a Rider

A driver can deny transportation on a one-time basis to a person:

- A. Intoxicated (Driver's must be careful not to misinterpret a disability such as MS for intoxication.)
- B. Too ill/injured (Remember to call 9-1-1 for emergency)
- C. Demonstrating violent or unruly behavior
- D. Insisting on transporting prohibited items (gun, knives, open food/beverage containers, etc.).

Drivers must report all denials of service to the supervisor immediately. Written documentation of such occurrences must be maintained.

Driver's Personal Appearance and Hygiene

Many riders judge a transit system as much by the driver's personal appearance as they do by the quality of the transportation service. As a driver, your personal appearance and grooming should present a professional image. Your wearing apparel should be clean and in order. Some wrinkles or dust may be inevitable but you shouldn't look like you slept in your clothes! You should also take reasonable efforts to keep your hair combed and avoid unpleasant body odors or bad breath. Of course, passengers that don't practice good grooming and personal hygiene still expect you to do it because they consider you to be a professional.

Driver Attitude and Demeanor

Your attitude may very well determine just how pleasant, or unpleasant, a passenger's ride is going to be. Even though some passengers don't always show it, a nice smile and a pleasant "hello" or other friendly greeting is appreciated. It's possible that passengers have had a terrible day until they board your vehicle and you have the opportunity to be their first pleasant experience of the day.

Passenger Complaints

While some passenger's complaints are justified, it is important that ALL complaints be handled in a professional manner. Even if you as a driver cannot do anything about the complaints, it is imperative that you always remain courteous and polite. Even if you are right, you will not solve anything by arguing with a passenger. If you let passenger remarks escalate into a confrontation, you could end up having an accident down the road due to the stress created by the incident. Human nature may prompt you to verbally retaliate to rude remarks and comments but COMMON SENSE should dictate that safe driving is more important than getting in the last word.

VEHICLE MAINTENANCE

To ensure RTEC riders are transported safely and that RTEC vehicles are operating at the most efficient level possible, RTEC drivers are expected to assure their vehicle is receiving the necessary maintenance. Also, once each year the Department of Transportation must inspect the vehicle. Doing this can keep your vehicle in safe condition and catch potential problems before they happen. The supervisor will notify you as to when the vehicle you drive must be inspected by the State. . Refer to the Vehicle Preventive Maintenance Manual for additional information.

PREVENTIVE MAINTENANCE

RTEC vehicles are monitored on a rigid maintenance schedule to assure that all possible steps are being taken to keep the vehicles in good condition and prevent possible breakdowns or trip cancellations due to vehicle problems. Also, it cuts down dramatically on costly time-consuming major repairs. Refer to the Vehicle Preventive Maintenance Manual for additional information.

SPECIFIC SYSTEM POLICIES

In addition to these Policy/Procedures, RTEC provides other policies, including the Vehicle Operator's Manual, Drug & Alcohol Polices and Personnel Handbook. All are required reading material and the contents are applicable to the employment or continued employment.

PERSONNEL

Driver Job Classifications:

Driver - Regular, full-time

These are employees who are hired at an hourly rate of pay and are paid for number of hours actually worked. All drivers are expected to work flexible hours as demanded by the services of RTEC. For hours worked over 40 hours per week, they are paid one and one-half times their regular area rate. Drivers classified as Regular full-time are those employees who regularly work 40 hours per week.

Drivers in this classification may have the responsibility for maintaining a vehicle. RTEC will designate parking or the bus storage locations, subject to change. Never is a vehicle to be used for personal activities or driven by anyone other than authorized company personnel. Allowing unauthorized individuals to drive the vehicle and/or use the vehicle for personal errands would be grounds for dismissal.

These employees are entitled to all categories of leave with pay, other fringe benefits of RTEC and are paid Biweekly.

Driver - Regular/Part-Time or Relief Driver

These are employees who are hired at an hourly rate of pay and are paid for the number of hours actually worked. All drivers are expected to work flexible hours as demanded by the services of RTEC. These employees are hired to relieve and fill in for Regular full-time Drivers or Part Time Drivers; they receive no fringe benefits and are not eligible for leave. They are compensated at the overtime rate for working over 40 hours during a workweek. Part-time or relief drivers are paid Biweekly.

2/18/2009

**Rural Transit Enterprises Coordinated, Inc.
JOB DESCRIPTION – Transit Driver**

Essential Duties: Include, but are not limited to:

- Transport passengers as dispatched.
- Be a courteous driver with respect to passengers, other drivers and pedestrians.
- Maintain daily service logs, including ridership, mileage, maintenance and fares collected.
- Vehicle inspection, and assure that the vehicle operated is properly serviced.
- Provide regular vehicle reports, including immediate reporting of incidents/accidents.
- Report any unsafe conditions immediately.
- Clean vehicles on a regular basis.
- Maintain adequate time records.
- Assist passengers as prescribed, including semi-ambulatory and wheelchair using passengers.
- Work flexible hours. Drivers are paid for actual time driving or when engaged to wait on passengers.
- Adhere to confidentiality and all policies of RTEC.
- Provide and serve as escort of clients when required.
- Maintain confidentiality.
- Other duties instructed by the Supervisor or Dispatcher or RTEC Administration.

Qualifications:

High School or General Education Diploma (GED), minimum of five (5) years driving experience, valid Kentucky driver's license, good driving record, and a clear background record check with no history of violent behavior. Must have the ability to maintain adequate service records and ability to operate a vehicle in a safe manner and report any unsafe conditions found, must pass the Department of Transportation (DOT) physical examination, must remain drug & alcohol in the workplace and participate in RTEC Drug & Alcohol program and ongoing testing. Must be able to push, pull, stoop and bend to assist wheelchair passengers and secure both the wheelchair and occupant using the securement system provided, must be able to lift up to fifty (50) pounds, must be insurable and bondable. Must be trainable, pass and maintain certifications in training provided by RTEC, including:

**Passenger Assistance Certification
Defensive Driving
First Aid/CPR, Bloodborne Pathogens**

**Hazardous Communication Program
Vehicle Maintenance
System Safety and Security Training**

Immediate Supervisor:

The Transit Driver is responsible to the Area Manager with daily instruction by the Dispatcher(s).

RTEC's Benefits for full time employees include:

- Health, Life & Dental Insurance after Introductory Period.
- 401-K Retirement Plan after 30 days of employment.
- Sick/Personal Leave, (12 days per year after the first year) earned at 4 hours per pay period.
- 1 week paid Vacation after 1 year employment.
- 2 weeks paid Vacation after 2 years of service.
- 3 weeks paid Vacation after 10 years of service.
- 4 weeks paid Vacation after 15 years of service.
- 7 Holidays.
-

Driver signature _____ **Date** _____

CONFIRMATION OF RECEIPT OF DRIVER HANDBOOK

I have received a copy of the RTEC DRIVER HANDBOOK and by my signature below acknowledge and accept this document as applicable to my employment with RTEC. I also agree to read and review this manual periodically and I agree to help ensure the care, welfare, safety and security of everyone involved in the daily transportation services RTEC provides.

Printed Name

Signature

Date Signed