



*Transit
Department
Employee
Manual*

July 1, 2021

Table of Contents

	<u>Page</u>
SECTION I: Definitions.....	1
SECTION II: General.....	3
1. Chain of Command Protocol for Employee Grievances	3
2. Confidentiality.....	3
3. Disciplinary Actions.....	3
4. Dress Code	3
5. Equal Employment Opportunity	4
6. Evaluations	4
7. Internet Access	4
8. Job Description.....	5
9. Loitering	5
10. Meeting Attendance Rules	5
11. Pay Schedule	5
12. Public Information.....	5
13. Smoking/Chewing/Dipping/Spitting	6
14. Telephone Calls and Cellular Phones.....	6
15. Time Off	6
16. Time Clock	7
17. Work Schedules.....	7
18. Website.....	7
SECTION III: Administration	9
1. Americans with Disabilities Act (ADA)	9
2. Disadvantage Business Enterprise.....	11
3. FTA Grant Management	11
4. Fuel Management	12
5. Management Guidelines.....	12
6. Passenger Scheduling and Dispatch Procedures	12
7. Purchasing Procedures, Procurement and Contract Obligations.....	13
8. Telephone Etiquette.....	17
9. Transit Advisory Commission.....	17
SECTION VI: Operations.....	18
1. Accident Protocol and Contacts	18
2. Bus Stop Announcements.....	18
3. Bus Capacity.....	18
4. Bus Cleaning	18
5. Bus Repairs.....	18
6. Charters	19
7. Commercial Driver's License Requirements	19
8. Driver Checks.....	19
9. Driver and Maintenance Training	19

10. Emergency Plan.....	21
11. Employee Conduct	24
12. Fares	24
13. Fire Extinguisher	27
14. Fueling Procedures	27
15. Inventory	27
16. Mobile Data Terminals & Communication Radios.....	29
17. Maintenance	30
18. Medical Requirement	31
19. Operations Committee.....	31
20. Passenger Counts.....	31
21. Passenger Regulations and Policies	32
22. Pre-Trip and Post-Trip.....	32
23. Public Participation	32
24. Radio Etiquette	32
25. Radios and Headphones (Personal).....	32
26. Safety.....	33
27. Security.....	34

<i>Attachment 1</i>	<i>Complaint-Incident-Compliment Form</i>
<i>Attachment 2</i>	<i>Employee Counseling Form</i>
<i>Attachment 3</i>	<i>Driver Uniform Policy</i>
<i>Attachment 4</i>	<i>Equal Employment Opportunity Program (EEO)</i>
<i>Attachment 5</i>	<i>Online Employee Evaluation</i>
<i>Attachment 6</i>	<i>Organization Chart & Job Descriptions</i>
<i>Attachment 7</i>	<i>Time Exception Form</i>
<i>Attachment 8</i>	<i>Sample Driver Schedule</i>
<i>Attachment 9</i>	<i>Americans with Disability Act (ADA) Paratransit Plan</i>
<i>Attachment 10</i>	<i>ADA Eligibility Application</i>
<i>Attachment 11</i>	<i>Disadvantaged Business Enterprise Program (DBE)</i>
<i>Attachment 12</i>	<i>Grant Reimbursement & ECHO Drawdown</i>
<i>Attachment 13</i>	<i>Procedures for Scheduling, Cancellations, Routine Service and Return Trips</i>
<i>Attachment 14</i>	<i>Charter Regulations and Application</i>
<i>Attachment 15</i>	<i>Accident Protocol</i>
<i>Attachment 16</i>	<i>Driver Check Inspection Form</i>
<i>Attachment 17</i>	<i>Driver Training Resources</i>
<i>Attachment 18</i>	<i>Best Management Practices Handbook</i>
<i>Attachment 19</i>	<i>Disability Awareness Manual</i>
<i>Attachment 20</i>	<i>Drug and Alcohol Policy</i>
<i>Attachment 21</i>	<i>49CFR Part 40 and 655 Combined</i>
<i>Attachment 22</i>	<i>Exposure Control Program</i>
<i>Attachment 23</i>	<i>Maintenance Shop General Rules and Training Syllabus</i>
<i>Attachment 24</i>	<i>Safety and Security Program Plan</i>
<i>Attachment 25</i>	<i>Code of Business Conduct</i>
<i>Attachment 26</i>	<i>Maintenance Plan, Goals and Objectives</i>
<i>Attachment 27</i>	<i>Electronic Trip Manifest/Passenger Data Entry Example</i>
<i>Attachment 28</i>	<i>Public Participation Process for Fare and Service Changes</i>
<i>Attachment 29</i>	<i>Passenger Regulations and Policies</i>
<i>Attachment 30</i>	<i>Pre-Trip and Post-Trip Inspection Sheets</i>
<i>Attachment 31</i>	<i>Driver Ten Codes</i>
<i>Attachment 32</i>	<i>Passenger Accident Form and Bus Seating Diagram</i>
<i>Attachment 33</i>	<i>Out of Range Pay</i>
<i>Attachment 34</i>	<i>Driver Training Syllabus</i>
<i>Attachment 35</i>	<i>CDL Policy Acknowledgement</i>
<i>Attachment 36</i>	<i>Procurement Checklist</i>

SECTION I: Definitions

Accessory - A supplemental part of equipment

Accuracy – Correctness of a subject or having no errors

Acknowledgements – Recognition of materials or subject matter

Administration – Upper level management

Altered – To change or tailor

Americans with Disabilities Act (ADA) – Act of 1991 that sets standards by which transit agencies must provide the same level of transit service to persons with mobility disabilities, at a comparable fare that is provided to able bodied persons.

Authorization – Giving his or her authority or permission to act

AED – Automated External Defibrillator

Bereavement – Mourning of a death

Blood Borne Pathogens – Infectious disease carried through blood and bodily fluids such as HIV, HBV and others

Cardiopulmonary Resuscitation - The act of restoring breath and/or heart rhythm

Charter – Transportation service offered to the public on an exclusive basis (either as individuals or groups), with a vehicle licensed to render charter service and engaged at a specific price for the trip, usually on a reservation or contractual basis

Commercial Driver's License – State License to authorize the operation of commercial vehicles

Department of Labor – A cabinet-level federal agency whose responsibilities include waivers of the labor protection provisions of Section 13 (c) of the Urban Mass Transportation Act of 1964, as amended

Department of Transportation (DOT) - A cabinet-level federal agency for the planning, safety, and technology development of national transportation, including highways, mass transit, aircraft and ports

Derogatory – Belittling an individual

Discrepancies – Inconsistency of certain facts

Emergency Preparedness Drills – Specific exercises that prepare individuals in the event of an emergency

Equal Opportunity Employer – An employer's policy statement that equal consideration for a job is applicable to all individuals and that the employer does not discriminate based on race, color, religion, age, marital status, national origin, disability or sex.

Etiquette – Practices of correct behavior

Evaluation – An examination or appraisal of employee job performance

Federal Transit Administration – A federal agency under the Department of Transportation that administers policies, procedures, funding and reviews of transportation agencies and/or authorities on a state and local level

Incidental - Occurrence or service performed in conjunction with a primary occurrence or service

Initiative – The role of taking the first or leading step

Innovative Techniques – New ways of doing things that would improve a process or service

Impaired – Inability to perform a function

Insubordination – Failure to obey orders, i.e. refusal to perform job duties.

Tablet/iPad – An electronic device used by staff that utilized operational functions and communication.

Loitering – Remaining or lingering in the workplace for no productive reason

Management- Transit Director, Transit Superintendent, Driver Supervisor and Maintenance Supervisor

Mandatory – Requirement with no exceptions

Material Safety Data Sheet – A catalog identifying potentially dangerous chemicals that provides general information such as product identification, ingredients, hazards, health effects, handling, storage, emergency measures, personal protective equipment, etc.

Monitor- To keep watch or track an activity

ERP - Enterprise Resource Planning - Business management software developed by Tyler Technologies that allows an organization to use a system of integrated applications to manage business and automate many back office functions relating to areas such as finance, purchasing, billing, human resources, payroll, etc.

National Transit Database (NTD) – A federal agency that maintains vital transit information compiled from all transit agencies in the U.S. that receive federal transportation funds

Neutralize – To counteract an incident

Occupational Exposure – Elements exposed to employees performing work related duties

Offensive – Displeasing or offending situations that make others uncomfortable

Post Trip – The proper inspection of vehicles at the end of service

Pre Trip – The proper inspection of vehicles at the beginning of service

Preventive Maintenance – Dictated maintenance procedures that assist in prolonging vehicle life

Procurement – To acquire or purchase

Protocol – Prescribed procedures to follow

PTASP – Public Transportation Agency Safety Plan

Restraint – Equipment used to hold material items or persons in place to limit movement

Safety Sensitive – An employee action or position which duties could jeopardize the safety of employees and/or passengers if not performed correctly, i.e. revenue service vehicle operator, non revenue vehicle operator, control/dispatch, maintenance, etc.

Scope – The extent of an activity or function

Shuttle – Service provided by vehicles that travel back and forth over a particular route, or one that connects two transportation systems, or one that acts as a feeder to a longer route. Shuttle service usually offers frequent service, often without published time tables

Sterilizing – Making objects free of microorganisms, especially those that cause disease

Suspension – An employee that is barred from work for a period of time as a result of investigation or infraction

Terroristic – Violent act by individual(s) to control and dominate by intimidation or violence

TrAMS – Transit Award Management System

SECTION II: General

The policies and procedures outlined in this document pertain solely to the employees of the Fort Smith Transit Department and are not intended to be in conflict, but in conjunction with the City of Fort Smith Personnel Policies and Procedures. If conflicts arise, the City's established policies and procedures will take precedence. Interpretations or clarifications of the contents of this handbook are to be determined by the transit director.

The transit director or his/her appointed staff is hereby designated as the administrator of this policy. The transit director shall ensure that every employee of the transit department is provided with a copy (electronically or paper copy) of this policy and that each employee acknowledges receipt of the policy in writing. Employee acknowledgements will be retained in the employee's personnel file.

1. Chain of Command Protocol for Employee Grievances

When an employee experiences a conflict, problem or grievance, the employee must first complete the proper grievance form (**Attachment 1**) and consult with their immediate supervisor. If the grievance cannot be resolved between the employee and their immediate supervisor, the next level of command is to be advised of the issue for proper resolution. Employees must provide their immediate supervisor an opportunity to resolve grievance concerns prior to advancing the next level. Levels of command are identified as 1) immediate supervisor; 2) transit superintendent; 3) transit director; 4) human resource director; 5) city administrator.

2. Confidentiality

Gossiping and spreading rumors will not be tolerated and will be subject to disciplinary action. If you won't write it down and sign it, don't say it.

Drug and alcohol testing records, personnel and client information will be kept confidential (see security section).

3. Disciplinary Actions

Employee infractions that necessitate significant corrective action will be documented on a disciplinary form (**Attachment 2**) or memo form to the personnel file. The driver supervisor and maintenance supervisor are required to maintain notes or journals for the purposes of recording employee performance to assist in the evaluation process. The City of Fort Smith policy regarding disciplinary action and personal conduct can be found in the City of Fort Smith Employee Handbook, Section III.

4. Dress Code

All transit employees are expected to maintain a professional appearance that is not rendered objectionable. Tattoos and excessive (besides typical ear piercings) should not

be visible during scheduled work hours. Ear spacers are not allowed. Employees should make every attempt to cover tattoos. Any exceptions may be made at the discretion of the transit director.

- A. **Maintenance** – The department provides uniforms for maintenance personnel. Uniforms must be worn while at work. Department issued footwear is provided and required and no tennis shoes are allowed. The department provides \$150 plus tax for one pair of steel toed footwear per year. It is not recommended for mechanics to wear jewelry while working as it is considered hazardous. Please consult with the maintenance supervisor for any questions concerning jewelry apparel.
- B. **Drivers** – The transit department will provide uniforms for all drivers. Drivers should reference the uniform policy (**Attachment 3**) for a full description of the uniform regulations.
- C. **Administration** – Office personnel are required to wear appropriate business attire. Clothing must be properly cleaned and pressed. If there is doubt, either don't wear it or check with your supervisor.

5. **Equal Employment Opportunity**

Fort Smith Transit's voluntary EEO policy is to ensure that FST applicants are employed and treated without regard to race, color, creed, national origin, sex or age. Such action shall include, but not be limited to: hiring, promotion or upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, disciplinary actions, rates of pay or other forms of compensation, and selection for training. Refer to EEO Policy (**Attachment 4**).

6. **Evaluations**

Online evaluations (**Attachment 5**) are performed for each transit department employee per year. Five function categories in Section C will be added to each evaluation depending on the position or job requirements. The transit management team will consolidate notes relating to each employee's performance. Employees are encouraged to maintain a record of acts where significant progresses are made that would be considered favorable during the evaluation process.

7. **Internet Access**

Remember to keep all content and equipment clean and lean. Where cell phones and iPads are department issued, they are also publicly owned, all information, photos, etc. are subject to public view. Transit employees should refer to the city's policy regarding internet access and social media activity.

8. Job Description

Job Descriptions (**Attachment 6**) are provided to clarify the duties of each position. Employees may be periodically asked to complete an assessment of their position to evaluate the current tasks criteria within their job description.

9. Loitering

Employees may remain at the job site to observe specific tasks for learning purposes only when all assigned duties are completed and the employee is off duty. Employees should not interfere with other employees in the performance of their duties. Family and friends may visit during lunch hours and breaks and are asked to remain in the break room areas. Relatives or off duty personnel may not ride on the bus system for extensive lengths of time without prior approval of management.

10. Meeting Attendance and Rules

Staff meeting attendance is mandatory unless otherwise stated. Employees are expected to attend for the duration of the meeting. Any exceptions must be submitted in writing in advance to be reviewed by the transit director. During the meeting there is to be no excessive talking or side bar conversations. Comments during the meeting should be limited to the subject matter and employees should remember to be professional and considerate to others attending the meeting. Confidentiality should be maintained at all times.

11. Pay Schedule

Employee pay amounts are to be kept confidential. Questions regarding pay grades must be directed to the human resources department. Pay grades are considered public information. If you have issues with your payroll check, contact the your supervisor regarding discrepancies and he/she will correct the issue (with approval) or direct you to the proper contact. If a mistake is determined, the difference in pay will be reconciled during your next scheduled pay period. The finance department will not issue manual checks so it is important that you verify your time compensation prior to management approval of payroll. See **Attachment #33** for Out of Range Pay.

12. Public Information

The transit department phone number is 479-783-6464. Website information includes current transit news, days and hours of operation, transit commission meeting updates and various miscellaneous department information. The department maintains a bulletin board on its website at <http://www.fortsmithar.gov/index.php/departments/transit> and also establishes links to other areas of significance such as Department of Homeland Security, the Frontier Metropolitan Planning Organization, and others. The department also maintains a Facebook account which serves as a social media outreach to encourage public comment and participation.

Transit staff periodically participates in special events and job fares by providing a transit information booth which displays basic transit information such as how to access public transit and the benefits of public transportation.

To facilitate communications involving language barriers or Limited English Proficiency (LEP), the department provides Spanish speaking interpreter(s).

13. Smoking/Chewing/Dipping/Spitting

Smoking/Chewing/Dipping/Spitting (tobacco) is prohibited in City owned or leased buildings and vehicles. Refer to City of Fort Smith Employee Handbook, Section XXII: Smoke Free Workplace.

14. Telephone Calls and Cellular Phones

Employees are allowed to carry cellular phones but they can only be used during a work related emergency or break.

- A. Drivers** – Cellular devices are not to be used while the vehicle is in motion. Personal phone calls received in the office for drivers will be directed to the dispatcher.
- B. Maintenance** – Personal phone calls and texts are limited during working hours and must be kept to a minimum.
- C. Office** – Personal phone calls and texts are limited during working hours and must be kept to a minimum.

15. Time Off

- A. Driver Vacation** – Time off for vacation will generally be granted to one (1) person per day. A second (2nd) person may be permitted time off provided their supervisor can assure the work load is covered without impacting overtime. Vacation calendar request is generally granted on a first-come first-serve basis; however, employees should be careful not to routinely block vacation time around holidays so as to prevent others from requesting an occasional holiday vacation. Transit management must approve all vacation requests.
- B. Discretionary – (Personal Day)** – Must be scheduled in the same manner as vacation.
- C. Time Off Without Pay** – The transit department does not permit time off without pay, except for certain exceptional circumstances approved by the director. In situations where the employee needs extensive time off to address matters eligible through the Family Emergency Medical Leave Act, the employee is asked to provide as much advance notice as possible. All transit employees are required to

contact their supervisor **weekly** while away on leave. This is required to inform the department of your progress and to allow a more efficient processing of the work schedule.

- D.* Bereavement/Pallbearer – Please notify you supervisor as soon as possible.
- E.* Sick Leave – Employees are asked to schedule doctor’s appointments during their days off when possible. Two and one-half (2½) hour allowance for doctor’s appointments will be allocated in lieu of employees taking off for the full scheduled work day. Travel time may be adjusted for out of town appointments. Your supervisor must be made aware of the appointment in writing as early as possible using time off request forms. All transit employees are required to contact their supervisor **weekly** while away on leave. This is required to inform the department of your progress and to allow a more efficient processing of the work schedule.
- F.* Holidays – Employees should refer to the transit holiday schedule for reference to working and non-working holidays.

16. Time Clock

Employees work hours are calculated through the automated time clock system. Employees must complete and submit a time exception (**Attachment 7**) by the end of the day for time worked that differs from their weekly work schedule.

17. Work Schedules (Drivers)

A sample driver shift schedule is provided in **Attachment 8**. The schedule will be provided to all drivers and support staff no later than Friday prior to the beginning of the new work week. The driver supervisor reserves the right to assign work schedules as deemed necessary to insure smooth operation of transit services with minimal overtime.

Route assignments will be determined by the director or designee and will be based upon a number of factors including seniority, capabilities, performance and customer service skills of the employee. The goal is to become an effective work force and balance the assets, experience and deliverables of the team. Drivers are required to obtain the skills and capabilities necessary to perform all types of services such as fixed route, demand response, downtown shuttle and charter.

18. Website

Posting information content is maintained by transit administration. Employees are encouraged to access the website to obtain the latest public information and are asked to report any inconsistencies to management. The website can be accessed via www.fortsmithar.gov and search transit department. A transit employee website (URL) is provided that includes resources/documents for transit employees only. Examples

include the employee manual, driver scheduled, general posting, form and much more.
http://www.fortsmithar.gov/index.php?option=com_content&view=article&id=175



SECTION III: Administration

1. *Americans with Disabilities Act (ADA)*

The ADA establishes a civil right to the use of public transportation services that are available to the general population of an area. The ADA specifically does not attempt to address the total transportation needs of disabled persons. It simply establishes the right to the same level of transit service at a comparable fare that is provided to able-bodied persons. Reference the ADA Paratransit Plan in **Attachment 9** to view Fort Smith Transit's policy and procedures on ADA compliance. See also **Attachment 10** for a copy of the ADA eligibility application. In general:

- A. The department permits service animals to accompany individuals with disabilities in vehicles and facilities. Staff must not impose species or breed restrictions. Staff may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control. Our policy is to permit service animals but to require comfort animals to ride in carriers. Progressive training is provided to operational staff through periodic meetings. Reference can be made to the best practices manual available on the staff intranet for guidance and staff may also consult with their supervisor for policy clarity.
- B. When an elderly person or individual with a disability needs to sit in priority seating or occupy a wheelchair securement location near the entry, staff must ask person(s) occupying such seating to relocate to an alternate seating location. Care should be exercised to insure the individual being asked to select an alternate seat is not elderly or disable. Staff are not required to compel the person to move.
- C. Transit staff must not set weight or size limitations on wheelchairs it will transport that understate the weight capacity that the vehicle fleet can actually accommodate. Note that the definition of "wheelchair" specifically includes mobility scooters, and contains no requirements for brakes, footrests, push handles, or other equipment. Staff must not require riders to transfer to a vehicle seat from their wheelchair. The department does not require wheelchair users to sign or submit waivers as a condition of accommodating them.
- D. Staff must not refuse to permit a passenger who uses a lift or ramp to board or disembark from a vehicle at any designated stop, unless the lift or ramp cannot be deployed, the lift or ramp will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers. Staff must deploy lifts or ramps for persons who request lifts or ramps even though they may not use wheelchairs or mobility devices, including standees. The department employees will not seek waivers from standees who require the use of the lift.
- E. Staff must not deny service to individuals using respirators, concentrators, or portable oxygen.

- F. Transit vehicles with inoperative lifts are to be treated as an inoperable vehicle. Staff must make every effort to exchange the vehicle and repair the lift so as to provide seamless accessible service.
- G. The department operates the trolley as a deviated fixed route through out the Central Business Improvement District (CBID); therefore, staff must accept and honor all calls for transportation deviations within the CBID boundaries.
- H. On fixed route systems, staff must announce stops as follows:
- (1) The transfer points with other fixed routes, other major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.
 - (2) The entity shall announce any stop on request of an individual with a disability.
 - (3) Where vehicles or other conveyances for more than one route serve the same stop, staff shall provide a means by which an individual with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the vehicle operator as a person seeking a ride on a particular route. Staff are encouraged to personally direct passengers or use the PA system available on the bus as necessary.
- I. Public information and communications will be made available in accessible formats upon request. Examples of formats available the requesting individual can actually use include (Braille, audio, large-type, etc.) as specified.
- J. Staff will make reasonable modifications in its policies, practices, and procedures when requested. Staff must:
- a. Ensure information on the reasonable modification process is readily available to the public in accessible formats. Reasonable modification language can be found and must be maintained in the Passenger Regulations and Ride Guides available to passengers.
 - b. Ask that request(s) are made in advance, but be flexible in order to handle requests that are practicable and on the spot
 - c. Understand individuals requesting modifications may not necessarily use the term “reasonable modification.”
- K. The department will make these polices available to employees to ensure compliance; therefore, initial and refresher training sessions will occur through meetings in addition to the language outlined in this manual.
- L. Department supervisors must also monitor compliance with the policies.

M. Disadvantage Business Enterprise

Fort Smith Transit complies with the Disadvantaged Business Enterprise (DBE) rule in Title 49 Code of Federal Regulations Part 26 (49 CFR 26) and adheres to the process for setting goals for DBE participation pertaining to federally assisted transit projects when required. **Attachment 11** is the FY 2018-2020 DBE Plan with updated goals.

N. FTA Grant Management

Fort Smith Transit's focus is to provide detailed policies and procedures for managing FTA grant funds and cash management. Through the policies listed below, the transit department will demonstrate internal control practices that prevent waste, fraud and abuse, identify levels of authority and demonstrate the accounting process/software being used. We will also demonstrate the department is meeting the required financial oversight and reporting of all fund resources. Policies are revised annually or updated as needed to include changes necessary resulting from any previous audit findings or organizational modifications.

All Federal Transit Administration urban area grants (i.e. 5307, 5339, etc.) are administered and managed by the transit director and transit superintendent. Applications are applied through TrAMS by the superintendent and verified by the director. The director executes the transit grants and pins the annual certifications and assurances on behalf of the city administrator following the electronic PIN process performed by the city attorney.

The transit coordinator reviews reports generated through the Tyler/Munis financial accounting software and reconciles transactions in Munis with the documents maintained by the department.

Once reconciliation takes place and all expenses and revenues are verified, the transit coordinator will draft a request for reimbursement on the appropriate drawdown form (**Attachment 12**). The superintendent determines allowable costs in accordance with 2 CFR Part 200 Subpart E Cost Principles and insures the unallowable costs and reductions in expenses (fares, insurance proceeds, etc.) are applied. Superintendent verifies there is no duplicated expenses requested for reimbursement using the department's expense detail reports (operating and capital) as well as revenue detail reports. Superintendent compares disbursements with remaining grant balances to prevent attempts to over-claim grant fund purpose codes in TrAMS. Adjustments or revisions are made if necessary and the reimbursement reports are finalized. The final reports are forwarded to the director for review and approval. The reports are then forwarded to the Finance Department grant's accountant to review, record (to prevent duplications), and perform the electronic federal funds transfer using FTA's ECHO system. All expenses are paid through the City of Fort Smith's accounting system (Tyler/Munis) prior to request for federal fund reimbursements. Superintendent also prepares and submits the required Federal Financial Reports and Milestone Reports in the TrAMS grant management system.

NOTE: Staff must recognize that FTA captures interest on program funds and therefore FST must never request reimbursement prior incurring any legitimate FTA expense.

Grant closeout procedures are completed within 90 days of the completion of all program/project activity. As a general practice, transit department staff makes a concerted effort to spend down old grants first if possible. All required TrAMS reports are prepared and submitted by the superintendent no later than 30 days after the period ending.

Record retention is typically three (3) years unless otherwise required by local, state or federal governing bodies. The department undergoes periodic audits from the internal auditor (hired by the City's Board of Directors) relating to a variety of department financial functions. Independent auditors are also retained by the city's finance department to audit all financial functions and practices every year (Comprehensive Annual Financial Reports). Single audits of the transit department are also performed due to the federal financial funds received each year.

City of Fort Smith finance department utilizes the accrual method of accounting and conducts city-wide financial planning and oversight of all departments of the city including transit department.

O. Fuel Management

The transit director and superintendent monitor on-site and off-site fuel transactions electronically. The maintenance division monitors CNG fueling systems, fuel tank levels and provides monthly inspections concerning wet well monitoring for leak detection. The coordinator prepares billing for any onsite fueling of other departments, as well as the issuance of electronic fuel keys.

P. Management Guidelines

Fort Smith Transit is regulated by the U.S. Department of Transportation (DOT), Federal Transit Administration (FTA) Grant Management Guidelines under 49 U.S. C. Chapter 53 and other related FTA laws, regulations, acts, rules, circulars and guidelines as outlined in FTA Circular 5010.1D and awards management 5010.1E as amended. These guidelines provided by FTA covers Grant Administration and Payment Procedures. FTA Circular 5010.1D/5010.1E and other federal documents can be found on the FTA website at www.fta.dot.gov.

Q. Passenger Scheduling and Dispatch Procedures

Attachment 13 provides basic information and explains the procedure to schedule rides and return trips, routine service and cancelling rides.

Dispatchers are on the front line of all first impressions. They are expected to resolve issues with passengers and are authorized to make decisions necessary to neutralize situations, i.e., issuing free tickets based on severity of the issue, reassign or rededicate a bus to assist a particular passenger, grouping schedules or rerouting to accommodate the availability of a bus, as well as deploying a van or individual pick up as not to disrupt the system. Dispatch will normally make all calls for emergency assistance. In the absence

of dispatch personnel, senior driver will resume dispatch functions. Dispatchers are required to notify management of any and all conflicts requiring resolution.

R. *Purchasing Procedures, Procurement and Contract Obligations*

The transit department is responsible for ensuring compliance with all applicable federal requirements relating to procurement, construction, professional services, third-party contracts or any contractual obligation (contract oversight).

NOTE: A Procurement Checklist has been developed to ensure all requirements and documents have been completed prior to each project or service related acquisition. A completed procurement checklist is required to complete throughout said projects (See **Attachment 36**).

- A. Contract oversight: Transit department staff must inspect to ensure contractors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders. Reference should be made to the policy regarding language provided with the purchase order (Page 2) for further guidance.
- B. Standards of conduct: Transit department staff must adhere to Section I, E, Code of Business Conduct as outlined in the Human Resources Policies which include written standards of conduct covering conflicts of interest and governing employee performance when engaged in the selection, award and administration of contracts. Furthermore, no employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a Federal award if he or she has a real or apparent conflict of interest. Section III, I Conflicts of Interest provide for disciplinary actions to be applied for violations of such standards of conduct by officers, employees, or agents of the non-Federal entity. Employees must avoid organizational conflicts of interest that possess relationships with a parent company, affiliate, or subsidiary organization, if unable or appear to be unable to be impartial in conducting a procurement action involving a related organization.
- C. Unnecessary or duplicative items: Staff must review inventory prior to making purchases for routine items. Staff must prepare the required charter plan form for purchases involving technical support from the ITS department in an effort to avoid the acquisition of unnecessary or duplicative items.
- D. Award to responsible contractors: Staff must award contracts to responsible contractors only that possess the ability to perform successfully under the terms and conditions of a proposed procurement. Reference should be made to item 13 placarded on page 2 of each purchase order for policy clarity.
- E. Procurement history: Transit employees must maintain records sufficient to log procurement history. These records will include, but are not necessarily limited to the following:
 - 1. Rationale for the method of procurement, as demonstrated by associated forms such as RFP's, purchase requisition, P-card purchases and petty cash;
 - 2. Selection of contract type will be dependent upon demonstrated need and associated expense as referenced by email request for repairs needed or notations

- on the purchase order relating to the purpose of the purchase or relative coding in the Munis system;
3. Architectural service or contractor selection by reference to the RFQ for professional services listing maintained in the city clerk's office or;
 4. Rejection as an option of the purchasing process through the Munis system, and staff must supply the basis for the contract price.
- F. Time and Material contracts: On rare occurrences staff may use time and material type contracts first after a determination that no other contract is suitable and if the contract includes a ceiling price that the contractor exceeds at its own risk. Since this contract type generates an open-ended contract price, a time-and-materials contract provides no positive profit incentive to the contractor for cost control or labor efficiency. Therefore, each contract must set a ceiling price that the contractor exceeds at its own risk. Further, staff awarding such a contract must assert a high degree of oversight in order to obtain reasonable assurance that the contractor is using efficient methods and effective cost controls. As an example, the Transit department architectural projects routinely occur using a guaranteed maximum price. Also, discussions occur between transit management and the purchasing manager to avoid using NJP contracts that do not limit quantities, whereas this may be a preferred method for other departments of the City.
- G. Contract dispute resolution: Transit department staff must exercise good administrative practice and sound business judgment on all contractual and administrative issues arising out of procurements. Such issues may include, but not limited to, source evaluation, protests, disputes, and claims.
- H. Full and open competition: As referenced in Sections 1.05 and 2.11 of the city's purchasing manual, all procurement transactions must be conducted in a manner that provides full and open competition. In order to ensure objective contract performance, employees and/or associated contractors must refrain from participating in procurements when drafting specifications, statements of work, invitations for bids, and/or request for proposals in an effort to eliminate unfair advantage. Situations such as unreasonable requirements, excessive bonding, retainer contracts, brand name and geographical preference must be avoided.
- I. Procedures for procurement transactions: The department maintains written procedures for procurement transactions as referenced in the City of Fort Smith Code of Ordinances, Section 2-182 Procedures for Purchases of Supplies and Services.
https://library.municode.com/ar/fort_smith/codes/code_of_ordinances?nodeId=COOR_CH2AD_ARTVFI_DIV2PU. These procedures ensures that all solicitations incorporate a clear and accurate description of the technical requirements for the material, product, or service to be procured.
- J. Prequalification: The City of Fort Smith considers Amazon and Office Depot as prequalifying vendors which offer a variety of commodities that are provided by multiple manufacturers to insure free and open competition.

- K. Allowed methods of procurement: Recipients must use one of the following methods of procurement: (1) micro-purchases; (2) small purchase procedures; (3) sealed bid; (4) competitive proposals; or (5) non-competitive proposals.
- L. Professional Services: As referenced in Title 19 of the Arkansas Code Chapter 11.8. defines the allowable uses of professional services available local governments, i.e. Fort Smith Transit. Staff will also reference the Brooks Act when securing professional services.
- M. Cost or price analysis: The department will ensure an independent cost estimate and cost or price analysis is completed as specified in FTA Circular 4220.1F, of procurements to determine the associated costs are reasonable, i.e. project estimates and change orders, etc. Every effort should be made to insure all purchases and/or services are relative to market price. The transit department relies on buyer's familiarity for small purchases and will perform a cost or price analysis with every procurement in excess of the simplified acquisition threshold.
- N. Negotiation of Contractor Profit: Staff must negotiate profit as a separate element of the price for each contract in which there is no price competition and in all cases where cost analysis is performed. To establish a fair and reasonable profit, consideration must be given to the complexity of the work to be performed, the risk borne by the contractor, the contractor's investment, the amount of subcontracting, the quality of its record of past performance, and industry profit rates in the surrounding geographical area for similar work.
- O. Estimated costs: The transit department does utilize estimated costs in its any contract. Staff must participate in bidding to insure actual costs are identified prior to entering into contracts.
- P. Cost plus: The cost plus a percentage of cost and percentage of construction cost methods of contracting may not be used, therefore, the department does not participate in this method.
- Q. Bonding requirements: Reference should be made to Section 27-513 D.2. of the Fort Smith Code of Ordinance for bonding requirements pertaining to construction or facility improvement contracts or subcontracts exceeding the Simplified Acquisition Threshold.
- R. Contract provisions: Reference should be made to Appendix II of 2 CFR Part 200 for the appropriate contract provisions for transit related contracts.
- S. Exclusionary or discriminatory specification: Transit Department does not support procurements that uses an exclusionary or discriminatory specification.
- T. Buy America: Transit department procurements must comply with Buy America requirements established by FTA CFR 49 U.S.C. Section 5323 (j)/FAST Section

3011. Buy America applies to all federally funded purchases of steel, iron and manufactured goods, capital leases and purchases (over \$100,000), and rolling stock purchases (over \$300,000).

General Departmental Purchasing Process – Procedures for all City department purchases must follow the guidelines in the City of Fort Smith Purchasing Manual. The clerk is to be notified of the intent to purchase any item for the transit department. The clerk will perform a cost price analysis (based on buyer's familiarity for micro purchases less than \$3,000), and determine what object code to apply.

The clerk prepares purchase requisitions in the following manner: a purchase requisition is created as needed, the requisition is approved by management. The purchasing division then reviews the requisition and issues a purchase order to the department and the item can then be acquired using the purchase order number. When the product and invoice arrives the clerk marks the transaction as received in the ERP system and forwards the invoice to accounts payable.

For excessive products purchased over time from one vendor, the department requisitions a blanket purchase order which allows staff to make timely purchases using a predetermined purchase order number which contains a predetermined maximum dollar limit, established by management. All invoices are entered into the ERP system and deducted from the original blanket purchase order balance. Once the funds are depleted from the blanket PO, the clerk closes the purchase order.

For products purchased infrequently but time sensitive, department staff will use the Purchasing Card or P-Card process. P-Cards will be used minimally to ensure items that can be acquired through the normal purchasing process in ERP will be acquired in that manner.

- A. Once an invoice is received, the payment process should take no longer than one (1) week. Normal payment processing takes 1-2 weeks from the time an invoice is received to the time finance department mails the check. The transit superintendent and the transit director reviews the monthly revenues and expenditures.
- B. **Maintenance Purchases** – All purchases in the maintenance department must be authorized through the maintenance supervisor. The maintenance supervisor may elect authorizes an employee to make purchases in the event of his or her absence. Invoices on incoming parts may be signed by the maintenance employee provided the maintenance supervisor is unavailable. If maintenance employees are unavailable, incoming parts may be received by office personnel. All invoices must be verified and signed.
- C. All purchases must ultimately be approved by the transit director or transit superintendent.

S. *Telephone Etiquette*

All phone calls are to be handled in a friendly, tactful, professional manner, acknowledging to the caller that you genuinely care about them and their needs. Phones are to be answered by identifying Fort Smith Transit and your name.

T. *Transit Advisory Commission*

The Transit Advisory Commission is a group of five (5) members of the community appointed by the Board of Directors for the purpose of directing efforts regarding passengers policies, marketing/advertising, bus routes, bus stops, special programs as well as other related transit projects and/or issues. Members meet quarterly. Membership terms are staggered.

SECTION IV: Operations

1. *Accident Protocol and Contacts*

An accident protocol is provided to all drivers and should be referred to as necessary. The protocol will include a list of instructions depending on the nature of the problem and its purpose is to insure proper steps are taken in the event of an accident or incident. The protocol does **not** take the place of a supervisor, but it is provided as an instruction guide should a supervisor not be readily available (**See Attachment 15**). Drivers are also provided a contact card which lists the names and phone numbers of the people that should be contacted if an incident occurs when there are no dispatchers. This is necessary to insure all steps including drug and alcohol post accident testing determinations have been addressed.

2. *Bus Stop Announcements*

Bus stop announcements are required on all fixed routes at all times. This procedure is important and necessary to orient passengers with their desired destinations. A list will be provided for you to maintain in your driver's bag.

3. *Bus Capacity*

Buses are to be considered at full capacity when either the bus has no remaining seats on fixed routes or no remaining time slots available on demand response. Priority seating is located adjacent to the driver's seat and should be reserved for the elderly and/or disabled. Relocating passengers that are currently occupying a priority seat can only be in the form of a request. This is not an enforceable issue. When seating capacity is full, standing is an option if the driver deems it to be safe and road or traffic conditions do not impose problems with the operation of the vehicle. When using handrails, drivers are to check and verify the rails are tightly secured to the roof of the vehicle and that there is no possibility of them giving way. Drivers should always notify dispatch when buses are at full capacity.

4. *Bus Cleaning*

Buses are routinely cleaned by the maintenance department. However, drivers are required to spot clean their buses during transfer times or when 10-33. Spot cleaning consists of cleaning driver area and dog house, sterilizing the seats, picking up any trash and spot cleaning the floors. Drivers should notify maintenance if conditions are beyond their ability to clean. Maintenance will change out vehicle for detailed cleaning as promptly as possible.

5. *Bus Repairs*

Bus repair requests (including ADA equipment concerns) should be radioed, emailed, or contacted through scheduling software notifications to maintenance. Maintenance will provide periodic updates of ongoing repairs. If a breakdown occurs, the maintenance division will replace the vehicle with a back-up vehicle and correct the issue(s). If the

issue involves a lift concern a dispatcher will dispatch a bus immediately. Drivers are expected to use the lift in manual mode until the replacement bus arrives.

6. *Charters*

Fort Smith Transit provides charter, shuttle or specialized services incidental to its regular service. Charter services are extended to Crawford County, Sebastian County and surrounding areas. Charter Guidelines/Regulations and Application are provided in **Attachment 14**.

7. *Commercial Driver's License Requirement*

Transit staff operating vehicles requiring a specific class of driver's license must possess the appropriate state license required for that vehicle. It is the responsibility of the employee to keep their license current and in their possession while driving. CDL employees must acknowledge and sign the transit department CDL requirements form that outlines the policy regarding reimbursement of expenses relating to obtaining and maintaining commercial driver's licenses (**See Attachment 35**). Licenses will be checked periodically for validity. (See Section IV, Driver Checks)

8. *Driver Checks*

Quarterly unannounced driver checks will be conducted to verify the driver is following proper procedures and has the proper and current operating license, CPR and First Aid cards. A checklist of inspection items is provided as **Attachment 16**. Drivers should make every effort to correct any and all deficiencies. If corrections are not made, proper disciplinary actions will follow. Drivers are required to report any and all traffic violations and convictions immediately.

9. *Driver and Maintenance Training*

- A. ***Accessory Operations*** – Drivers and mechanics are expected to understand the operations and use of all vehicle accessories in a proper and safe manner. Training materials are provided as **Attachment 17**.
- B. ***Best Management Practices*** – Maintenance staff and drivers required to fuel should be familiar with the requirements established in the Best Management Practices Manual (**Attachment 18**). The manual outlines the appropriate steps to take to avoid exposing contaminants such as fuel and oil, etc. to areas where it could interact with rain or drain water.
- C. ***Defensive Driving*** – Training will be provided at random times throughout the year. Staff should take advantage of this training session and apply the new characteristics to their daily operations. Testing and/or ride checks will be performed quarterly.
- D. ***Disability Awareness*** – Driver orientation requires participation in disability awareness training. The Disability Awareness manual is provided as **Attachment 19**.

E. Drug and Alcohol Policy

The Fort Smith Transit Drug and Alcohol Policy is available to ensure employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner; create a workplace environment free from the adverse effects of drug abuse and alcohol misuse; and prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.

Safety sensitive employees must abide by all rules and regulations in accordance to the transit department policy, as a condition of performing safety sensitive functions. Safety sensitive positions within our organization are considered as drivers, maintenance, revenue vehicle control/dispatch and CDL/non revenue vehicle operators.

All safety sensitive employees are required to undergo a minimum of 60 minutes of training on the signs and symptoms of drug use including the effects and consequences of drug use on personal health, safety, and the work environment. Training will also include manifestations and behavioral cues that may indicate prohibited drug use.

Supervisors will also receive 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech and performance indicators of probable alcohol misuse.

A copy of the Fort Smith Transit Drug and Alcohol Policy is provided as **Attachment 20**. Procedures for testing safety sensitive employees are outlined in 49CFR part 40 (**Attachment 21**).

Note * OTC Over The Counter Drugs: All safety sensitive employees should be cognizant of the effects that over the counter medications(s) may have with the ability to operate equipment or vehicle safely.

F. Exposure Control Program (Blood Borne Pathogens)

This program is developed to eliminate or minimize the risk of employee exposure to blood borne pathogens in accordance with 29 CFR 1910-1030. Drivers could be subject to occupational exposure while transporting passengers to or from medical facilities or transporting the general public who may have open wounds, body fluids, blood or other potentially infectious materials.

All new drivers are required to participate in the Public Transit Exposure Control Training Program. Exposure Control Program materials are provided as **Attachment 22**.

G. First Aid and Cardiopulmonary Resuscitation (CPR)

Drivers are required to obtain current certifications in CPR and First Aid. New drivers are to obtain CPR and First Aid certifications as soon as possible after

hiring unless previously acquired and certifications have not yet expired. Copies of certifications will be kept in the employee personnel file.

- H. Maintenance Training* – Maintenance Supervisor will determine the training needs of maintenance staff and may require specific training program(s) based on individual needs and/or keeping up-to-date on market changes. See training syllabus in **Attachment 23**.
- I. Restraint Systems Training* – All drivers and mechanics are expected to understand the use of mobility devices and passenger seating restraints and demonstrate their appropriate use properly and safely.
- J. Wheelchair Lift* – Drivers and mechanics are expected to understand the use of wheelchair lifts and demonstrate the appropriate use properly and safely in both normal and manual modes.

10. Emergency Plan

The emergency plan is designed to provide an organized set of instructions should an unplanned event occurs. A current list of employees is maintained in the ERP payroll system including employees who are clocked in at any given time to assist in accounting for personnel on-site should an incident occur.

A. Accident

When an accident occurs involving a transit vehicle, all associated vehicle(s) and passenger(s) should not be moved unless it becomes necessary to prevent further injuries. The vehicle(s) can be moved to prevent further disruption of traffic flow if and only if both parties agree who is at fault and no minor or severe injuries are sustained. Employees should reference the accident protocol sheet identified in **Attachment 15** following an accident.

After an accident occurs, employees should notify dispatch immediately and report the following:

1. Request type of assistance needed (ambulance, fire, police, all)
2. In the event of a fire, evacuate the vehicle (appoint passengers to assist you if needed) leaving empty wheelchairs and belongings behind.
3. In any accident, **Report first** the number of passengers **SEVERELY INJURED**. (**Broken bones**, other than fingers, toes and nose, **internal bleeding**, **massive external bleeding**, or **head trauma**.)
4. **Report secondly** the number of passengers with **MINOR INJURIES** (**broken nose**, **toes**, **fingers**, **cuts** or **bruises**).
5. All passengers, excluding those receiving medical treatment away from the scene, must remain at the location of the accident until the police officer releases them.
6. Put on your safety vest and position triangles for traffic safety.

7. Once the passengers and driver are out of danger, take a minute to write down in your words, using diagrams if necessary, what happened. **TAKE PICTURES.**
8. When the police have completed their report and passengers are released, dispatch will assist you in routing your passengers to their destinations.
9. Depending on the severity of the collision, a drug and alcohol post-accident test may be required as determined by management. SEE **SUBSTANCE ABUSE POLICY** regarding post accident testing.
10. Remember to use common sense and exercise good judgment.

B. Emergency Management Team Plan

During an unplanned incident concerning any facility, immediate evacuation of the building(s) is required. Individuals must meet on the north side of the administrative building (driver entrance) and call 9-1-1. Human Resources must be notified as soon as possible to account for on-site personnel.

C. Fire

Fire extinguisher demonstration training will be conducted annually to allow employees the opportunity to use a fire extinguisher and to demonstrate the extinguisher's capacity. In the unlikely event of a fire, employees are required to take control of all safety procedures until emergency assistance arrives.

1. ***Bus Fire: Evacuation*** is always step one. **Leave empty wheelchairs and belongings behind**, followed by appointing a designated individual to call or assist you if needed.

If time allows, fire extinguishers are normally mounted near an exit to give you the option of vacating or approaching the fire to extinguish. Never re-enter a bus to extinguish a fire if it does not appear to be confined to an area that is compatible with the size of your fire extinguisher or if an escape route is not readily available. The driver should insure all passenger's stage in a safe location away from traffic. Drivers must always remember to notify dispatch of every incident.

2. ***Shop Fire:*** If possible, activate the fire alarm. All occupants must evacuate the building as soon as possible. Maintenance personnel should **circle the building and check** the wash bay area **for occupants** then direct all personnel to meet at the north side of the administration building (driver entrance). All employees must remain on the premises until the supervisor can account for each person.
3. ***Office Fire:*** Office personnel should notify all building occupants by activating the fire button on the alarm (time permitting) and **call 9-1-1** while exiting the building. Special attention should be given to being verbal while checking restrooms and notifying other guests in the facility

for while leaving the building. Leave all doors open to signify the room has been vacated. The highest ranking official on site should contact Human Resources as soon as possible to account for every employee on duty.

D. Terroristic Acts (Bombing, Hijacking, Kidnapping)

Should threats occur while operating a bus, the employee should make every effort to **contact dispatch** if possible so that the appropriate emergency personnel can be dispatched discreetly. Refer to the Safety and Security Program Plan (SSPP) in **Attachment 24**.

Should threats occur within the facility, employees must first **contact 9-1-1** if possible, followed by evacuation if necessary.

Employees have the right to deviate from any assigned work instruction(s) necessary to meet the extent of the emergency. All incidents involving terrorist acts will require a thorough detailed report once threats are neutralized and Human Resources is notified.

E. Weather

Drivers and the dispatch team should **monitor weather** conditions during the storm season and begin seeking facilities capable of providing shelter if a tornado warning is issued. Should a **tornado warning** occur, drivers are to **move all passengers off the bus and inside a secure facility**. Special attention should be given to the disabled and/or elderly. Drivers may need to appoint a passenger to serve as an assistant.

Drivers and dispatch team should be alert to the onset of ice or snow storms during the winter season. It is not the department's intent to operate buses in hazardous conditions unless operating in an emergency capacity under the direction of the City Administrator. It is important that for regular service we do not transport passengers one-way without the ability to provide them with a return trip due to inclement weather. Passengers must be notified on questionable days that the bus service operating times may be shortened due to weather conditions and it may result in an alteration of their daily schedule in order to accommodate a return ride.

The transit director or appointed assistant will make the determination of when to close the transit operations. The transit director may call on the drivers to provide a report of current road conditions. It is very important that the drivers be truthful in their reports.

In the event the operations are closed, all personnel should refer to the City handbook to determine time off options. Routes and schedules may be altered to meet the extent of the inclement weather. Office staff will notify the public via news media, social media, or automatic phone notification system.

11. Employee Conduct

Fort Smith Transit employs and maintains a professional team which operates as a self directed work force. Our employees are expected to be courteous, safe, trustworthy and knowledgeable while upholding a professional attitude. Employees are responsible for assuring the welfare and safety of passengers as a primary obligation. Employees must apply productive problem solving techniques and standard procedures to resolve complicated matters so as to promote a comfortable environment for the clients of our system. See Code of Conduct Policy (**Attachment 25**).

12. Fares

A. Collection Procedures

Drivers must begin their day by completing the information on their assigned vault slip in the vault book and placing it inside their specific vault for the day's run. When passengers enter the bus they must be directed to deposit the correct amount of fare media into the farebox. Drivers must monitor their vaults to verify the passenger deposited the correct amount. Accuracy is stressed with regards to any fare collection procedure or documentation.

All fares vs passenger comparisons will be monitored and recorded for potential problems and/or patterns.

Fares collected from passengers remaining in their mobility devices for transport must be deposited in the farebox in a manner where other passenger(s) on board can observe. Do not place fare money on your person. Collection should be taken after the passenger is properly secured.

B. Counting Procedures

The farebox operations information and fare counting procedures are put in place to protect employees from being wrongfully suspected of theft or to deter any potential theft of fare box revenues.

C. Farebox Operation:

The fare boxes installed on Fort Smith Transit buses are mechanically operated. Each bus has a square casement vault receiver that is secured to a pole mounted inside the bus with a lock (pole lock). Individual vaults (money holders) can be secured inside the casement. Once removed, the vault lid closes automatically inside the casement, thereby securing the vaults and not allowing access by the operator.

Prior to installing the vaults, the vault lids must be manually configured in the open position using a pin attached to a small chain inside the vault. The casement lock must be turned and pushed into position to both release the lid pin and secure the vault for travel. Casement keys are placed in a small combination lock box mounted inside each bus.

The fare counting process is as follows:

1. Vaulting of fare boxes will be performed by the driver of the bus at the end of their shift.
2. All drivers must remember to vault their buses following the completion of their individual shift.
3. During any vaulting procedure, it is important to remember to reach up into the vault chamber and check for fares that may have become wedged or trapped in the mechanical parts of the fare box. Vaults must be inspected to insure they are closed and lock. Vault lid locks do fail on occasion if the fare media becomes lodged between the vault and the vault lid. Vaults must then be placed in the secured vault lockers outside the fare counting room.
4. Vault keys (to access the fares) will be kept only by the transit director, transit superintendent and one locked in the safe.
5. The senior clerk II and another alternating staff person is responsible for counting the fares. The two employees will sit side-by-side to count the fares together until all money is counted. No one is allowed to leave the room without calling in another person to temporarily take his or her place.
6. Accuracy must be verified by a comparison of the detailed fare report vs. total money deposited.
7. A Cashier's Report Form will be completed and signed by both employees and a copy will be made for filing.
8. The money will then be placed in a locking money bag to be locked in the safe.
9. An armored truck service will pick up the locked money bag the following morning where it will be taken to the collections department to be counted and verified. A receipt will be issued and returned to the transit coordinator.
10. The transit coordinator will compare receipt amount to the cashier's report amount that was completed earlier and file both forms together.
11. If there are any discrepancies or events that take place outside the scope of these procedures, employees must contact the transit director or superintendent as soon as possible.

D. Ticket Purchases

Persons wishing to purchase tickets via the office will be issued a receipt for payment and the employee will record the appropriate ticket numbers that were issued.

When passengers wish to purchase tickets through a driver, the passenger must contact the transit office in advance advising how many tickets they wish to purchase. The tickets will be placed in an envelope with the appropriate information on the front. The employee will record all the necessary information including ticket numbers and will place the envelope with the appropriate driver's paperwork to sell to the passenger when that person boards the bus.

The driver will place the funds from the purchase in the envelope provided and write their initials on the envelope. The driver will then deposit the envelope in the farebox. The proper receipting will be done once the office receives the funds. Passengers purchasing tickets via the bus may receive a copy of the receipt from the office upon request. Drivers should advise passengers that ticket orders by bus may not be fulfilled until the following business day.

To help prevent duplication of cards, the dispatcher assigned to monitor ticket sales will document cards and/or passes made by staff but never picked up by the passenger. Additionally, he/she will create a receipt trail of tickets that must be shredded.

Drivers must return tickets during instances where tickets or passes were paid but unclaimed. If, for example, the passenger has paid and did not ride the next day to deliver the tickets/passes, the driver must return those tickets/passes to the dispatcher assigned to monitor ticket sales.

During these instances the dispatcher will hold them for one month then cancel if never claimed. If cash is involved, give it to the administrative coordinator or senior clerk II to claim as a ticket sale. A note in the spreadsheet or a receipt will be fine.

Overall, pending transactions older than one month must be reconciled or cancelled and comments made on the spreadsheet.

E. Monthly Passes

Monthly passes are available through the office for \$35.00. Monthly passes offer unlimited ridership on the fixed routes only. Prices will be prorated for partial months. (Example: A \$35 monthly pass will be prorated to \$17.50 for the 15th through the 30th of the month)

F. No-Show and Cancellation Policies

Passengers must call the transit office to cancel a previously scheduled ride. The cancellation must be received, at a minimum, one hour in advance of the scheduled trip. During holidays when there is no dispatcher on duty, all no-shows will be considered cancellations.

Except for ADA eligible passenger trips, if a passenger is a no-show on his/her pick-up, all other scheduled trips for the day will be cancelled. ADA eligible passenger trips will require each trip to be cancelled individually as transit agencies are required to serve each of these specified trips individually.

13. Fire Extinguisher

All Fort Smith Transit fire extinguishers are 5 pound type A B & C. Extinguishers are placed in the office, maintenance facilities, transfer station, and all buses. All bus extinguishers must be inspected daily during pre-trip inspections and during preventive maintenance inspections. All building extinguishers are ready for use and are checked monthly by transit staff, twice annually through vendor service, and once annually by Fort Smith fire department staff. Type A chemical is used to extinguish wood, paper, or trash. Type B is for liquid fires or grease fires. Type C is for electrical fires. Type ABC is a multipurpose fire extinguisher of dry chemical and compatible with all small containable fires.

14. Fueling Procedures

Employees responsible for fueling vehicles are issued a personal identification number (PIN). Fuel keys are attached to the key ring of each associated vehicle and fuel cards and fuel keys are kept inside the key lock box for each corresponding vehicle. Fuel keys/cards are specific to the type of fuel and quantity applicable to each individual vehicle. While fueling, each employee is required to enter their PIN while using the key/card issued for each specific vehicle. Employees are not to share the pump with other personnel or vehicles. If a key/card does not read properly, an alternate key may be used; however, administrative staff must be notified.

15. Inventory

A. Purpose and Scope

The purpose is to establish transit department procedures for maintaining accountability for transit department property. Department property shall include real property, fixed assets, parts inventory and fuel inventory.

B. Policy

It is the policy of the transit department to maintain a system of accountability for its real property, fixed assets, parts and fuel inventory. The transit department will employ measures and provide supervision of the inventory process to ensure accuracy and completeness of count.

C. Fixed Asset Procedures

1. Transit staff will adhere to purchasing guidelines established by the department, City of Fort Smith, Arkansas laws, and the Federal Transit

Administration. Select staff is authorized by the transit director to acquire equipment and other assets for the transit department.

2. Responsibility for maintenance inventory is assigned to the maintenance supervisor.
3. A physical wall-to-wall count of items listed on the fixed asset inventory will be performed annually by the senior clerk II and verified by the transit superintendent. Since the items on the fixed asset inventory is not considered fast moving, the process occurs during the month of December and is scheduled to be completed prior to the New Year. An inventory reconciliation report will be prepared by the transit superintendent summarizing the processes and the overall end results of the items confirmation.

D. Parts Inventory Procedures

1. Parts purchases for stock will be entered into the parts inventory list by function of the senior clerk II. The inventory list will include the date of the purchase, name of item, bin number, quantity purchased, and cost per unit. Items will be removed from inventory after being applied to a vehicle and consequently applied to a repair order. Parts ordered for a specific vehicle will have the invoice attached to the repair order. The invoice will be processed for pay and will reference the associated unit number for the vehicle being repaired.
2. Maintenance Purchasing Process
 - A. Maintenance staff contacts the senior clerk II who establishes a Cost Price Analysis (Buyer's Familiarity for Micro Purchases) and issues a PO number prior to ordering parts.
 - B. Part(s) will be ordered for stock or for a specific vehicle unit.
 - C. Invoices will be marked either with the unit number, the word stock, or miscellaneous.
 - D. If the part is for a specific unit, the unit number will be written on invoice and repair order. Invoice will be temporarily attached to repair order for processing.
 - E. Items listed as stock will be added to inventory in the appropriate section. Miscellaneous items are not always entered into inventory and will be left to the discretion of the maintenance supervisor.
 - F. Stock parts will be removed from inventory when listed on a repair order.
 - G. The Transit Coordinator and one of the maintenance staff will perform monthly inventory on the parts.

E. Fuel Inventory Procedures

The department houses a covered fuel island with in-ground diesel and unleaded fuel tanks. Tank levels, pumps, usage, leak tests, users, vehicles, etc. are managed by the transit coordinator through fuel management software. Fuel handling procedures are outlined in Section III, Paragraph 25, Titled “Fuel Procedures.” Maintenance staff also monitors the ground water on a monthly basis for any evidence of leaks surrounding the fuel island and records the associated water condition and levels.

The department also houses a compressed natural gas (CNG) fueling station. The system is managed by the transit coordinator through the same fuel management software as the diesel and unleaded fuel island. Natural gas is supplied directly by the gas company (AOG); therefore, no inventory is supplied or counted.

F. Asset Tracking Procedures (Parts)

A print off of the inventory items are compared to a physical check of each asset number and all items are verified. Deletions and additions are listed in separate worksheets and changes are made during the physical verification.

The maintenance supervisor will perform a routine perpetual count of the parts inventory to insure the complete inventory has been accounted for at least one time annually.

Transit staff will work in a collaborative effort to reconcile discrepancies and evaluate the results of the inventory. Inventory will be adjusted and marked according to the findings. Blind counts will be performed at least once per year by the transit director or his designee and an occasional request will be made to the internal auditor for verification.

G. Procedures for Transfer or Disposal of Assets

New purchases and donations are listed in the additions section of the inventory document at the time of the purchase or donation. Items are then assigned an asset number and labeled for future reference. Inventory modifications are consolidated following the reconciliation process at the end of the year. The inventory list will be printed and marked according to findings and a paper copy will be signed by the director or superintendent and filed for future reference.

16. Mobile Data Terminals & Communication Radios

A. Mobile Data Terminals

Mobile Data Terminals are provided to relay trip information, provide voice navigation and to communicate canned messages to and from the dispatchers. All buses are equipped with Mobile Data Terminals (MDT's). Care should be taken to ensure the MDT's work properly and remain free from damage. Employee(s) must not use the MDT while the vehicle is in motion. Specialized software is

installed on the MDT's to block the screen while in motion. As with any electronic device, care should be taken to ensure the device does not become a distraction.

B. Communication Radios

Radios are assigned to drivers and other designated staff. The equipment is to remain on site while not in use. Radios are also to be handled with great care. Any repair of damage deemed intentional or careless handling will be the financial responsibility of the employee.

17. Maintenance

A. Fleet description

The fleet consists of buses, trolley, vans, support equipment and administrative vehicles. A detailed list of vehicles in the department is maintained in inventory. The maintenance plan and information on annual maintenance goals and objectives, is referenced in **Attachment 26**.

B. Maintenance Rules

- All maintenance personnel must have and maintain a commercial driver's license. New maintenance employees hired without a CDL must obtain one within ninety (90) days from the date of hire.
- Maintenance employees must be available for flexible shifts and overtime hours as needed.
- During inclement weather and department closings, maintenance personnel must stay until the last vehicle is in and secured.
- No unauthorized persons are allowed in the shop or parts area.
- A particle mask and eye protection must be worn when sanding or painting. Maintenance personnel must also refer to the Material Safety Data Sheets (MSDS) and the Right-to-Know manual to determine use of the appropriate personal protective equipment (PPE).
- Breaks are provided as set forth by the Department of Labor; however, the maintenance supervisor will determine their issuance.
- The transit director must be notified if the maintenance supervisor is absent to provide over-site of the maintenance operations.
- The maintenance supervisor or his designated assistant must be immediately notified of all accidents or incidents.
- **Only the maintenance supervisor or transit director can authorize the release of a bus that has been previously placed out of service.**

C. Maintenance Plan

The maintenance plan (**Attachment 26**) is developed as a guide to ensure all vehicles are kept in a safe and top performing condition with a pleasing

appearance at the lowest possible cost. The maintenance plan contains service intervals and is a separate document from the handbook. The maintenance plan is managed by the maintenance supervisor.

In order to maintain compliance with federal regulations pertaining to passengers served under the Americans with Disability Act, the employees of transit department will recognize vehicle issues with ADA accessories in the same manner as it recognizes vehicle breakdowns; for example, if a wheelchair lift is inoperable, the vehicle is inoperable and will require immediate change out.

18. Medical Requirement

Periodic DOT physicals/certifications are required for all employees maintaining a commercial driver's licenses. Regular certifications are required every two (2) years; however, if there are some medical issues, certification time lines may be reduced per DOT regulations. The transit department will pay a maximum of two (2) DOT physicals per year per employee. The DOT physician may require additional testing as needed for certification. The department will pay for the base physical exam expense directly; however, the employee is responsible to pay for any additional testing required. Medical certificates must be kept by the employee at all times during working hours.

In the event an accident occurs where an employee's medical state or vision could be a contributing factor, the transit director may require the employee to undergo a medical evaluation prior to resuming normal duties.

19. Operations Committee

The Operations Committee was developed to serve in an advisory capacity for the primary purpose of improving the efficiency of the department's operations. The committee will also help to determine eligibility criteria and certify applicants under the Americans with Disabilities Act plan. The group participants may address a number of other issues as deemed necessary by the transit director. The committee will select a facilitator or chairperson to direct all meetings.

The original seven (6) members were selected by the transit director. Three (3) positions are served by drivers; one (1) position will be served by the driver supervisor; (2) positions will be served by transit passengers with disabilities. The driver supervisor will serve indefinite terms. All full time drivers vote from a ballot for the three (3) driver positions and terms.

20. Passenger Counts

A. Trip Sheets

Demand response trip sheets are used as a guide to indicate scheduled drop-offs and pick-ups throughout the driver's shift. Fixed route passengers are counted by

the drivers manually and the totals are submitted electronically. Time and mileage data necessary for federal reporting purposes is also communicated electronically via tablet notification, e-mail, or radio. Therefore, it is imperative that trip sheets are accurate. Examples of fixed route and demand response trip sheets are included as **Attachment 27**.

21. Passenger Regulations and Policies

Passenger regulations, as outlined, in **Attachment 29**, are primarily intended to insure the passengers and drivers are served in a safe and comfortable manner. Failure of passengers to abide by these regulations could ultimately result in suspension or discontinued service.

22. Pre-Trip and Post-Trip

The purpose of vehicle inspections is to ensure safety and to document any defects for maintenance purposes. All drivers are required to **pre-trip only their assigned bus** prior to operating. State and federal laws mandate that all drivers are responsible for assuring that their vehicle is roadworthy prior to accepting that vehicle for service. Pre-trip and post-trip inspection sheets are included as **Attachment 30**. The driver must sign his trip sheet in verification that he/she has completed the pre-trip/post-trip. Maintenance concerns are to be noted by email and forwarded to dispatch and maintenance. Maintenance concerns deemed unsafe for operation require an alternate vehicle assignment (coordinated via dispatch and maintenance).

23. Public Participation

Public participation and/or hearings are required for proposed fare increases, major service changes such as route modifications or time alterations, or major projects as required by the Federal Transit Administration. Methods of notification include but are not limited to the local media, social media and City Access Channel. See **Attachment 28**

24. Radio Etiquette

All radio calls are to be handled in a friendly and tactful manner. Do not discuss disabilities over the radio. If you need to tell another driver to prepare for a wheelchair, please indicate that you will have a W/C coming in as a transfer. Respect and dignity are important to everyone. All changes in route or passengers' schedules must go through dispatch. Conversations should be brief and limited to transit business only. The pre-assigned ten codes (**Attachment 31**) must be used at all times.

25. Radios and Headphones (Personal)

AM and FM radios or other electronic devices for entertainment purposes are not allowed to be used by the drivers while operating transit buses or equipment.

26. Safety

A. Awards

The following items will be considered when selecting employee(s) for safety awards by management:

- Completion of training and testing
- Good accident/incident record review
- Fitness report and combination of alertness and endurance
- Innovative techniques – suggestions for improving workplace safety
- Positive public feedback
- Workplace safety

B. Emergency Preparedness Drills

Periodic unannounced emergency preparedness drills will be performed to determine the capabilities and awareness of the emergency procedures outlined in the policy (accident, weather, fire, terroristic acts and emergency management team plan).

C. Fatigue

Employee should demonstrate an appropriate physical state of endurance and alertness prior to and during the operation of a vehicle. Employee experiencing extreme emotional or physical stress should notify their supervisor to determine whether to continue in a safety sensitive capacity. If at any time fatigue affects your driving ability or the safety of your passengers, you should notify dispatch immediately.

D. Fitness

Transit Department encourages employees to pursue physical fitness. Results of good physical fitness include improved endurance, better overall health, lower health care costs and improve self-esteem.

E. Risk of Exposures

Employees expected to use aerosol products or chemicals for the purpose of meeting their job duties will receive training on the Material Safety Data Sheets (MSDS). See the MSDS manual in the maintenance department.

F. Safety Record Issues

Records will be maintained and reviewed annually regarding safety practices for evaluation purposes. Accident and incident reports will also be reviewed and considered during employee evaluations.

G. Training

Refer to the driver supervisor for information on training resources. See driver training syllabus as **Attachment 34**.

H. Workplace Safety

It is important for employees to practice good safety habits by keeping the workplace environment clean and safe, following routine procedures, as well as practicing good judgment and common sense.

27. Security

The transit director is responsible for assuring all security. Procedures are set forth in the following policy to protect the assets of the department as well as personnel from being incorrectly accused of misconduct. In the event an employee has knowledge of a co-worker(s) participating in misconduct as it relates to security, that employee is required to provide notification to his/her immediate supervisor the exact details of misconduct. Employees should refer to the Safety and Security Program Plan (SSPP) (**Attachment 24**) for a detailed outline of the department’s safety and security procedures.

Security Accesses:

- A. **Server** – Information and Technology Department Services (ITS) Department
- B. **Client Files** – Transit Director, Transit Superintendent, Driver Supervisor, Dispatchers, Senior Clerk II
- C. **Employee Files** – Transit Director and Transit Superintendent, Driver Supervisor, Transit Coordinator
- D. **Drug and Alcohol Files** – Transit Director and Transit Superintendent
- E. **Petty Cash** – Senior Clerk II, Transit Coordinator & Transit Superintendent
- F. **Fares (after bus is out of service):**
 - Vaulting:** Last Driver of Bus for the Day
 - Fare Counting:** Transit Coordinator, Senior Clerk II, Second Counter, Transit Director and Transit Superintendent
- G. **Tools, Equipment and Shop** – Transit Director, Maintenance Supervisor, Mechanic, and Maintenance Person (limited)
- H. **Buses** – Maintenance Supervisor, Driver Supervisor, Dispatchers, and All Drivers

- I. *Administrative Vehicles*** – Maintenance, Transit Director and Other Employees with Prior Authorization
- J. *Building/Driver Area*** – All Office Personnel, Drivers (limited), Maintenance Personnel (limited)
- K. *Key Control List*** – Secured in the Office of the Transit Superintendent