



**Southeast Colorado Enterprise
Development, Inc. (SECED, Inc.)
SE TPR / SETran**



OPERATING POLICIES & PROCEDURES

I. INTRODUCTION

A. Purpose

This document presents operating policies and procedures/guidelines for SECED/SETran Transit. SECED/SETran Transit provides transportation for seniors, persons with disabilities and general public in and around Southeast Colorado, Six County Regions (Baca, Bent, Crowley, Kiowa, Otero and Prowers Counties)

Vehicles will be operated along the US Hwy 50 corridor in our SE Colorado, Six County Region. Service is provided from 7:30 a.m. to 4:20 p.m. The service is provided for a deviated fixed route transportation.

B. Mission and Vision

The mission of the SECED/SETran Transit is to provide safe, reliable transportation for the general public, seniors and persons with disabilities that is affordable, cost effective and operationally efficient

We care. We care about everyone. We want people to be able to go where they WANT to go as well as where they NEED to go. We want them to be able to do that safely, efficiently, and economically. We are especially involved with the elderly, folks of low income, and people with disabilities; those who are often transit dependent.

With that basis, we work from a four-pronged approach: advocacy, coordination, education, and information.

We continually reach out into the community to offer our services. We are the Regional Coordinating Council (RCC) for Southeast Colorado, and as such bring the community together. We participate in and advocate with a wide variety of the region's work groups, task forces, and committees on human services and transportation needs and futures.

We bring agencies to the table to discuss who is doing what and how they can collaborate. Our monthly regional meetings have presenters related to transportation and mobility.

SECED/SETran is, and will continue to be, the bridge between multimodal transit users, transit providers, human services, local agencies, transit advocates, and the general public. We thank you for your interest, and hope that we can help you.

C. Goals and Objectives

Goals

Below are primary goals for SECED/SETran Transit:

- Provide service which is safe transportation for general public, seniors and persons with disabilities

- Provide service which is cost effective and operationally efficient
- Provide service which is affordable to users
- Provide services which respond to the transportation needs of others in the community, assuming those services: 1) do not negatively affect the existing senior/disabled services, and 2) contribute to a stronger overall organization

Objectives

Safety

- Provide formalized training to meet the everchanging needs of a rural transit service.
- Continue monthly training meetings and strengthen as necessary

Responding to Rider Needs

- Conduct annual surveys to identify successes and needed improvements.
- Review existing routes annually and change if needed.

Affordability

Lamar/Hasty	\$3	Ft Lyon/ Las Animas	\$1
Lamar/Fort Lyon	\$5	Ft Lyon/ Rocky Ford	\$5
Lamar/Las Animas	\$5	Ft Lyon/ La Junta	\$4
Lamar/La Junta	\$8		
Lamar/Rocky Ford	\$10	Las Animas/La Junta	\$3
		Las Animas/Rocky Ford	\$5
Hasty/Ft Lyon	\$2		
Hasty/Las Animas	\$3	La Junta/Rocky Ford	\$2
Hasty/La Junta	\$5		
Hasty/Rocky Ford	\$6		
All Las Animas	\$1	All Rocky Ford	\$1

D. Organization of this Report

This introductory chapter provides background information and a service overview. Chapter 2 presents Service Guidelines. Chapter 3 presents other importation information.

II. SERVICE GUIDELINES

A. Base Service

The base transportation service in SE Colorado operates from 7:30 a.m. to 3:30 p.m. Monday through Friday. Eligible riders are general public. The service is a deviated fixed route system. Riders must get themselves to and from bus stop to bus stop for pick-ups and drop-offs. Drivers do not enter riders’ homes under any circumstances.

Fare based on destination. Pre-paid rides will not be refunded if missed, unless notified within 30 min they can transfer to a later ride.

B. Trip Scheduling

Riders are encouraged to call 24 hours in advance to schedule a trip for any area in SE Colorado. Trip scheduling is currently done with verbal and automated dispatching software

Most of the current transportation service is provided between the hours of 7:30 a.m. and 4:15 p.m.

Current trip scheduling procedure will be continued. This includes the following:

- Telephone request received from client
- Automated Transit Trip Scheduling app and software
- Trip scheduler will enter the ride into the Automated Transit Trip Scheduling app and software

C. Data Gathering and Performance Monitoring

Accurate data gathering and performance monitoring are critical to the success of the transportation program. Both are needed for internal program management and to communicate effectively to SECED and to funders as well as to the broader community.

Data Gathering

The following key data are needed to assess the system. These are nationally accepted data for transportation program management. Each should be collected and reported on a monthly, quarterly and annual basis.

Ridership (one-way passenger trips ... the equivalent of daily boardings for all vehicles in operation) - Ridership data should be obtained for total riders, elderly/disabled, and other (depending on the requirements of funding agencies)

Miles (total of all miles driven on all vehicles) – Total mileage should be collected by vehicle and for a system total.

Hours (total of all hours of service provided on all vehicles) - This is roughly the equivalent of paid driver hours. It is the number of hours vehicles are available to provide service, whether or not the vehicles are actually picking up clients. Total service hours need to be collected.

Cost (total operating and administrative expense). This should be collected monthly for the system as a whole. It can then be broken down by service type, based on the data acquired (see above) for service hours and miles.

Data on ridership, miles and hours need to be collected daily and accumulated into a weekly report for the program manager. Monthly and Annual Reports can then be developed based on the weekly data.

In addition to the raw data, a few key operating statistics need to be calculated and included in Monthly and Annual Reports. These include the following:

- Riders (ridership, trips) per hour
- Cost per hour
- Cost per rider

Project Monitoring

In addition to the data reporting identified above, rider surveys will be conducted. A complaint log is also kept. Goal is get 50% of all riders to return surveys

D. Vehicle Maintenance Management

Transit vehicle safety and performance are key to providing transportation services to your riders. Regular inspections are essential for maintaining passenger safety, service reliability, and increasing the life span of each vehicle. Preventive vehicle maintenance requires the commitment to a predictable and appropriate inspection program. Inspection at the time a vehicle is delivered, daily pre-trip inspections, post inspections and scheduled preventive maintenance inspections are all important. Elements of these inspections and forms can be tailored to specific operations and equipment, but the inspections must be completed consistently and correctly.

Delivery Inspection

For CDOT 5311 recipients, vehicles are usually procured as a fleet by the CDOT Program Manager. The specification and vehicle requirements have been developed to provide the most serviceable and affordable vehicles possible. The vehicles are inspected upon delivery from the vendor. However, you should complete an additional inspection when the vehicle arrives at your property to confirm:

- VIN Number, Make, Model, Manufacturer
- Visual check for any damage in route, such as cracks and dents
- Visual check of interior for any damage.
- Operational performance of all systems such as windshield wipers, mirror, lighting, driver controls windows, roof ventilator
- Labeling for ADA
- Lift operation if applicable
- Road test for braking, acceleration, climate control

Pre-Trip and Post-Trip Inspections

Being able to spot a potential problem with a vehicle can prevent roadside breakdown. Pre-trip and Post-trip inspections require little time and help prevent higher repair costs. Pre-trip and Post-trip inspections should be done daily, or if vehicles are not used daily, prior to each use.

A Pre-Trip Inspection Log is attached. Appendix B – work order attached

Preventive Maintenance Inspection

This inspection is to be completed by a trained mechanic and needs to be conducted in intervals based on the Manufacturer's Recommendations. All CDOT 5311 recipients agree to this provision by signing the Certificate of Compliance with Manufacture's Maintenance Schedule. A Preventive Maintenance Inspection form is attached provided by 5 Star Automotive utilizing the Mitchell Program

The interval and maintenance components should come from the manufacturer's recommendations.

CDOT Vehicle Inspections

CDOT conducts the vehicle inspections, approximately every other year for vehicles obtained through the 5311 program. These formal vehicle inspections do not replace any annual inspections required by the vehicle manufacturer.

III. OTHER INFORMATION

A. Driver Qualifications - Example

1. Hold a valid driver's license, commercial driver's license if required
2. High school graduate or GED
3. Hold certificate in CPR, Defensive Driving, First-Aid and Passenger Assistance Techniques or obtain within 60 days of employment.
4. Maintain a neat and clean appearance at all times.
5. Ability to read and write and follow directions.
6. Knowledgeable in the safe operation of equipment in all conditions.
7. Skillful in maintaining accurate and complete records.
8. Demonstrate a willingness to aid all passengers and dispatcher requests.
9. Maintain a positive attitude toward passengers and agency employees.
10. Take a physical examination if required and complete successfully.

B. Driver Responsibilities

Driver responsibilities include, but are not limited to the following:

1. Driver works under the supervision of the Transit Coordinator or designee.
2. Driver performs and documents a thorough pre-trip and post-trip safety inspection of his/her vehicle and promptly completes and documents the required form for anything found defective. Drivers are required to initial each item listed and sign the appropriate form. The form is then signed and returned to the Transit Coordinator/Dispatcher.
3. Driver safely, courteously and promptly transports passengers from their pick-up point to their destination as noted on the daily trip sheets from automated software (SPARE). Drivers are also required to return passengers to their requested stop or home or other location if previously approved by Dispatch.
4. Driver operates wheelchair lift for passengers requiring the lift following the instruction sheet listed as Lift Procedures.
5. Drivers do not start the bus until all passengers are seated and wheelchairs are secured properly. The passengers are not allowed to stand while the bus is in motion. The driver will assist passengers during boarding and departing the bus, if needed. The driver will NOT assist with packages, groceries, etc. Walkers, packages, groceries, etc. will be stowed in a safe and secure manner so as not to shift in normal bus operation.
6. Passengers are required to be available for pick up when the bus arrives. Drivers do not leave the vicinity of the bus to assist passengers. The service is deviated fixed route service. Under no circumstances will driver provided assistance to passengers in entering or leaving their homes.

7. The driver will not attempt to carry on conversation with nor allow passengers to distract his/her attention from driving. Questions will be addressed primarily during loading and unloading times.
8. Driver keeps a close watch on all gauges and all vehicle functions during bus operation and promptly notifies the Transit Coordinator or Dispatch of any abnormal readings. Follows their instructions accordingly.
9. The driver shall stop at all railroad crossings, the only exception being those controlled by a traffic light. Emergency flashers shall be activated at least fifty (50) feet before coming to a complete stop fifteen (15) feet from a crossing, look both ways and if clear, proceed. Deactivate flashers. Driver door should be opened to give driver a clearer line of vision.
10. The bus driver will make every attempt to not stop the bus where passengers are required to go through mud puddles, snow banks, cross streets, etc. to board or unload passengers. The vehicle must be in Park position while loading and unloading passengers.
11. Refer all passenger suggestions and complaints to the Transit Coordinator. Drivers must refrain from discussing other passengers or agency business.
12. The driver will operate the vehicle with consideration for pedestrians and other vehicles. The driver must make a sincere effort not to block traffic during loading and unloading. Drivers must at all times be courteous to passengers.
13. The driver will enter additional passenger names and addresses at the designated time on their tablets. Additional stops not listed on the trip sheet must be verified through the dispatcher prior to making the trip. All additional records that are required will be completely filled out.
14. At the beginning of a shift the driver will complete and document a thorough pre-trip safety inspection, including beginning odometer and ending odometer during post-trip inspections.
15. Each driver is responsible for keeping the inside and outside of the bus clean. All supplies are located in the 532 Carson Ave, Las Animas, CO
16. Driver is required to complete a bi-monthly time sheet. Signatures are required on all time sheets.
17. Defensive Driving is required of all drivers. A serious traffic offense such as driving under the influence, causing an accident, or careless driving will be cause for immediate termination or employment. Defensive Driving certification is required a minimum of every two years.
18. CPR, First Aid and Passenger Assistance Techniques are required of all personnel. The agency will provide this training at no cost to the employee.
19. Any other safety classes offered by the agency are required for continued employment.
20. Agency employees are required to have a reliable means of transportation to and from work.
21. Employees are required to have a phone or other reliable means of communication.
22. Employees must attend all staff meetings. Every month on the 14th and the 29th/30th

a. Driver Dress Code

- i. Employees must present a neat appearance at all times
- ii. Close toed shoes
- iii. No short-shorts. Shorts must be clean, hemmed and finger-tip length.
- iv. No skin-tight (spandex) or revealing clothing.
- v. SETran shirts are provided
- vi. Always remember that you represent SETran

b. Driver Training

Training Program Content

Organizational Issues

Agency history, mission, values
Organizational structures
Personnel policy
Alcohol/drug overview
Fares, documentation, paperwork

Driver Skills

Pre-trip inspections
Post-trip inspections
Vehicle orientation
On-the-road skills
Defensive driving
Passenger Service/safety (PASS)

Passenger Relations

Elderly/disabled sensitivity
Customer Service

Crisis Management

Emergency procedures/accident handling
Fire-life safety
Evacuation procedures
First Aid/CPR

Other

Training Process

Each new driver receives training on the above items prior to on-the-street operations. In addition, periodic refresher training is conducted. All driver training conducted is documented in driver files at SETran office.

c. Passenger Rules

Passengers have a responsibility to conduct themselves in a manner which shows consideration for the comfort of other passengers. These procedures have been established for your protection and to ensure the safe operation of the vehicle. Toward that end, the SECED/SETran Transit has adopted the following Passenger Rules:

23. Conduct – Obscene language, loud noises or boisterous conduct is prohibited;
24. Smoking – Smoking/vaping or carrying on any lighted substance on board an agency vehicle is prohibited;
25. Noise – Playing of communication devices, tape recorders or similar devices (other than by means of an earphone) is prohibited;

26. Food – Consumption of food or beverages is prohibited;
27. Graffiti – Any writing, spraying, scratching or otherwise affixing of graffiti on or in facilities or vehicles is prohibited;
28. Seatbelts – Passengers must remain in their seats
29. Priority seating for Disabled Passengers – Passengers in wheelchairs shall have priority over other persons seated in the wheelchair tie-down locations.
30. No car batteries, propane bottles, or fuel cans. New and empty fuel cans may be taken home from store
31. No unattended children under the age of 4.
32. Limit your carry-on material to what you can carry.
33. The driver has the authority to deny transportation to anyone who may pose a threat to the safety of the SECED/SETran Transit patrons or employees.
34. No shirt - No shoes – No service

Deviated Fixed Route Service

1. Be ready for your ride early. Watches and clocks seldom agree and an error of time may result in a missed bus.
2. Unless pre-paid, fares are to be paid to the driver when you board the bus. Drivers carry no change.
3. For your safety, drivers will stop only at designated locations.
4. Please be courteous of other passengers. Rudeness and/or vulgarity are unacceptable and will result in removal from the bus.
5. Service animals are allowed. Other pets are allowed if they are in a pet carrier and do not disturb other riders.
6. No drinking alcohol. Alcohol in factory sealed containers only.
7. No smoking or vaping. No illegal drug use.
8. Please ask your driver if you have any questions.

d. Rider Complaint Procedures

- i. A complaint must be made in writing within 3 working days to SECED/SETran Transit,
- ii. The complaint will be filed with the Transit Coordinator and must clearly indicate what is being grieved and the remedy sought.
- iii. Upon receipt of a complaint as listed above, the Transit Coordinator will interview the passenger, the employee and any witnesses to the incident
- iv. The Transit Coordinator will respond in writing within 3 working days as to what action will be taken.
- v. If the patron is not satisfied with the results, they may take the next step which is to SECED Supervisor and SECED Board.

e. Emergency Procedures

Traffic Accidents

1. Driver must call 911 immediately then contact dispatch by communication device/phone if possible.
2. The Dispatcher will ask you the following questions:
 - a. How are you involved?

- b. Is anyone injured?
 - c. What is your location?
 - d. Please stand-by communication device.
 - e. Is insurance information in your vehicle? On clipboard or in vehicle kit.
 - f. Do you have a client aboard? (If yes, the dispatcher will ask if you want someone to pick up your client?)
 - g. Are you able to drive your vehicle?
 - h.
 - h. Answer only questions posed by police or other authorities. Do not volunteer information.
- Return any copies of police forms to the Transit Coordinator
- C. jNote any eyewitness information, getting names, phone numbers and addresses.
 - kWhen cleared by police, return to SETran office with the exchanged insurance information forms. Dispatcher will cover any of your additional pickups.
 - l. Accident report kits are in your vehicle bag.
 - m.Make sure insurance forms are completed after any accident.
 - n. Report any accident – no matter how slight.
 - o. All accidents must be reported and insurance forms completed within 24 hours.

Medical Emergencies

1. Driver should call into 911 immediately by communication if possible.
2. Driver will then call Dispatcher
3. The Dispatcher will ask the following questions:
 - a. What type of emergency? Accident or sudden illness?
 - b. What is your location?
 - c. Do you need EMS?
 - d. Stand-by communication device for instruction.

Extreme Heat

Please adhere as much as possible to the following guidelines:

1. Slow down and try to avoid strenuous activity.
2. Stay in air conditioning as much as possible, either in your vehicle or in a building.
3. Wear lightweight, light-colored clothing, which reflects away heat.
4. Drink plenty of water regularly and often. Drink plenty of fluids even if you do not feel thirsty.
5. Avoid drinks with caffeine since they make the heat's effects on your body worse.
6. Eat small meals and eat more often. Large meals and food high in protein actually increase metabolic heat.

Thunderstorms

1. Dispatcher will notify vehicles with communication device of any watches or warnings.
2. Keep your communication device tuned to local news and weather for advisories and information.
3. Keep an eye on the sky. Look for darkening skies, lightning or increased wind. If you can hear thunder, you are close enough to the storm to be struck by lightning.

4. If severe storm happens, find shelter in a building or vehicle. Keep vehicle window closed. A building is much preferred if you can safely get to one.
5. After storm passes, keep tuned to local communication device stations and steer clear of any possible damaged areas.
6. Check in with dispatcher, if possible, for further instructions.

Flash Floods

If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood.

- A flood WATCH means a flood is possible.
- A flood WARNING means flooding has already started or will be occurring soon.

Please follow these guidelines for a flood watch or warning:

1. If a flood Watch is issued, you will be notified by the Dispatcher. Listen to local communication device and if told to evacuate a certain area, do so as soon as possible, making every effort to protect yourself and any passengers you may have with you.
2. If a flood Warning is issued, dispatcher will advise you to return to base immediately, if safe to do so.
3. If there is no time to return to base, move to higher ground away from rivers, streams, creeks and storm drains.
4. Do not drive around barricades since they have been placed to keep you out of a hazardous area.
5. If your car stalls in rapidly rising water, abandon it immediately and climb to higher ground, again making every effort to protect yourself and any passengers you may have with you.
6. Do not drive through floodwaters. They may look shallow, but looks can be deceptive. The swift current of even a few inches of water can sweep your car away and turn it over on it's side or top, trapping you and any passengers inside.

Dust Storms

Dust storms are common in southeastern Colorado and can sometimes reduce visibility to zero. If you run into a severe dust storm, reduce the speed of your vehicle immediately and drive carefully off the highway or into a parking lot. Turn off your vehicle's lights to ensure other cars do not follow you off the road and hit your vehicles. Call into the dispatcher and let them know you have encountered adverse weather conditions. Wait until the dust storm has passed before getting back on the roadway. Dust storms carry a lot of flying debris that could be dangerous.

Chemical Emergencies

A major chemical emergency is an accident where hazardous amounts of chemicals are released into the air or water. These can happen underground, on railroad tracks or highways or at manufacturing plants. In the event of a chemical emergency, please follow these guidelines.

1. Listen to the communication device and follow the instructions. If you have a communication device linked to base, the dispatcher will issue instructions.
2. Get as far from the accident as possible and if necessary, find a safe place to take shelter.

3. If an area of the city needs to be evacuated, listen to communication device announcements for evacuation procedures and, if possible, stay in touch with base. Follow the evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.
4. If you have passengers, follow the procedures that would keep both yourself and your passengers safe.
5. Keep windows of vehicle closed and turn off all vents, heating and air conditioning systems.
6. Some of the symptoms of chemical poisoning, whether by swallowing, touching, or breathing are: Difficulty breathing; changes in skin color; headache or blurred vision; dizziness; irritated eyes, skin, throat; unusual behavior; clumsiness or lack of coordination; stomach cramps or diarrhea. If you think you have been exposed to a toxic chemical, call the poison control center, EMS, 9-1-1, or dispatch at base, whichever applies to you.
7. If you see or smell something that you think may be dangerous, or find someone who has been overcome with toxic vapors, your first job is to make sure that you and your passengers do not become victims. If you remain in a dangerous area and become ill or unconscious, you cannot help yourself or any others. Report the situation to 9-1-1 or call dispatch on the communication device.

Possible or Confirmed Terrorist Attack

1. Remain calm and be patient. Follow the advice of local emergency officials and listen to your communication device for news and instructions. If possible, get in touch through your vehicle communication device or cell phone with Red Cross.
2. If a disaster occurs near you, check for injuries. Give first aid if possible and get help for seriously injured people. Remember to avoid direct contact with blood and other body fluids. Each vehicle should have a bag with disposable gloves, first aid kit and other items.
3. If time allows, contact your family and let them know where you are.
4. If there is terrorist activity that is an immediate threat, go to a public building and take shelter as quickly as possible. Public schools and hospitals are some of the best places to go.
5. If you have passengers with you, assist them into a shelter.
6. If you are told to evacuate the area or the city, listen to communication device announcements for evacuation procedures and, if possible, stay in touch with base. Follow the evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.
7. For large emergencies like these, you may hear a siren or the tone on the communication device that you usually hear as emergency testing. Please keep your communication device tuned to that station for information.

Suspicious Letters or Packages

1. Any bag, container, letter or package in the vehicle that you can't identify as belonging to yourself, or one of your passengers, please exit the vehicle immediately.
2. Stay calm.
3. Call 911.
4. Do not touch, shake or empty the contents.
5. Keep hands away from mouth, nose and eyes.
6. Lock the vehicle and wait until emergency responders arrive.
7. Wash hands well with soap and water as soon as possible.
8. Contact Base as soon as possible.

We certainly hope that none of the above emergency procedures have to be initiated. We know that you will do your utmost to protect yourself and those you are responsible for, whether at home with family, or at work helping us carry out our mission.

Remember, the most important instruction for any emergency is to stay calm.

Bloodborne Pathogens

Bloodborne pathogens are viruses or other infectious agents that are carried by the blood. Two especially dangerous examples are HIV – Human Immune Deficiency Virus, and Hepatitis B virus. Infections from these bloodborne agents can be prevented by avoiding all contact with blood and other bodily fluids.

If you do come into contact with blood or other bodily fluids, report the incident immediately to the Transit Coordinator. Documentation of the circumstances under which your exposure or contact occurs must be done.

The most important safe guard against any possible exposure is to remember. **DO NOT TOUCH BLOOD OR OTHER BODILY FLUIDS.**

- If you have a person on board who starts to bleed, such as a dialysis patient, return the patient immediately to the facility where you picked them up. If you can, in the blood spill kit that is located in your driver's bag hand the person the absorbent paper toweling provided and have THEM hold it firmly over the site.
- If there is blood or other bodily fluids that have gotten in or on your vehicle, again report it immediately to Transit Coordinator and make sure they know that such an occurrence has happened. For staff safety and the safety of others using the vehicle, you **MUST** make sure to tell them **BEFORE** they touch the vehicle that such a spill has occurred.
- Prevention, Protections, Containment, Proper Clean Up and Documentation are absolutely essential to protect the health of you and others. Please be proactive in practicing safety in this area.

f. Drug-Free Workplace

CDOT requires that all 5310 recipients have in place a “Drug-Free Workplace Certification. (Certification “I” in the Application Section of the ADOT 5310 Guidelines and Application)
In addition, the recipient must have:

- Posted notification to Employees of Drug-free Workplace
- Conduct basic employee orientation regarding the use/abuse of drugs and alcohol in/affecting the workplace
- Establish basic policies and procedures regarding what action may be taken should drug or alcohol abuse affect the workplace.


If your agency operates vehicles carrying less than 15 passengers, drivers do not have to have a Commercial Driver's License and are therefore not subject to the more rigorous FTA mandated Substance Abuse Management and Program Compliance.

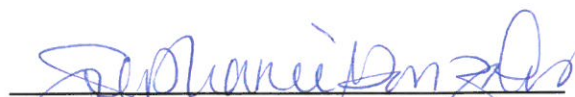
If your agency operates vehicles carrying 16 or more passengers, you must comply with both the Drug Free Workplace and FTA Substance Abuse Regulation. An abbreviated checklist for the FTA Substance Abuse Regulation is provided for your information.

**FTA SUBSTANCE ABUSE
PROGRAM IMPLEMENTATION CHECKLIST**

- _____ Do you have a program that is thoroughly familiar with Federal, State and Local regulations and practices in place?
- _____ Does this adequately reflect the structure and needs of your agency?
- _____ Do you have a clear written policy statement and procedures that describe your agency's drug policy and plans for complying with the FTA regulations?
- _____ If your program includes more than what is mandated by the regulations, is this reflected in the written policies?
- _____ Have you made the necessary provisions for recordkeeping and reporting?
- _____ Do they include procedures to protect the individual's right to privacy and the prevention of unauthorized release of test result information?
- _____ Have you selected qualified personnel who will be responsible for implementing and monitoring the program?
- _____ Have they been provided with sufficient training?
- _____ Have you informed your employees in writing of your agency's drug abuse policy and its implementation?
- _____ Have you established a minimum of 60 minutes of EAP training for drivers and supervisors?
- _____ Are these programs ongoing to account for staff turnover and other changes?
- _____ Does your program include testing for the five prohibited classes of substances, marijuana, cocaine, opiates, amphetamines, and PCP?

This operating procedures manual was adopted on this 27 day of March, 2024 at the SECED Board of Directors meeting.


Thomas Grasmick, SECED Chair


Stephanie Gonzales, Executive Director

Appendix A – Code Red

Procedure

If rider shows visible signs of mental or physical difficulties, text Code Red to Dispatcher with name of Rider and state of concern.

Dispatcher will notify local authorities of placement of rider and the concern.

Appendix B

Drivers are responsible for filling out a work order for every found issue on the vehicle during pre/post checks being used. Work order will be placed in basket on Driver's desk.

Dispatcher is responsible for ordering the maintenance to be completed within 24 hours.

Dispatcher will email the driver of what work/time needed to complete repair.