

2025

Transportation Policy Manual



William J Spitzer, Director of Transportation
SEM-CAC Transportation
9/8/2025

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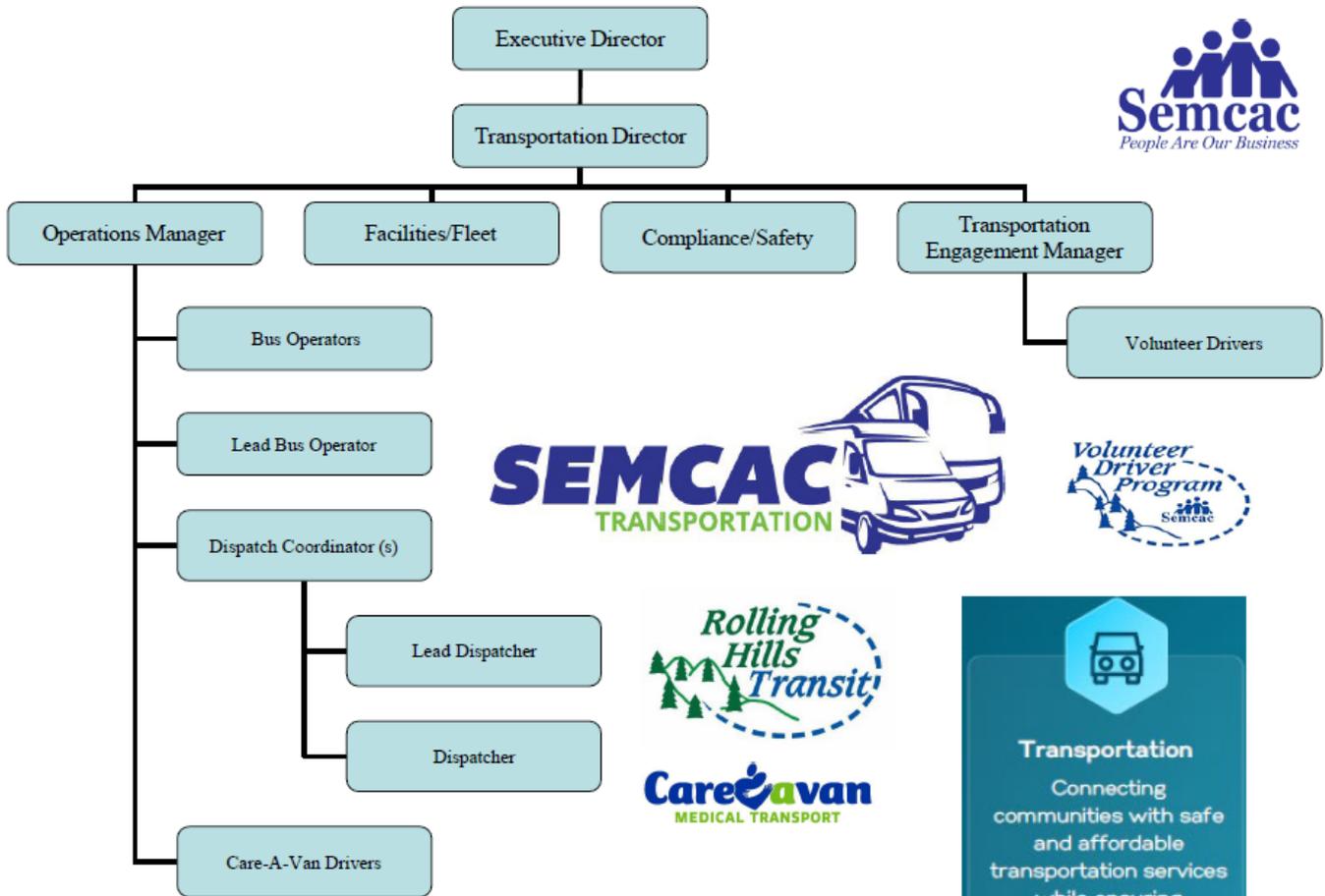
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ROLLING HILLS TRANSIT FLOW CHART

SEMCAC TRANSPORTATION FLOW CHART

UPDATED: 2/12/2025



"WE GO THE EXTRA MILE TO SERVE OUR PASSENGERS!"

Transportation
Connecting communities with safe and affordable transportation services while ensuring independence for all.



1.0 Vehicle Operator

1.1 Authorized Use of Vehicles	Procedure on:
Date Initiated: Dec 2014	Page 1 of 1

Purpose: To ensure the safety of STRHT clients and passengers as well as STRHT employees and drivers.

Policy Statement: In order to be in compliance with certain federal regulations and guidelines as well to ensure the safety of our clients and passengers. STRHT wants to make sure certain that only those individuals who are authorized and fully trained are behind the wheel of our vehicles.

Guidelines:

1. The driver must not allow any other individual to operate the STRHT vehicle at any time with the exception of:
 - a. In the case of an accident or break-down whereby an authorized STRHT employee who has been properly trained and insured or a subcontractor such as a mechanic or tow operator who has been called in to move the vehicle.
2. STRHT vehicles are to be used for passenger transport only.
3. The driver will not at any time use a STRHT vehicle for personal use or divert a vehicle from its assignment for personal needs without the approval of a transportation manager or their designee.
4. In the event a disaster is called by the authorities, a driver may turn the bus over to them or the driver may be asked to assist in an evacuation.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and/or including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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1.2 Driver Conduct	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure quality customer service by drivers who represent STRHT to the general public.

Policy Statement: Drivers represent STRHT to the general public and must, therefore, conduct themselves in such a manner as to create respect for themselves, and the organization.

Guidelines:

1. All drivers are expected to be courteous and to treat passengers and fellow employees with respect.
2. A pleasant, polite, and informative attitude will allow for effective communications between employees and passengers.
3. Words and/or acts of hostility to any passenger or other employee represent unacceptable behavior.
4. Conversation shall not interfere with the safe operation of the vehicle.
5. Excessive boisterous actions, horseplay, or profane language is not professional behavior and should not be exhibited while on duty or in uniform.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.3 Driver Appearance/Uniforms	Procedure on:
Date Initiated: Oct 2023 Revised: 05/2025	Page 1 of 2

Purpose: To maintain a professional image and ensure the safety of all personnel, the following standards regarding uniforms and personal appearance must be adhered to at all times while on duty:

Policy Statement: Drivers represent STRHT to the general public and must be neat in appearance at all times.

Guidelines:

1. General Appearance

- Employees must be clean, neat, and professional in appearance at all times while on duty or in uniform.
- Personal hygiene must meet the highest possible standards, including regular bathing, use of deodorant, and oral care.

2. Uniform Requirements

- Uniforms, if provided, must be worn at all times while on duty.
- Clothing, including uniforms, must be freshly laundered, free of holes, tears, excessive fading, and wrinkles.
- Uniform shirts must remain tucked in at all times to maintain a neat and professional appearance.
- Approved name tags, identification badges, or other required accessories must be worn as instructed.

3. Safety Gear

- **An approved safety shirt or traffic vest must be worn at all times when outside the vehicle or working in garage areas owned or leased by Transportation during work duties.** This includes, but is not limited to, loading/unloading passengers, fueling, vehicle inspections, or any roadside activity.
- Safety gear must meet visibility standards and be in good condition, free of damage, fading, or missing reflective elements.
- Employees are responsible for the care and maintenance of their assigned safety apparel.

4. Grooming Standards

- Hair must be neat, clean, and of appropriate length to ensure a safe and professional appearance.
- Men must be clean shaven, or facial hair must be neatly trimmed and combed. Beards and mustaches must be clearly defined and well maintained.

5. Jewelry and Accessories

- Jewelry should be conservative, in good taste, and not excessive.
- Jewelry must not interfere with the safe or effective performance of job duties.
- Large, dangling earrings, excessive rings, or long necklaces are discouraged and may be prohibited in certain safety-sensitive roles.

6. Footwear

- Closed-toe, non-slip shoes or boots are required at all times while on duty.
- Footwear must be clean and in good repair. Sandals, flip-flops, or open-toe shoes are not permitted.

7. Prohibited Attire

- Clothing or accessories displaying offensive language, imagery, or slogans are strictly prohibited.
- Clothing that is excessively tight, loose, revealing, or otherwise unprofessional is not permitted.

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1.3 Driver Appearance/Uniforms	Procedure on:
Date Initiated: Oct 2023 Revised: 05/2025	Page 2 of 2

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal for STRHT drivers, or suspension or dismissal from active volunteer status for volunteer drivers.

Management Responsibilities:

STRHT management is responsible for monitoring and enforcing this policy. In addition, STRHT management is responsible for investigating all complaints of non-compliance fairly, thoroughly, and expeditiously and making decisions for or against disciplinary action in compliance with other STRHT policies.

Policies & Procedure Manual

1.4 Curb to Curb Service	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT clients and passengers as well as STRHT employees and drivers.

Policy Statement: STRHT bus drivers are to function solely as drivers. These drivers are not to be expected to provide any other type of services.

Guidelines:

1. Drivers provide curb-to-curb service.
2. Curb-to-Curb service shall include the foyer or lobby of a first-floor business, store, or other establishment that might offer shelter or protection for a waiting passenger.
3. Drivers may not enter a client's residence.
4. Drivers are not required to bring a client down steps in a wheelchair.
5. A wheelchair bound client is required to have a safe means of egress such as a ramp from his/her residence.
6. The drivers shall assist the client to and from the bottom of a staircase.
7. Drivers are not required to act as personal care attendants, baby sitters, or to provide any medical services.
8. The driver shall leave his/her seat and assist client(s) in boarding or de-boarding.
9. During boarding or de-boarding, the vehicle may remain running (and in park) as long as the vehicle remains with direct eyesight of the driver at all times.
10. If the driver must at any time travel outside the eyesight of the vehicle, the vehicle must be turned off and locked.

Consequences:

Failure of the driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension or dismissal from active volunteer status for volunteer drivers. Failure of the passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities: STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.5 Cellular Phone usage by drivers	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT clients and passengers, the driver and other vehicles on the road.

Policy Statement: STRHT is aware that FMCSA rule restricts the use of all hand-held mobile devices by drivers of commercial motor vehicles (CMVs). STRHT is also aware that the use of a cellular device while driving can be a distraction.

Guidelines:

1. The driver must pull to the side of the road out of the traffic stream and be at a standstill, vehicle in park.
2. The STRHT driver may not make outgoing personal or receive incoming personal calls while transporting STRHT clients.
3. Cell Phones provided by STRHT are for **BUSINESS Use ONLY**. They are not to be used for personal matters.
4. The STRHT office may from time to time find it necessary to contact the drivers. If this occurs the driver should return the call to the STRHT office ASAP at a standstill, layover or able to pull out of the traffic stream.
5. The use of a hands-free feature is acceptable by law if the driver complies to the following:
 - a. The driver must have his/her mobile telephone located where he/she is able to initiate, answer or terminate a call by touching a single button.
 - b. The driver must be in the seated driving position and properly restrained by a seat belt. (Drivers are not in compliance if they unsafely reach for a mobile phone, even if they intend to use the hands-free function).
6. Violations of the rule qualifies as “serious traffic violations”. Drivers who violate the restriction will face federal civil penalties of up to \$2,750 for each offense. Additionally, states will suspend a driver's CDL after two or more serious traffic violations. Commercial truck and bus companies that allow their drivers to use hand-held cell phones while driving will face a maximum penalty of \$11,000.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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1.6 Restroom Breaks	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To maintain schedule adherence.

Policy Statement: Drivers should take restroom breaks during scheduled layovers or at the end of a trip whenever possible.

Guidelines:

1. As the vehicle will be out of the direct and constant eyesight of the driver during a restroom break, the vehicle must:
 - a. Have ignition turned off and key removed
 - b. Vehicle locked
 - c. Emergency brake activated
2. If out of necessity or emergency a driver is forced to take a restroom break mid-trip, the driver must request permission from STRHT dispatch and then inform passengers of the delay before exiting the vehicle.
3. Passengers must not be left on bus unattended.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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1.7 Eating & Drinking on Vehicles	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the cleanliness of vehicles for passengers and to ensure the safety of the driver, passengers, and other travelers on the road.

Policy Statement: Eating and drinking while driving may represent a distraction. In addition, the cleanliness of the vehicle is a reflection on STRHT.

Guidelines:

1. The driver may not eat or drink while the vehicle is in motion.
2. The driver may drink non-alcoholic beverages (such as water, tea, coffee, and soda) and eat at the end of the trip and at layover points so long as the driver does not leave the layover point late as a result.
3. The driver must properly secure food and beverage containers to ensure the safety of passengers, the driver, and other travelers on the road.
4. The driver must properly dispose of all empty food and beverage containers at the end of each trip or at a layover point.
5. If the driver must leave the vehicle to perform any of these functions, the vehicle must be turned off and the vehicle locked if out of the view of the driver.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.8 Wait Time	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To establish the limits for wait time.

Policy Statement: STRHT wants to be available for all passengers as well as adhere as closely as possible to published schedules. As such, STRHT has established the following “wait time” guidelines.

Guidelines:

1. The STRHT driver shall not at any time leave a designated stop prior to the published/scheduled stop or pick-up time.
2. The STRHT driver shall not wait longer than five (5) minutes past scheduled stop or pick-up time for any client.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, suspension of active volunteer status.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.9 CDL Requirements/DOT Medical Exams	Procedure on:
Date Initiated: Oct 2023 Updated 5/2025	Page 1 of 3

Purpose: This policy ensures that all STRHT drivers meet Minnesota and federal regulations for operating a commercial motor vehicle (CMV). It outlines the requirements for medical examinations, certifications, and proof of U.S. citizenship or lawful presence and Minnesota residency.

Policy Statement: STRHT requires drivers to pass the DOT medical examination, submit the appropriate medical certifications, and maintain license for STRHT vehicle operating. Drivers must comply with these requirements to maintain eligibility for operating a STRHT vehicles.

Guidelines:

1. DOT Appointment Scheduling

Drivers shall be responsible for arranging and scheduling their **DOT medical examination** with a **Medical Qualified person** listed on the **National Registry of Medical Examiners** (www.nationalregistry.dot.gov).

2. DOT Certification Exam

Drivers must successfully pass the **DOT Certification Exam** to qualify for driving a public transit bus.

3. Medical Self-Certification

Drivers must complete and submit a “**Commercial Driver License Medical Self-Certification Form**” to the State of Minnesota, either by mail or at the nearest DMV.

4. Medical Examiner's Certificate

Drivers must provide their employer with a copy of their **new Medical Examiner's Certificate** after successfully passing the DOT examination.

5. DOT Medical Exam Costs

STRHT will cover the cost of **one DOT Medical Exam per calendar year**. Any additional tests or exams required as a result of the DOT examination will be the responsibility of the employee. If a **follow-up exam** is required within the same calendar year, the cost will also be the employee's responsibility.

1.9 CDL Requirements/DOT Medical Exams	Procedure on:
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6. U.S. Citizenship or Lawful Presence and Minnesota Address Requirement (Effective March 20, 2025)

Minnesota requires proof of **U.S. citizenship or lawful presence** and a **Minnesota address** for all **Commercial Driver's License (CDL)** and **Commercial Learner's Permit (CLP)** applications, in order to meet federal standards. For more information, please refer to the [Minnesota Department of Public Safety \(DPS\) CDL Requirements page](#).

Acceptable Documents for Proof of U.S. Citizenship or Lawful Presence

- **U.S. Passport or Passport Card**
- **U.S. Birth Certificate** (original or certified copy)
- **U.S. Naturalization Certificate or Certificate of Citizenship**
- **U.S. Permanent Resident Card** (Green Card)
- **Employment Authorization Document** issued by U.S. Department of Homeland Security
- **Valid, unexpired U.S. visa** or other U.S. government documents that demonstrate lawful presence

Acceptable Documents for Proof of Minnesota Address

- **Government-issued tax form** (e.g., **W-2** for prior tax year)
- **Current lease agreement**
- **Mortgage document or purchase agreement**
- **Vehicle title issued within the past year**
- **Current military orders**
- **Property tax statement** for the current year
- **Paystub** not older than 60 days
- **Utility bill** issued within 60 days, such as:
 - Gas
 - Electric
 - Garbage
 - Water

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1.9 CDL Requirements/DOT Medical Exams	Procedure on:
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Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.10 Driver Cited DUI while off Duty	Procedure on:
Date Initiated: Oct 2023 Updated 5/2025	Page 1 of 1

Purpose

To ensure the safety of STRHT passengers, drivers, and other road users by maintaining high standards for driver conduct and eligibility.

Policy Statement

STRHT is committed to ensuring that all drivers maintain driving records acceptable to our insurance carrier, regardless of whether a moving violation or other offense occurs while the driver is on or off duty. This requirement is essential for upholding the safety and trust of our passengers and the broader community.

Guidelines

- 1. Driving Record Requirements**
All STRHT drivers must maintain clean driving records and remain eligible for insurance coverage under STRHT’s insurance carrier.
- 2. Mandatory Notification of Violations**
In accordance with Sections 392.42 and 383.33, all drivers are required to notify their employer by the next business day of any violation of state or local traffic laws, including driving under the influence (DUI) or other serious offenses.
- 3. Annual Driving Record Review**
STRHT participates in the Minnesota Department of Motor Vehicles program, under which an annual review of each driver’s record is conducted to ensure ongoing compliance.
- 4. Insurance Coverage Eligibility**
Drivers will be immediately removed from service if STRHT’s insurance carrier determines they are no longer eligible for coverage.
- 5. Off-Duty Driving Under the Influence (DUI)**
Any STRHT driver charged with or convicted of driving under the influence (DUI) while off duty will be subject to the following:
 - o Immediate suspension from driving duties pending investigation and resolution.
 - o A review to determine the impact on insurance coverage and overall employment eligibility.
 - o Possible disciplinary action, up to and including termination, based on the severity of the offense, insurance carrier requirements, and compliance with STRHT’s safety policies.

Consequences

Failure to comply with this policy, including involvement in a DUI offense while off duty, may result in disciplinary action up to and including termination of employment.

Management Responsibilities

STRHT management is responsible for: Investigating all reports of non-compliance thoroughly, fairly, and promptly. Making decisions regarding suspension or disciplinary actions in alignment with this and other STRHT policies. Ensuring that all drivers are informed of and adhere to the policy requirements.

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1.11 Time Off Requests	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: This policy was developed in order to cover a driver's shift properly and avoid conflict with providing transportation to our clients.

Guidelines:

1. As a result of the difficulty of finding coverage for a driver and to be fair to the substitute driver a minimum of four (4) hours must be taken.
2. Employees are responsible for requesting time off to their Operation's Manager.
3. Vacation requests can be referred to the Agency Policy 25.13 in the "SEMCAC Personnel Policy" handbook. For 2 weeks' vacation request – 1 month notice, 1-week vacation – 2-week notice, 1-4 days' vacation – 1-week notice. (This notice does not at imply a request will be granted).
4. Sick Leave Usage refer to the Agency Policy 25.21. RHT policy will require a driver to notify their Operation's Manager a minimum of two (2) hrs prior to the start of their shift.
5. The further in advance that the driver can give the supervisor a request the better chance it can be approved. This is important, remember, there is a limited number of sub drivers available and leave is granted on a first-come first-served basis.
6. Drivers needing time off for last minute requests will only be granted the time if coverage can be secured.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.12 Driver Compliance Requirements	Procedure on:
Date Initiated: Oct 2023 Revised 05/2025	Page 1 of 3

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: Substitute drivers are a **very** vital position for STRHT. In order to ensure proper training and compliancy the following guidelines have been put into place.

Guidelines:

1. Area Knowledge and Responsibilities

All drivers must be knowledgeable of the specific details, rules, and regulations in the areas they are assigned to operate.

2. Mandatory Quarterly Meetings

Drivers are expected to attend Quarterly Meetings to receive required mandatory training and updates critical to compliance and service delivery.

3. Training and Compliance

Proper training is essential to maintaining State and Federal compliance. This includes, but is not limited to, safety protocols, operational procedures, and regulatory updates.

4. Drug & Alcohol Testing – 40 & 49 CFR

- Employees are responsible for understanding and following all policy updates and compliance regulations outlined in **40 & 49 CFR Part 655**.
- **Safety-sensitive employees** are subject to **random drug testing** while on duty.
- **Alcohol testing** may be conducted before, during, or immediately after performing a safety-sensitive function, per **49 CFR Part 40**.

5. Driver Pool Eligibility

Employees listed in the **Random Testing Pool** must complete at least **one driving shift per quarter** to remain eligible in the STRHT Drivers Pool.

6. Driver Pool Removal

Drivers unable to fulfill the one-shift-per-quarter requirement will be removed from the Random Testing Pool and will no longer be qualified to drive for STRHT.

1.12 Driver Compliance Requirements	Procedure on:
Date Initiated: Oct 2023 Revised 05/2025	Page 2 of 3

7. Substitute Driver Assignments & Reimbursement

- Management will assign each substitute driver a designated “**home area**” based on proximity to their residence.
- Drivers will be **reimbursed for mileage and travel time** outside of their home area.
- **All drivers must report their total hours behind the wheel for the past 7 days** and confirm they have had a minimum of **8 hours of rest** prior to beginning any shift.
- This information must be **disclosed to the Operations Manager or designee before accepting a shift** to ensure compliance with safety and regulatory standards

8. Hours-of-Service (HOS) – Passenger-Carrying CMVs

In accordance with 49 CFR Part 395

a. Maximum Driving Time – § 395.5

- No more than **10 hours of driving** after **8 consecutive hours off duty**.
- No driving **after 15 hours on duty**, following 8 consecutive hours off duty.
- Cumulative limits:
 - **60 hours** on duty in **7 consecutive days** (if the carrier does not operate daily), or
 - **70 hours** in **8 consecutive days** (if operating every day of the week).

b. Off-Duty Time

A driver is considered off duty only if:

- Fully relieved of responsibility for the vehicle, passengers, and any cargo.
- Free to pursue personal activities during the off-duty period.

c. On-Duty Time – § 395.2

Includes all time spent working or being available for work, including compensated work outside the motor carrier.

d. Travel Time – § 395.1(j)

Travel at the direction of the carrier, when not driving, is considered **on-duty time** unless the driver receives **8 consecutive hours off duty** upon arrival—then it is counted as off duty.

1.12 Driver Compliance Requirements	Procedure on:
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e. Record-Keeping Requirements

While **Non-business Private Motor Carriers of Passengers** are not federally required to maintain a logbook or duty status records, **STRHT requires all drivers to maintain accurate records through the designated scheduling software.**

- This software **serves as your official logbook** and must be **kept accurate and up to date.**
- All scheduled shifts, hours worked, and any time off must be correctly logged to ensure compliance with internal policies and Hours-of-Service regulations.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

1.13 Driver Selection and Training Policy	Procedure on:
Date Initiated: 05/2025	Page 1 of 3

Purpose: To ensure safe, compliant, and efficient transit operations by establishing consistent hiring, screening, and training practices for drivers and safety-sensitive as well as non-safety-sensitive personnel.

Policy Statement: The purpose of this policy is to establish consistent and comprehensive procedures for the recruitment, selection, background screening, training, and evaluation of drivers and non-driving safety-sensitive personnel within STRHT. These practices ensure the safe and effective operation of the transit system by maintaining a qualified, well-trained workforce that supports daily operations, protects passengers and staff, and upholds the highest standards of safety, compliance, and professionalism in accordance with all applicable regulations.

Guidelines:

1. Driver Selection Process

1.1 Recruitment, Application, Interviewing, and Selection

- Recruitment is conducted through newspaper advertisements, Indeed postings, and internal job postings.
- Interviews are scheduled for qualified applicants.
- Applicants not selected are notified via a written letter or a personal phone call.
- Required documents for consideration include:
 - Completed Semcac application
 - Valid Commercial Driver’s License (CDL) with Passenger Endorsement
 - DOT medical certificate
 - Social Security card
 - Pre-employment drug test
 - Signed Drug and Alcohol Disclosure Form:

“Have you tested positive, or refused to test, on any pre-employment drug or alcohol test administered by an employer to which you applied for, but did not obtain, safety-sensitive transportation work covered by USDOT agency drug and alcohol testing rules during the past two years?”

Yes _____ No _____

1.13 Driver Selection and Training Policy	Procedure on:
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1.2 Background Check for New Drivers

- Applicants must present a valid, current CDL and sign necessary consent forms.
- The Compliance, Security, and Safety Officer conducts background checks using Vault, an external vendor. Checks include:
 - National criminal background check
 - Drug and alcohol history review
 - Verification of previous employment

1.3 Annual Background Checks for Current Drivers

- Conducted annually on each driver’s license renewal date.
- Drivers must provide:
 - Valid CDL
 - Updated DOT Medical Certificate
- The Compliance, Security, and Safety Officer performs a Driver’s License status check.

2. Driver Training Requirements

2.1 Initial and Ongoing Training

Newly hired drivers are required to complete:

- **Employee and Driver Orientation**, which includes:
 - Passenger assistance and maltreatment awareness
 - Wheelchair securement and lift/ramp operation
 - Defensive driving
 - Cellular phone use policy
 - Emergency procedures
 - Daily vehicle inspection protocol
 - Drug and alcohol policy training

1.13 Driver Selection and Training Policy	Procedure on:
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- **Quarterly Bus Driver Meetings** including at least one hour of continuing education or safety training.
- **Training Manual:** A new driver training manual is under development for implementation in 2025 by the Compliance, Security, and Safety Officer.

2.2 Driver Trainee Evaluation Process

- Trainees undergo continuous training under supervision of a Driver Trainer.
- The Compliance or Operations Manager meets with trainees to evaluate performance.
- The Driver Trainer provides a written evaluation to management.
- Ride-alongs may be scheduled for observation and progress assessment.
- Final approval from the Compliance or Operations Manager is required before a trainee is assigned to a regular route.
- Once assigned, the regular route driver continues area-specific training.

3. Non-Driving Safety-Sensitive Personnel

3.1 Hiring Process

- Hiring follows the same procedures as for driving positions:
 - Advertisement, screening, interviewing, and notification
- Orientation includes:
 - Overview of Semcac history
 - Transit operations
 - Personnel policies

Roles Considered Non-Driving Safety-Sensitive:

- Dispatchers
- Transportation Coordinator
- Operations Manager

1.14 Drug and Alcohol Testing Policy Statement	Procedure on:
Date Initiated: Aug 2025	Page 1 of 1

Purpose: Rolling Hills Transit (RHT) is committed to providing a safe, efficient, and reliable transportation service for our passengers and communities. To maintain the highest standards of safety, RHT fully complies with all requirements of the **Federal Transit Administration (FTA) Drug and Alcohol Testing Program** as outlined in **49 CFR Part 655** and related U.S. Department of Transportation (DOT) regulations in **49 CFR Part 40**.

Policy Statement: RHT adopts and follows the FTA’s Drug and Alcohol Testing Policy which is in outlined in **Appendix H**. This includes, but is not limited to:

- **Pre-employment testing** for drugs prior to performing safety-sensitive functions.
- **Random testing** for drugs and alcohol for all safety-sensitive employees.
- **Post-accident testing** following qualifying incidents as defined by FTA regulations.
- **Reasonable suspicion testing** when trained supervisors observe signs of possible substance use.
- **Return-to-duty and follow-up testing** for employees returning after a policy violation.

Applicability

This policy applies to all employees who perform **safety-sensitive functions**, including:

- Operating a revenue service vehicle
- Controlling the movement of revenue service vehicles
- Maintaining revenue service vehicles or equipment
- Carrying out security-sensitive duties

Consequences: Employees who violate the FTA Drug and Alcohol Policy will be immediately removed from safety-sensitive duties and will be subject to disciplinary action, up to and including termination, in accordance with federal regulations and RHT’s internal policies.

Management Responsibilities: STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.0 Vehicle & Equipment

2.1 Vehicle Condition	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers and other motorist.

Policy Statement: A safe vehicle is required to transport passengers and drivers.

Guidelines:

1. The driver must notify the STRHT management of any item or condition concerning a vehicle that may jeopardize the completion of any trip or the safety of any passenger or driver.
2. The driver shall complete a pre-trip inspection at the beginning and a post-trip inspection at the end of every shift.
3. The daily inspections must be completed for review by STRHT management.
4. Bodily fluid spills require that the vehicle be removed from service and attended to immediately.
5. Mechanical safety issues require that the vehicle be removed from service and attended to immediately.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.2 Seatbelt & Restraints	Procedure on:
Date Initiated: Oct 2023 Revised 4/2025	Page 1 of 2

Purpose: To ensure the safety of all passengers, and drivers.

Policy Statement: All passengers and drivers must be secured with the restraint devices available in each vehicle. In addition, all wheelchairs and mobility devices such as scooters must be secured with the securement devices available in each vehicle.

Guidelines:

1. Child Restraint Devices

- a. **STRHT does not provide child restraint devices.**
- b. If transportation is requested for a child under the age of eight in a **volunteer driver's personal vehicle**, the trip **must be scheduled in advance**, and the **parent or legal guardian is responsible for providing and properly installing the appropriate child restraint device** in accordance with Minnesota state law.
- c. Volunteer drivers are not required or expected to assist with the installation of any child restraint devices in their personal vehicles.
- d. This requirement does not apply to preschool-aged children riding on STRHT public transit buses, where alternative safety measures may be in place.

2. Seatbelt Use – General Policy

- a. Company policy requires **all passengers and drivers**, in both agency-owned and volunteer driver vehicles, to **wear the provided safety restraints** at all times during transit.

3. Driver Assistance with Seatbelts

- a. Drivers **may not assist** passengers riding in standard seats with latching or unlatching their seatbelts **unless the passenger specifically requests help**.
- b. For **pre-school children**, however, **drivers are required** to assist with **latching and unlatching** seatbelts.
- c. **Attendants and parents/guardians are responsible** for securing their children in volunteer driver vehicles.

4. Vehicle Supervision Policy

- a. **Drivers must never leave the vehicle unattended.**
- b. It is the **school's responsibility** to meet the bus and escort children inside.
- c. Drivers are **not authorized** to leave the vehicle to escort any passengers into a building.

5. Passenger Notification

- a. Drivers are responsible for **informing passengers** of all seatbelt and restraint requirements before or during boarding.

2.2 Seatbelt & Restraints	Procedure on:
Date Initiated: Oct 2023 Revised 4/2025	Page 2 of 2

6. Securing Mobility Device Passengers

- a. For passengers using **wheelchairs or scooters**, drivers must notify the passenger that they will be **securing the restraint belt(s)** and must wait for the passenger’s **permission** before proceeding.
- b. If a passenger **refuses** to use a restraint, the driver must explain that **it is company policy** and **encourage compliance**.
- c. If the passenger continues to refuse, the driver must **contact management immediately** for further instructions.

7. Incident Reporting

- a. Drivers must complete an **incident report form** in any case of restraint refusal.
- b. Reports should be submitted to **management prior to the end of the route** on the **same day** the incident occurs.

8. Refusal of Service

- a. STRHT management will determine and notify the passenger if **future service will be denied** due to refusal to comply with **seatbelt or shoulder restraint policies**.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Failure by a driver to comply with the terms of this policy may result in a ticket from law enforcement.

Failure by a driver to comply with the terms of this policy may result in disciplinary action up to an including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.3 Worn, Frayed or Damaged Restraints	Procedure on:
Date Initiated: Oct 2023 Revised 05/2025	Page 1 of 1

Purpose: To ensure the safety of all passengers and driver.

Policy Statement: All passengers and drivers must be secured with the restraint devices available in each vehicle. In addition, all wheelchairs and mobility devices such as scooters must be secured with the securement devices available in each vehicle.

Guidelines:

1. The STRHT driver will inspect all restraints daily during pre-Trip for operational safety.
2. Drivers must exercise due diligence to safeguard restraints from damage (i.e., do not leave restraints on the floor of a vehicle where they may be stepped on or run over by a wheelchair).
3. Drivers must report any worn, frayed, or damaged restraints immediately to STRHT management.
4. Restraints which are worn, frayed, or damaged will be tested for operational integrity.
5. Any restraint that does not operate at 100% capacity or is at risk of endangering passenger safety must be completely replaced.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.4 Wheelchair Lift & Ramp Usage – Merged 4.11	Procedure on:
Date Initiated: Oct 2023 Merged w/4.11	Page 1 of 1

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2.5 Vehicle Fueling	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers during fueling.

Policy Statement: STRHT has set specific guidelines to be observed when fueling a vehicle to protect passengers, drivers, and the vehicles.

Guidelines:

1. The driver, STRHT employee or volunteer shall not fuel a vehicle with passengers on board.
2. The driver, STRHT employee or volunteer shall take the most direct path to a fueling site.
3. While fueling the driver shall turn the engine off, shall not smoke, and shall not use a cell phone.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.6 Vehicle Cleanliness	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 1 of 1

Purpose: To ensure the comfort of all passengers.

Policy Statement: All STRHT vehicles must maintain a **neat, clean, and well-organized interior** at all times. A clean vehicle reflects professionalism, promotes a safe work environment, and inspires confidence in **both passengers and co-workers**. Maintaining cleanliness enhances perceived comfort, supports team morale, and reinforces STRHT’s commitment to delivering high-quality, dependable service.

Guidelines:

1. **Interior Cleanliness**

Drivers are responsible for maintaining a **clean and clutter-free vehicle interior at all times**. This includes regularly removing debris, loose items, food wrappers, pet hair, or any other unnecessary materials that could affect passenger comfort or safety.

2. **Storage of Work and Personal Items**

- Items required by the driver to perform their duties (e.g., logbooks, radios, safety equipment) must be **neatly stored and properly secured** to avoid creating any safety hazards.
- **Personal items may be stored on the bus during a shift, but must be removed at the end of the shift.** Personal belongings should not interfere with the operation of the vehicle or passenger space at any time.

3. **Exterior Maintenance**

Vehicle exteriors must be kept **clean and presentable on a routine basis**. A well-maintained exterior reflects positively on STRHT and contributes to a professional public image.

Consequences:

Failure to comply with this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.7 Vehicle FareBox	Procedure on:
Date Initiated: Jan 2024 Updated 5/2025	Page 1 of 2

Purpose: To ensure safe, consistent and transparent collection of funds collected on transit vehicles.

Policy Statement: Public transportation services require financial resources to operate smoothly. Fare collection helps ensure that these services can be sustained over time, providing reliable transportation options for our communities we serve. Following a money collection policy ensures that our transportation agency complies with relevant regulations and legal requirements of both MNDOT and SEMCAC. It helps prevent financial discrepancies and ensures transparency in financial transactions.

Guidelines:

1. **Farebox Maintenance**

The driver is responsible for ensuring that the **farebox is in good working order** at all times. If any damage or malfunction is detected, the driver must immediately report it to the **Fleet & Facilities Coordinator** or their designee.

2. **Fare Collection**

The driver is required to ensure that **all fares are collected and deposited into the farebox** during each trip. Fares should be handled accurately and promptly.

3. **Farebox Collection Schedule**

Funds deposited in the farebox will be collected **bi-weekly** by a member of the **Transportation Management Team**. If the bi-monthly collection cannot be made, it must be communicated to the **Transportation Director** for alternative arrangements.

4. **Farebox Collection Procedure**

- a. Funds will be **removed from the farebox** in the presence of at least **two members of the transportation team** (e.g., driver, management staff).
- b. **Farebox counting** should be done **on the bus**, ensuring the process is recorded **in the presence of the operating camera system** for added security and accountability.
- c. This procedure will take place **out of public view** to ensure the safety of those involved in the collection process.
- d. The funds will be **counted and verified** by all present, with the total amount recorded.
- e. After verification, the funds will be **transported to the designated location** for bank deposit.

2.7 Vehicle FareBox	Procedure on:
Date Initiated: Jan 2024 Updated 5/2025	Page 2 of 2

5. Checks Collected

- a. Any checks collected by drivers must be **reported to the dispatch center** for proper recording on the passenger accounts.
- b. The checks will then be placed into the farebox and counted as part of the regular collection process.
- c. All checks received at the transportation center, either through the driver or dispatch, must be **recorded** on the appropriate passenger accounts.

6. Check/Cash Ledger

A **ledger will be maintained** to track all **checks and cash** collected from the farebox, as well as any checks or cash received at the transportation center. The ledger ensures that all funds are accurately recorded on the appropriate passenger accounts.

7. Bank Deposit

- a. A **bi-weekly bank deposit** will be made by the **Operations Manager** or their designee.
- b. Funds will be **removed from the Transportation Center safe** by at least **two members of the transportation staff**, one of whom must be from management.
- c. The funds will be **recorded** and **deposited** the same day.

8. Safe Access

Access to the **Transportation Center safe** is limited to the **Transportation Director, RHT Operations Manager, or the SEMCAC Financial Director.**

9. Deposit Verification

The **RHT Operations Manager** or designee is responsible for ensuring that the **correct amount** is deposited by verifying the amount recorded and entering the data by **bus location** on a **shared financial spreadsheet.**

Consequences:

Failure to comply with this policy shall result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.8 Vehicle Maintenance Plan	Procedure on:
Date Initiated: Feb 2024	Page 1 of 1

Purpose: To ensure safe and consistent on all vehicles within our fleet.

Policy Statement: It is Rolling Hills Transit’s policy to maintain vehicles and equipment in order to provide safe, comfortable and reliable transportation to our passengers and effective and sufficient service to the communities we serve. The Fleet and Facilities Coordinator in cooperation with the Safety, Security and Compliance Officer will ensure that the goals and objectives are met. Further details will be outlined in the Vehicle Maintenance Plan.

Goals and Objectives:

1. Maintain vehicles to promote the safety and comfort of passengers, operators and protect the public.
2. Manage Preventative Maintenance and repair activities to promote the reliability of the service by minimizing service interruptions due to vehicle or equipment failure
3. Maintain vehicles and equipment to promote cost-efficiency of operations.
4. Conduct vehicle operations, repairs and cleaning in compliance with applicable local, state and federal regulations.
5. Unsafe vehicles and major equipment failures shall be immediately communicated to the Director of transportation or designee.
6. Fleet and facilities coordinator will maintain a current inventory of all vehicles in the fleet and provide input on the retirement of vehicles exceeding their usefulness.
7. Fleet and facilities coordinator or Safety, Security and Compliance Officer shall maintain a current register of all repairs conducted on fleet vehicles.

Consequences:

Failure to comply with this policy shall result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.9 Facilities Maintenance Plan	Procedure on:
Date Initiated: Feb 2024	Page 1 of 1

Purpose: To ensure safe and consistent maintenance on all facilities owned and operated by Semcac Transportation.

Policy Statement: This policy outlines the organization's commitment to maintaining its physical assets, equipment, and infrastructure in good working condition to support the overall functioning of the facility. The Fleet and Facilities Coordinator in cooperation with the Safety, Security and Compliance Officer will ensure that the goals and objectives are met. Further details will be outlined in the Facilities Maintenance Plan.

Goals and Objectives:

1. Documentation of all preventive maintenance measures to be implemented, including regular inspections, routine servicing, and proactive repairs to prevent breakdowns will be outlined in the Facilities Maintenance Plan.
2. Manage and document all corrective maintenance and repair activities as well as procedures for addressing unexpected breakdowns or malfunctions, including response times and escalation processes.
3. Monitor and enforce all safety protocols and guidelines to be followed during maintenance work.
4. Maintain all training and certification records held by employees conducting maintenance duties.
5. Establish a system for documenting all maintenance activities, including work orders, inspections, and repairs.
6. Fleet and facilities coordinator will report to the Director of Transportation about planned maintenance activities and any potential disruptions.
7. Fleet and facilities coordinator or Safety, Security and Compliance Officer shall regularly review, at least on an annual basis, and update the maintenance plan based on feedback and performance of equipment.
8. Ensure that the maintenance plan complies with relevant regulations, standards, and industry best practices.

Consequences:

Failure to comply with this policy shall result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.10 Bike Rack Use	Procedure on:
Date Initiated: JAN 2025	Page 1 of 2

Purpose: To encourage multi-modal transportation and support environmentally friendly commuting options, the transit system provides bike racks on designated buses/trains for public use.

Policy Statement: The Agency provides bike racks on buses to support active and sustainable transportation. Riders may use these racks at no extra cost and are responsible for loading and unloading their bikes. The agency is not liable for loss or damage. This service promotes convenient, multimodal travel within our community.

1. Availability:

- Limited number of buses are equipped with front-mounted bike racks.
- Racks accommodate up to 2 bikes on a first-come, first-served basis.
- Some routes or vehicle types may not have bike racks available; passengers should check route details prior to travel.

2. Eligibility:

- All passengers are allowed to use the bike racks at no extra charge.
- Riders must be able to load and unload their own bikes without operator assistance.

3. Bike Types:

- Standard, Fat-tire and Electric two-wheeled bicycles only.
- No tricycles, tandem bikes, Mini-bikes, motorcycle or bikes with child seats that interfere with rack operations.
- Foldable bikes may be brought inside the bus if space permits and securements are available.

4. Loading/Unloading Procedure:

- Passengers must signal the driver before loading or unloading a bike.
- Bikes must be properly secured using the built-in rack mechanisms.
- Riders are responsible for both securing and monitoring their bikes.

2.10 Bike Rack Use	Procedure on:
Date Initiated: JAN 2025	Page 2 of 2

5. Rider Responsibility & Liability:

- The transit agency is not responsible for damage to or loss of bicycles due to improper loading, theft, or accidents.
- Riders use the bike racks at their own risk.

6. Conduct & Safety:

- For safety reasons, loading/unloading is only permitted at designated stops.
- Riders should be prepared to board without a bike if racks are full.
- Bicycles not properly secured are NOT allowed in the passenger sections of the bus.

7. Training/Support:

- Instructional videos and printed guides are available on the transit agency’s website, bus information rack and at customer service centers.
- Operators may provide limited guidance but are not required to assist with loading.

Consequences for Non-Compliance Failure to comply with this policy, including failure to report unsafe conditions or adhere to directives, may result in disciplinary action up to and including termination of employment.

Management Responsibilities Ensure consistent monitoring of weather conditions and maintain open communication with drivers and dispatch. Investigate reports of non-compliance thoroughly and fairly. Execute the communication plan promptly to inform stakeholders of service changes.

2.11 Camera & Audio Recording – Transportation Operations	Procedure on:
Date Initiated: APR 2025	Page 1 of 4

Purpose: This policy governs the use of video and audio surveillance on transit vehicles, in transit facilities, and in areas immediately surrounding the bus. The goals are to:

- Ensure the safety of passengers, drivers, and staff
- Deter criminal activity, vandalism, and inappropriate behavior
- Document incidents for investigation and legal purposes
- Support operational oversight and service improvement
- Ensure compliance with all applicable federal and Minnesota laws

Policy Statement: This policy applies to all video and audio surveillance systems used by STRHT, encompassing the following areas:

- STS Transport vehicles and demand-response vehicles, including all passenger compartments and operational spaces.
- Transit centers, transfer stations, park-and-rides, and agency facilities, where surveillance may be used for security, operational oversight, and safety.
- Areas immediately surrounding the vehicle, such as loading zones, entry/exit doors, vehicle perimeters, and boarding platforms, to ensure safety during boarding and alighting, as well as to monitor for any potential safety or security incidents.
- Maintenance garages and administrative offices, as necessary, where surveillance may be used to monitor staff operations, equipment security, and maintenance activities.

Guidelines:

1. System Overview

- Surveillance systems may include **interior and exterior cameras** and **microphones** that capture activity both inside the vehicle and in the immediate external vicinity.
- Recording may occur continuously or be triggered by motion, vehicle activity, or specific events.
- Systems are **not actively monitored in real-time**, except during emergencies or targeted investigations.

2. Audio Recording – Minnesota Law Compliance

- Minnesota is a **one-party consent** state (Minn. Stat. § 626A.02), allowing lawful audio recording if **one party to the conversation consents**. The transit agency qualifies as the consenting party.
- Audio systems may capture conversation and ambient sounds **inside the vehicle and in external areas close to the bus** (e.g., at doors or while passengers board).
- Signage informs passengers and the public that **audio and video surveillance is in use**.

2.11 Camera & Audio Recording – Transportation Operations	Procedure on:
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3. Privacy and Limitations

- Surveillance will not take place in private areas such as restrooms, locker rooms, or break rooms.
- Exterior cameras and microphones are intended to capture incidents occurring **around the vehicle** (e.g., collisions, assaults, slip-and-falls) and are not intended to record private conversations.
- Recordings will not be used to monitor off-duty behavior unless directly relevant to an investigation.

4. Data Retention and Storage

- As a nonprofit transit agency, video and audio recordings are retained **only as long as necessary** to fulfill safety, legal, investigative, and operational requirements.
- Unless flagged for review, recordings are automatically deleted or overwritten after **30 days**.
- Recordings linked to incidents or legal holds are archived securely for longer durations and access-controlled.

a. Data Retention Schedule

Event Type	Retention Period	Notes
Routine daily operation (no incident)	30 days	Automatically overwritten unless flagged
Passenger complaint (non-incident)	60–90 days	Retain longer to allow for review, especially if complaint is delayed
Onboard incident (e.g., disturbance, slip/fall)	Minimum 1 year	Retained for investigation, insurance, and potential claims
Vehicle accident or collision	Minimum 3 years	Required for legal and insurance purposes
Law enforcement request (open case)	Until case resolution	Retained per official request; chain of custody must be maintained
Employee conduct/performance review	Until resolution + 1 year	Used for training or disciplinary action, then purged per HR policy
Legal hold or litigation	Until legal hold is lifted	Overrides all other retention periods
Grantor or contractual obligation	Per contract or agreement	May require longer retention depending on funder or agency requirements
System testing or training footage	7–14 days	Temporary use only; delete after review or use

2.11 Camera & Audio Recording – Transportation Operations	Procedure on:
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- All retention and deletion practices comply with the **Minnesota Government Data Practices Act (Minn. Stat. Ch. 13)**.

5. Access to Recordings

- Only the following personnel may access video or audio recordings for legitimate business, safety, investigative, or legal reasons:
 - **Director of Transportation**
 - **Compliance/Safety Officer**
 - **Human Resources Director**
 - **Legal counsel**
 - **Other individuals specifically authorized in writing by the Director of Transportation**
- Law enforcement may access recordings with a formal request, subpoena, or court order, or as otherwise permitted by law.
- Public access must comply with the **Minnesota Government Data Practices Act (Minn. Stat. Ch. 13)** and may require redactions to protect individual privacy.
- All access to recorded data is logged and tracked to maintain a secure and auditable chain of custody.

6. Misuse or Tampering

- Tampering with, disabling, or obstructing any part of the recording system is strictly prohibited.
- Operators and unauthorized individuals may not access or interfere with system components.

7. Signage

- Clearly visible signage will be posted on all vehicles and facilities, notifying passengers and visitors:

Sample: "This vehicle/facility is equipped with audio and video surveillance, including external recording for safety and security." Or "Video/Audio recording in progress. STRHT Policy 2.11"

2.11 Camera & Audio Recording – Transportation Operations	Procedure on:
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8. Maintenance & Inspections

- All recording systems will be inspected and tested regularly.
- Drivers and staff must report malfunctions immediately.
- **Hard drives and storage devices will be removed on a routine schedule to confirm proper operation and data retention.** Defective or compromised components will be replaced promptly.
- Maintenance logs will be maintained for auditing and compliance purposes.

9. Policy Review and Updates

This policy will be reviewed annually or as required by changes in:

- Law (federal, state, or local)
- Surveillance technology or system updates
- Operational or safety procedures

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services. Failure by a driver to comply with the terms of this policy may result in a ticket from law enforcement. Failure by a driver to comply with the terms of this policy may result in disciplinary action up to an including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

2.12 Take-Home Vehicle	Procedure on:
Date Initiated: June 2025	Page 1 of 2

Purpose: The purpose of this policy is to establish consistent guidelines regarding the assignment and use of employer-owned vehicles taken home by employees. This ensures responsible use, promotes accountability, minimizes liability, and supports the organization’s operational efficiency.

Policy Statement: This policy outlines the criteria for assigning take-home vehicles, expectations for their use, responsibilities of employees, and compliance with applicable laws and internal procedures. Take-home vehicles are provided to enhance job performance and operational readiness, not as a benefit or perk. Misuse of a take-home vehicle may result in disciplinary action, up to and including termination.

Guidelines:

1. Eligibility

Employees may be assigned a take-home vehicle based on their job responsibilities or operational needs.

Assignments must be approved by the **Director of Transportation**.

Employees must possess a valid driver’s license and maintain an acceptable driving record.

2. Authorized Use

Take-home vehicles must be used **only** for official business purposes.

Limited personal use is permitted if:

- It occurs on the employee’s own time;
- The errand does not significantly deviate from a direct route related to official business;
- It does not interfere with the employee’s responsibilities or vehicle readiness.

Employees must not allow unauthorized persons to operate or ride in the vehicle.

Employees are responsible for returning the vehicle promptly upon being called back to the transportation center or when directed by a supervisor. It is the employee’s responsibility to make any necessary transportation arrangements to return the vehicle as required.

3. Parking and Security

Take-home vehicles must be parked in a secure and legal location when not in use.

Vehicles should be locked at all times when unattended.

Employees are responsible for safeguarding the vehicle and its contents.

2.12 Take-Home Vehicle	Procedure on:
Date Initiated: June 2025	Page 2 of 2

4. Maintenance and Appearance

Employees must report maintenance issues or damages immediately. Regular vehicle checks and preventive maintenance are required per the organization’s fleet policy. Vehicles must be kept clean and presentable.

5. Fueling and Expenses

Fuel and maintenance expenses are covered by the organization when related to official use.

Employees must follow internal procedures for using fuel cards or submitting receipts.

Any fuel costs incurred during personal errands are the responsibility of the employee.

6. Compliance with Laws

Employees must comply with all traffic laws, regulations, and organizational driving policies.

Any citations or violations incurred while operating the take-home vehicle are the responsibility of the employee.

7. Monitoring and Review

Use of take-home vehicles may be monitored via GPS or other tracking technologies.

Take-home assignments are subject to periodic review and may be revoked at any time.

8. Tax Implications

Employees may be required to report the personal use of a take-home vehicle as a taxable fringe benefit per IRS guidelines.

It is the employee’s responsibility to comply with any IRS requirements related to the use of a take-home vehicle.

9. Disciplinary Action

Misuse of the vehicle, failure to follow this policy, or unsafe driving may result in disciplinary action, including loss of take-home privileges.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

3.0 Driving

3.1 Operating Speed	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure that drivers obey the laws of the State of Minnesota and to provide a safer trip for our clients, passengers, drivers, and other motorists.

Policy Statement: STRHT encourages all drivers to obey posted speed limits, and to make allowances for current weather conditions.

Guidelines:

1. The driver shall always operate the vehicle at a safe, prudent and careful speed within the posted speed limit.
2. The driver shall take traffic, weather, road and other conditions in to consideration to ensure the safety of clients, passengers, driver, and other motorists.

Consequences:

Failure to comply with the terms of this policy may result in a moving violation against the driver causing penalties to be due to the State of Minnesota by the driver and points added to the driver’s license.

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

3.2 Traffic Signals	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers and other motorists.

Policy Statement: Drivers should approach all intersections slowly and cautiously.

Guidelines:

1. The driver shall approach all intersections controlled by a traffic signal at a speed that shall permit a stop with normal application of the brake without entering the crosswalk or intersection should the signal change to red.
2. The driver shall not enter the intersection controlled by a traffic signal if entering could result in blockage of the intersection should the signal change to red.
3. The driver shall exercise caution when entering an intersection with a clearly displayed yellow signal.
4. The driver shall be prepared to stop at all signalized intersections by covering the brake pedal.
5. The driver shall not begin acceleration for a green light before the light turns green.

Consequences:

Failure to comply with the terms of this policy will result in disciplinary action up to an including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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3.3 Right Turn on Red	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers and other motorists.

Policy Statement: Right turns on red lights are at the sole discretion of the driver and should only be done when in accordance of the Minnesota State Laws.

Guidelines:

1. Right turns on red lights after coming to a complete stop are legal in Minnesota except at intersections where no turns on red are specifically posted.
2. Right turns on red where permitted are up to the driver and must consider that buses due to the possible need to encroach upon adjacent lanes due to the size of the vehicle is the sole responsibility of the driver.
3. If the driver chooses to make a right turn on red, special care should be taken using caution to surrounding conditions.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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3.4 Railroad Crossings	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, and other motorists.

Policy Statement: STRHT vehicles should exercise caution when approaching and crossing railroad tracks.

Guidelines:

1. Drivers are required to stop at all Railroad Crossings with the exception of the following:
 - a. The crossing is posted “Exempt”
2. Driver shall activate four-way emergency flashers prior to the approach of a railroad crossing and leave activated until vehicle returns to posted speed limit
3. The STRHT driver shall stop 15 to 50 feet before the closest railroad track.
4. The STRHT driver is encouraged to open the forward door to improve his/her ability to see and hear approaching trains.
5. All drivers should listen and look in both directions.
6. Should the vehicle become disabled on the railroad tracks:
 - a. The driver shall immediately evacuate the bus and ensure passengers are a safe distance from the bus and railroad tracks.
 - b. The driver will immediately notify:
 - i. Emergency 911
 - ii. STRHT dispatch Center
 - iii. Local railroad utilizing the information on “Blue sign” posted at the crossing.
7. All drivers should wait until sufficient time has lapsed after a train has passed in order to have a clear view of any additional tracks that may have an approaching train that may not otherwise be seen.

Consequences:

Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

3.5 Backing of STRHT Buses	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT clients and passengers as well as STRHT employees and drivers.

Policy Statement: STRHT’s body on chassis vehicles are large and cumbersome requiring sufficient room to maneuver while in reverse. The following are intended to be guidelines for safer maneuvering of these vehicles.

Guidelines:

1. Although backing of a STRHT vehicle is discouraged, it may at times be necessary.
2. It is recommended that proper assistance be sought such as another driver or supervisor.
3. The driver should use the four-way flasher and signal backing by sounding the horn before proceeding.
4. If the STRHT vehicle is equipped with a back-up monitor, the driver should use it as a means of Safety. But the use of another driver is always the best option.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

3.6 Canopy or Overhead Objects	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: The following guidelines have been established by STRHT to help ensure the safety of our passengers, employees and equipment.

Guidelines:

1. Drivers must use extreme caution when approaching any overhangs, canopy or any overhead objects.
2. To avoid damage to the bus, AC Unit and/or the building a minimum of 11’ clearance needs to be determined.
3. If the minimum clearance is not clearly marked or is less than 11’ the driver **MUST NOT ENTER** the area.
4. There is no standard measurement on any bus as the manufacture specifications change per bus and unit design. (Just because a bus fits under the object, it still may hit the ceiling or roof of the bus by unforeseen obstacle’s that make the bus go up or down).
5. If you are unsure of the height – **DO NOT ENTER.**
6. If you are unable to enter the area, let the client out in the safest possible area designed for buses. This may mean at the main doors, parking lot or at the closest curbside to the building.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

3.7 Reading While Operating Vehicles	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of passengers, drivers, and other motorists.

Policy Statement: Drivers must not read while operating vehicles.

Guidelines:

1. Drivers may not read maps, newspapers, books or any other material while operating a vehicle.
2. If route instructions or other material pertaining to the driver’s immediate duties is required to be read, the driver should pull out of the traffic stream to a safe location.

Consequences:

Failure to comply with the terms of this policy may result in a serious accident and increased liability to STRHT.

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, or suspension from active volunteer status.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

3.8 Inclement weather/Cancelled Routes due to Weather	Procedure on:
Date Initiated: Oct 2023 UPDATED 5/2025	Page 1 of 2

Purpose To prioritize the safety of STRHT passengers, employees, and drivers by establishing clear protocols for operations during severe weather events. This policy ensures safe decision-making, effective communication, and the well-being of all stakeholders during hazardous weather conditions.

Policy Statement Severe weather, including but not limited to snowstorms, ice storms, flooding, and extreme cold, poses significant risks to travel and operations in STRHT’s service area. This policy outlines procedures to assess and respond to weather conditions to minimize risks while maintaining service reliability whenever feasible. STRHT will provide timely updates to the public and ensure that decisions prioritize safety above all else.

Guidelines

1. Monitoring and Assessment

- STRHT management will actively monitor weather forecasts from reliable sources, including the National Weather Service (NWS), local news outlets, and transportation advisories.
- Drivers are required to report localized weather and road conditions to dispatch promptly.

2. Criteria for Service Adjustments

- Service may be delayed, reduced, or suspended under the following conditions:
 - Icy or impassable roads.
 - Severe weather advisories, such as blizzards or flood warnings.
 - School closures within the service area, unless deemed safe by management upon further review.

3. Driver Responsibilities

- Drivers must assess the safety of their route and communicate concerns to dispatch.
- Unsafe conditions, such as icy driveways or low visibility, must be reported immediately for evaluation.

4. Communication Plan

- In the event of service changes, STRHT management will notify the public and stakeholders using the following methods:
 - a. Announcements via local TV stations, including KTTC, KIMT and KAAL, under “Closings and Delays.”
 - b. Updates posted on STRHT’s official website and affiliated platforms.
 - c. Notifications sent directly to affected clients via phone, email, or text alerts.

5. Notification to Authorities

- STRHT management will inform the Minnesota Department of Transportation (MNDOT) Project Manager of any route closures or significant operational changes.

3.8 Inclement weather/Cancelled Routes due to Weather	Procedure on:
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6. Resumption of Services

- Services will resume when conditions improve, as determined by STRHT management in consultation with drivers and weather assessments. Clients will be informed promptly of service reinstatement.

Consequences for Non-Compliance Failure to comply with this policy, including failure to report unsafe conditions or adhere to directives, may result in disciplinary action up to and including termination of employment.

Management Responsibilities Ensure consistent monitoring of weather conditions and maintain open communication with drivers and dispatch. Investigate reports of non-compliance thoroughly and fairly. Execute the communication plan promptly to inform stakeholders of service changes.

Review and Updates This policy will be reviewed annually and updated as needed to align with operational changes and evolving weather-related risks.

3.9 Disabled Vehicle	Procedure on:
Date Initiated: Oct 2023	Page 1 of 2

Purpose: To ensure the safety of clients, drivers, and other travelers.

Policy Statement: Upon occasion, despite STRHTs diligent attention to the condition of our fleet, a vehicle may break down or be disabled. STRHT will make every reasonable effort to provide a replacement vehicle to continue transporting clients to their intended destinations or to safely return the driver and client to their point of trip origination.

Guidelines:

1. In the event of a vehicle being disabled for any reason, the driver shall:
 - a. Pull out of the traffic stream, if possible
 - b. Turn on the four-way flashers
 - c. Engage the parking brake
 - d. Engage fast idle unless the situation calls for the vehicle to be shut down or does not have one
 - e. Driver must use a Safety Vest while out of the vehicle
2. The driver should notify STRHT dispatch immediately of the reason for the vehicle being disabled, the exact location of the vehicle, if the vehicle is in the lane of traffic and the number of passengers on board.
3. STRHT dispatch will make every reasonable effort to contact the next person(s) scheduled for pick up.
4. STRHT dispatch will immediately contact the State Patrol or appropriate Law Enforcement if the vehicle is a traffic hazard as well as the RHT operations manager and fleet & facilities coordinator.
5. STRHT will dispatch another vehicle to pick up the driver and any passengers, if during regular business hours.
6. The driver should advise the passengers of the situation providing them with alternatives, the approximate time of the delay, and endeavor to keep everyone calm.
7. The driver should then display the emergency road triangles, reflectors, or flares.
8. If the event occurs after regular business hours, STRHT will make arrangements to return the incapacitated vehicle to its garage location, and for the safe return of the driver and passengers.
9. If adverse weather conditions exist and wait time will be excessive, the driver should relocate the passengers to a nearby building, if possible, where they can safely wait inside for the replacement vehicle. STRHT dispatch must be notified of the address of the building in which the passengers will be waiting.

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3.9 Disabled Vehicle	Procedure on:
Date Initiated: Oct 2023	Page 2 of 2

Consequences:

Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints on non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.0 Passengers

4.1 Hand to Hand Passenger Transfer	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 1 of 2

Purpose: To safeguard the well-being and security of certain passengers who have been determined to need a responsible third party at the origin and destination of their trips.

Policy Statement: STRHT is a Public Transportation provider and does not take on the role of caretaker when the client arrives at the final drop off point.

Guidelines:

1. Some passengers may experience a loss of independence in managing daily living activities. This may include confusion, memory impairment, disorientation, difficulty with concentration, reduced planning ability, or impaired judgment. In some cases, age or disability may prevent these individuals from being able to care for themselves independently.
2. Despite these challenges, these passengers may still require transportation for essential medical appointments, social engagements, or other necessary activities.
3. **STRHT reserves the right to require that passengers identified with these conditions be accompanied by a qualified personal care attendant** during transport. This is to ensure the safety and well-being of the passenger, the driver, and other riders.
4. **Determining the Need for an Attendant:**
STRHT may determine the need for a personal care attendant based on:
 - Observations made by STRHT staff or drivers.
 - Reports or concerns from caregivers, healthcare providers, or family members.
 - Information provided on service applications or during a functional needs assessment.
 - Documented incidents indicating the passenger’s inability to ride safely or independently.
5. **Assessment Process:**
 - STRHT may request supporting information from the passenger, family, caregiver, or medical provider.
 - If a personal care attendant is deemed necessary, STRHT will issue a written determination as a condition of service.

4.1 Hand to Hand Passenger Transfer	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 2 of 2

6. **Personal Care Attendants:**

- The attendant must be capable of assisting the passenger throughout the trip.
- Attendants ride at no additional charge but must provide active support during boarding, the ride, and drop-off.
- If an attendant is required but not present, the trip may be canceled to ensure safety.

7. **Drop-Off Responsibility:**

- If a passenger does **not** require an attendant, a family member or designated caregiver must agree to be present and take full responsibility for receiving the passenger at the final drop-off location.
- **STRHT is not responsible** for the care or supervision of a passenger if no responsible party is present upon return.
- If no one is available to receive the passenger, the driver will immediately notify STRHT dispatch for further instructions. Additional wait time or return trips may result in extra charges or suspension of service.
- **STRHT dispatch will make every reasonable effort** to contact the family and/or caregivers using the emergency contact numbers provided by the client.
- If STRHT is unable to reach the passenger’s family or caregiver, **management will make a case-by-case decision** on whether the passenger can be safely left unattended. This decision will be based on factors such as the passenger’s condition, the safety of the drop-off location, and the overall risk to the individual.

Consequences:

Failure by family or caretakers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.2 Child Transportation	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 1 of 3

Purpose: To ensure the safety of all STRHT clients and passengers as well as STRHT employees and drivers.

Policy Statement: To ensure the safety and well-being of all children and passengers on the bus. In addition, this policy will address aspects of functionality including but not limited to; Deadlines, method of payment, scheduling and feasibility, no-shows, pick-up/drop off times, wave-off procedures, walk-through and unattended busses.

Guidelines:

1. **Required Paperwork**

Any child to be considered for transportation must have the appropriate paperwork submitted to RHT **prior to the established deadline.**

2. **Transportation Request Forms**

All transportation request forms must be submitted through the **dispatch center**, not directly to drivers.

- Forms must be received by the dispatch center **before the deadline** to be considered.
- Dispatch and the Operations Manager will work with drivers to determine the **most accommodating and feasible route.**
- **Transport outside city limits** and **irregular schedules** will be reviewed by the Operations Manager and Dispatch to ensure feasibility.

3. **Driver Instructions for Children**

Drivers will not put children on the bus unless explicitly instructed by **dispatch** or the **Operations Manager.**

4. **Late Paperwork Submissions**

If paperwork is submitted **after the deadline**, transportation will be considered **only if seating availability** and route coordination allow.

5. **Scheduling Changes**

Any changes to schedules (e.g., drop-off/pick-up location, date/time) must be handled through **dispatch** and **operations management** in coordination with the parent or guardian.

4.2 Child Transportation	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 3 of 3

6. **Role of Drivers in Scheduling**

Drivers are not authorized to make scheduling changes or take notes/calls from parents or guardians. **All communication for scheduling changes must go through dispatch or management.**

- Drivers will reroute all calls/notifications through dispatch.
- Dispatch will notify the drivers of any changes.
- Dispatch must notify management of any changes.

7. **Communication with Schools**

- When schools make schedule or operational changes that affect transportation, they must notify **dispatch or the Operations Manager.**
- Drivers will reroute all calls/notifications to **dispatch.**
- Dispatch must notify management of any school-related changes.

8. **Driver Responsibilities at Drop-Off**

Drivers are **never** to leave the vehicle unattended. It is the responsibility of the school to meet the bus and take the child inside.

- **Drivers are not authorized** to leave the vehicle to escort passengers inside any building.

9. **Driver Responsibilities at Daycare or Home Drop-Offs**

When dropping children off with daycare providers, parents/guardians, or grandparents, **drivers are not to leave** the vicinity of the vehicle.

10. **Child Drop-Off Procedure**

The driver must be waived off by an adult at the residence before allowing the child to exit the vehicle.

- **Sound your horn** upon arrival to signal, and if no adult is present, wait a few moments.
- If after five minutes there is still no adult present, sound the horn a second time.
- After five minutes of waiting, contact **dispatch** to report the situation.
- **Dispatch** will contact the school to notify them that the child will be **returned to school** as the route allows.
- The driver will continue the route and return the child to the school as appropriate.
- The school is then responsible for contacting the parents to arrange alternative pickup.

4.2 Child Transportation	Procedure on:
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- If dispatch cannot contact the school, the child will remain on the bus until arrangements are made.

11. No-Show Policy

A trip is considered a **“No Show”** if the driver/dispatcher has made every reasonable effort to locate the passenger for **five minutes**.

- The driver should mark the passenger as a **No Show** and **inform dispatch**.
- Riders will be charged for No Shows either via invoicing, account balance charge, or cash payment due before the next ride.

12. Maximum Wait Time for Passengers

Drivers will not wait longer than **5 minutes** past the scheduled stop or pick-up time for any passenger.

13. Payment Discussions

All payment methods must be discussed **prior to the first ride**. This discussion will occur between **dispatchers/operations management** and the parent/guardian.

14. Payment Due at Time of Service

Exact payment amounts are due **at the time of service**.

15. Driver’s Responsibility for Seatbelts

It is the responsibility of the STRHT **driver to assist in latching and unlatching** children’s seatbelts.

16. Post-Trip Walkthrough

The STRHT driver is required to **conduct a walkthrough** of the bus each time the bus has unloaded all passengers to ensure no items or children are left behind.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.3 Passenger Preparation	Procedure on:
Date Initiated: Oct. 2023	Page 1 of 1

Purpose: To ensure the passenger is ready for pick-up upon the arrival of the transport vehicle.

Policy Statement: As STRHT does coordinate specialized rides where possible and due to the fact that our public transportation has a schedule to adhere to, STRHT asks that all passengers are ready to leave at the scheduled departure time.

Guidelines:

1. Drivers are not responsible for any preparation of passengers for trips.
2. Passengers are responsible for being prepared for departure at the time agreed upon between STRHT and the passenger during scheduling.
3. The passenger should be prepared to board the vehicle up to ten (10) minutes prior to and ten (10) minutes after the scheduled pick-up time.

Consequences:

Failure to comply by a passenger may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.4 Passenger Self-Sufficiency	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: Passengers are expected to be capable of caring for him/herself.

Guidelines:

1. A passenger utilizing STRHT or VDP services are expected to be capable of caring for him or herself, controlling his or her bodily functions, and capable to make decisions.
2. Transportation may be suspended when the passenger:
 - a. Negatively impacts the quality of another passenger’s ride
 - b. Requires direct medical attention to prevent the spread of a communicable disease
 - c. Requires direct medical attention for open wounds or unsupported injuries
 - d. Is repetitively incontinent
 - e. Is repetitively not prepared or available when the vehicle arrives for pick up
 - f. Requires assistance after de-boarding or cannot be left alone at the drop-off location

Consequences:

Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.5 Passenger No-Show and Cancellations	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 1 of 1

Purpose: To encourage clients to be responsible and notify STRHT if they are unable to make a scheduled trip.

Policy Statement: STRHT uses Public Transportation to accomplish many of its scheduled trips.

Guidelines:

1. No Show Definition
A trip is considered a **"No Show"** when the driver has made every reasonable effort to locate the passenger for a period of **five (5) minutes** after the scheduled pick-up time without success.
2. Driver Notification
After the five-minute search, the driver will **notify STRHT dispatch** of the **unsuccessful attempt** to locate the passenger. Dispatch will then confirm if the trip will be classified as a **"No Show."**
3. Reporting No Show
The driver shall indicate **"No Show"** on the STRHT tablet for documentation and record-keeping.
4. Investigation of No Shows
Each **"No Show"** will be investigated to determine whether the passenger made a good faith effort to cancel the trip or if a **misunderstanding or miscommunication** caused the missed trip.
5. Excessive Cancellations
A passenger who cancels a STRHT trip within **24 hours** of the scheduled trip three (3) or more times within a **60-day period** may face a **suspension** from service for **up to two (2) weeks**.
6. Cancellation Requirements
Cancellations must be made at **least two (2) hours prior** to the scheduled pick-up time. If the scheduled pick-up time is before 8:30 AM, cancellation must be made the prior day to allow sufficient time for dispatchers to adjust the schedule or book a new ride in your place. A **pattern of frequent cancellations** (five or more within a 60-day period) for **weekly subscription rides** may lead to changes or cancellation of the subscription.

Consequences:

Failure by a passenger to notify the STRHT office that he/she will not be making a scheduled trip may be subject to suspension from services.

A passenger who records three (3) no shows in a 60 – day period will be suspended from service for a period of time to be determined by STRHT management.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.6 Passenger Expectations and Coordination	Procedure on:
Date Initiated: Oct 2023 Revised 5/2025	Page 1 of 1

Purpose: To ensure passengers understand the need for flexibility in scheduling and routes to support STRHT’s efficient, coordinated transportation service.

Policy Statement: STRHT operates a coordinated transportation system designed to provide efficient service for all passengers. Passengers should understand that this system may require flexibility in scheduling and route planning.

Guidelines:

- 1. Coordinated Transportation Services**
Passengers shall recognize that STRHT’s services are based on a **coordinated transportation system** designed to efficiently accommodate multiple passengers. Therefore, **individual, direct trips** are not guaranteed, even if requested. Passengers should understand that the nature of shared transportation may require flexibility in the route and schedule.
- 2. Route Adjustments to Accommodate Other Passengers**
Passengers may be asked to take a **circuitous or extended route** in order to accommodate the needs of other passengers. This adjustment helps ensure that the transportation service remains efficient and accessible to as many passengers as possible. Passengers should be prepared for these changes, which may involve minor delays or additional stops.
- 3. Scheduling Flexibility**
STRHT encourages passengers to allow for **flexible scheduling** when planning their trips. The timing of pick-up and drop-off may be adjusted to maximize route efficiency, and passengers should be prepared to adjust accordingly. While efforts will be made to respect each passenger's individual needs, coordination of service across all riders takes priority.

Consequences:

Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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4.7 Minimum Age of Independent Rider	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of minor children and to ensure that their trips can be completed without an attendant.

Policy Statement: STRHT recognizes the importance of the safety of our children.

Guidelines:

1. A child must be 3 years of age, as a general rule, in order to ride independently without being accompanied by an adult.
2. Some children with behavioral disorders or disabilities may (at the discretion of STRHT management and/or due to professional opinions offered by case managers, social workers, or other health professionals) be requested to have an attendant or be accompanied by an adult.

Consequences:

Failure of a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.8 Transporting Passengers with Medical Oxygen	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure service to passengers traveling with a portable oxygen supply while assuring the comfort of other passengers.

Policy Statement: Passengers traveling with a portable oxygen supply must be self-sufficient and not require first aid.

Guidelines:

1. Passengers traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered and the driver shall be under no obligation to perform first aid, except in emergencies and to the level of their training.
2. Passengers traveling with a portable oxygen supply should be transported providing the oxygen may be held by the passenger or secured so as not to block the aisles, exits or to inconvenience or injure other passengers.

Consequences:

Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.9 Attendants/Companions	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the mental and physical well-being of a passenger while assuring the safety, well-being and comfort of other passengers.

Policy Statement: STRHT is committed to ensuring that all of our clients and passengers are able to get where they need to go. We recognize that some clients and passengers may need assistance in order to complete a trip.

Guidelines:

1. Definition: A “Personal Care Attendant” is defined as any person that is required to travel with an individual to assure that the individual’s trip can be completed. The personal care attendant must have the same origination and destination as the client.
2. Definition: A “Companion” is defined as any person that would like to travel with an individual, but is not required to assure that the individual’s trip can be completed.
3. A personal care attendant must be identified when the trip is scheduled with the STRHT office.
4. Reservations must be made in advance for clients, personal care attendant and companions, preferably twenty-four (24) business hours in advance for local trips and preferably forty-eight (48) business hours in advance for out-of-town trips.
5. One personal care attendant (per client) may ride at no additional charge while escorting the client.
6. A companion constitutes a regular passenger and must pay the appropriate fare.
7. A personal care attendant is not responsible for loading, securing or unloading the client from the vehicle but are required to help client to and from the vehicle.
8. STRHT management, at their discretion, may mandate a personal care attendant if the client’s behavior would normally preclude his/her transport.

Consequences:

Failure to comply with this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.10 Mobility Aids	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of our passengers, drivers, as well as other travelers on the road in case these devices become loose and represent an air born or sliding hazard.

Policy Statement: STRHT has established these guidelines in an attempt to make STRHT vehicles safer in case of sudden stops to prevent the items from becoming an air born or sliding safety hazard.

Guidelines:

1. Mobility Aids include but are not limited to walkers, canes, braces, and crutches.
2. The driver should, once the passenger is seated, secure the device to ensure the safety of each passenger.
3. The driver should use his/her best judgment in deciding the storage method and location, but must keep the aisles and exits clear.

Consequences:

Failure of a passenger to comply with the terms of this policy may result in suspension of services. Failure of a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.11 Wheelchair and Mobility Device Securement and Lift/Ramp Usage	Procedure on:
Date Initiated: Oct 2023 Updated 5/2025 (Merged Policy 2.4)	Page 1 of 2

Purpose: To ensure the safety of all passengers and drivers during transport.

Policy Statement: STRHT drivers are required to follow the **manufacturer-suggested procedures** for the proper **securement of wheelchairs** to ensure the safety of all passengers and drivers. Additionally, all STRHT staff shall operate **lifts and ramps** in accordance with **accepted practices** as outlined in the **training materials** and STRHT-approved training programs, ensuring the safety of all involved.

Guidelines:

1. **Wheelchair Securement**

- The driver shall ensure that any **client not riding in a permanent fixed seat** is in a **wheelchair device** and securely fastened using **existing clamp** and/or **floor-mounted securement devices** in accordance with recognized securing standards.
- **Wheelchairs must be secured using 4-point tie downs**, or as many as required by the specific system in use, with a combination of **straps** and/or **clamps**.
- **All wheelchair clients must be secured in a forward-facing position.** Side-facing securement is **prohibited**.

2. **Power Chairs and Scooters**

- **Power chairs** and **scooters** must be turned **off** during transport.
- **Wheel brakes** on power chairs and scooters must be **engaged** during transport.
- **All Power Chairs and Scooters must be secured**

3. **Unsecured Wheelchairs**

- **Wheelchairs that cannot be properly secured** or are deemed a **legitimate safety risk** under the **Final Ruling of the ADA** will not be transported. This applies to situations where the **wheelchair accommodation** exceeds the vehicle's capacity, according to the **49 CFR Part 38** regulations.

4. **Training Requirement**

- Only drivers who have completed **STRHT-approved training** on the proper use of wheelchair lifts and ramps are authorized to operate these devices with a passenger on board.
- **Untrained personnel or passengers** are **prohibited** from operating the lift or ramp at any time.

5. **Passenger Boarding Procedure**

- **Wheelchair passengers** are encouraged to **back onto the lift** when boarding to improve safety and ease of securement.

4.11 Wheelchair and Mobility Device Securement and Lift/Ramp Usage	Procedure on:
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6. Equipment Malfunction Protocol

- If a **wheelchair lift or ramp** becomes inoperable, the vehicle must be **immediately removed from service** for repair.
- The driver shall report any malfunction to **STRHT dispatch**, and dispatch will notify management for resolution.

7. Emergency Operation

- Drivers must be familiar with all **emergency procedures** for the lift or ramp, including **manual operation** in the event of equipment failure.

8. Safety Procedures

- All **appropriate safety devices**, including barriers, restraints, and interlocks, must be used during the operation of the lift or ramp.
- These devices must **never be overridden** for the sake of speed or convenience.
- **Power chairs** and **scooters** must be switched to the **"OFF" position** before the lift is raised or lowered.

9. Use of Lift or Ramp by Others

- Any **passenger requesting the use of the lift or ramp** will be accommodated, regardless of whether they use a mobility device.
- **Standing on the lift** is discouraged but, if necessary, should be done with caution and under the driver’s supervision.

10. Prohibited Items

- **Grocery carts, strollers**, or other **personal items** may not be placed on the lift during its operation.

11. Securement Responsibilities

- The driver is responsible for the **proper securement of all wheelchair passengers** using tie-downs and shoulder/lap belts in accordance with STRHT policy.
- **All securement equipment** must be stowed properly when not in use or when the wheelchair position is vacant.

12. Pre-Shift Equipment Check

- At the start of each shift, **drivers must deploy and stow the lift/ramp** to ensure it is in **good working condition** prior to transporting any passengers.

Consequences:

Failure to comply with the terms of this policy may result in serious bodily harm.

Failure by drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal. Failure by passengers to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.12 Passengers with Animals	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To determine whether or not an animal may be allowed on board STRHT vehicles.

Policy Statement: Animals are allowed on board STRHT vehicles under certain conditions. STRHT does endeavor to be ADA compliant in regards to service animals.

Guidelines:

1. Animals may not be brought on board STRHT vehicles except in the following cases:
 - a. Pets carried in carry-on boxes or portable kennels that can be carried on the passenger’s lap. Boxes must have a lid that closes and locks, or that can be secured.
 - b. Pets in a box or kennel that can be safely secured without obstructing the aisle or exits and that do not inconvenience or injure other passengers.
 - c. Service animals (need not be in a carry-on box or kennel)
 - i. A service animal is an animal that has been individually trained to assist an individual with a disability
 - ii. There is no national standard for certifying service animals
 - iii. **A driver may not require or ask a person with a disability for certification or identification for service animals**
 - iv. **A driver may only inquire as to what purpose the service animal serves**
 1. March 15, 2011 – 28 CFR Part 35 Titles II & III of the ADA
 - v. Service Animal will be under complete control of the rider/owner

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.13 Passenger Hygiene Standard	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To encourage passengers to maintain certain cleanliness and health standards so as not to jeopardize the health of drivers, themselves, or other passengers.

Policy Statement: STRHT encourages passengers to respect fellow passengers and maintain good standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as the common cold.

Guidelines:

1. Passengers are expected to maintain cleanliness and health standards that do not jeopardize the health of drivers, themselves, or other passengers.
2. The driver shall notify STRHT dispatch if a passenger is unable for any reason to comply with the conditions as set forth in #1, and should complete an incident report.
3. STRHT dispatch will refer this report to the operations manager for proper follow up and possible referral to health and/or welfare agency for assistance.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.14 Expressive Activities and Passenger Behavior on Vehicles	Procedure on:
Date Initiated: Oct 2023 Revised 05/2025	Page 1 of 1

Purpose: To protect passengers’ right to privacy, to avoid potential safety hazards, and to avoid disruption in service.

Policy Statement: While STRHT respects the right to free speech, it is equally important to protect the rights and comfort of all passengers. Because bus passengers cannot easily remove themselves from situations they find offensive, certain behaviors must be avoided. This ensures a respectful and welcoming environment for everyone on board.

Guidelines:

- 1. Definition of Expressive Activity**
"Expressive activity" refers to activities such as, but not limited to, soliciting, advertising, selling, lecturing, preaching, the use of obscene language, or the display or dissemination of sexually explicit content.
- 2. Prohibited Activities**
Due to the potential for these activities to be offensive or disruptive to passengers, **expressive activities** of any kind are strictly prohibited on STRHT vehicles and property.
- 3. Exception for ADA Clients**
ADA (Americans with Disabilities Act) clients who exhibit behaviors related to their disability that may fall within the definition of expressive activity are not subject to this prohibition, as long as such behaviors do not pose a safety risk or disrupt the overall operation of the service.

Consequences:

Failure to comply with the terms of this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.15 Loud Audio	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety and comfort of drivers and passengers as well as to ensure that drivers are able to hear approaching emergency vehicles.

Policy Statement: Loud audio may provide discomfort for some passengers and drivers as well as interfere with drivers being able to hear approaching sirens.

Guidelines:

1. Passengers must wear headphones while playing hand-held audio devices such as but not limited to personal DVD players, boom boxes, MP3s, hand-held TVs, lap top computers, certain cell phones, video games, Walkman radios, and CD players.
2. STRHT drivers may play in dash radios at minimal volume levels providing this does not disturb the client(s).
3. The driver may not under any circumstance use headphones that cover both ears while operating the vehicle.

Consequences:

Failure of passengers to comply with the terms of this policy may result in suspension of services. Failure of drivers to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

Policies & Procedure Manual

4.16 Number of Packages	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety and travel comfort of clients, passengers, and drivers.

Policy Statement: Packages and parcels may represent loose items which could come loose and move about the vehicle cabin should the vehicle come to a sudden, unexpected stop.

Guidelines:

1. Passengers shall always be in control of packages and parcels in a way that will not jeopardize any other passenger's safety or trip.
2. No packages will be allowed to block any aisle or exit, inconvenience or injure other passengers.
3. All packages and parcels must be secured in such a way that no article would come loose and move about the cabin freely should the vehicle come to a sudden, unexpected stop.
4. The number of packages shall be limited to what a passenger can carry on board in a single trip and only those which can be secured, not block aisles or exits, and so as not to take up seats needed for additional passengers.
5. Driver shall not carry/load packages, bags or any other items, except mobility assistance devices.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Failure by a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.17 Next Day Service	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To meet the needs of STRHT passengers while allowing adequate planning time for STRHT dispatchers.

Policy Statement: STRHT strives to meet the needs of our clients and passengers. It must be recognized that STRHT relies on driver’s services to accomplish many of our trips. It is necessary when relying on others to give them adequate time to respond to our requests for transport.

Guidelines:

1. STRHT prefers that all passengers give at least twenty-four (24) business hours’ notice when scheduling a public transit trip.
2. STRHT will make every reasonable effort to provide next day service.
3. STRHT will make every reasonable effort to provide same day trips when twenty-four (24) business hours’ notice is not given. However, STRHT cannot guarantee that same day trips will be done due to circumstances beyond its control such as but not limited to the non-availability of drivers/vehicles and/or public transit schedule.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in a trip not being done. Failure by a STRHT employee to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.18 Lost & Found	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To provide a central location and common procedure for passengers to locate lost items.

Policy Statement: Drivers will report or return lost articles to the owner by following the proper guidelines.

Guidelines:

1. Drivers must report all items found to STRHT dispatch as soon as possible.
2. Items may be returned to the passenger if the driver knows to whom they belong.
3. If an article cannot be returned to the owner, the property needs to be turned into the STRHT Kasson office in a reasonable timeframe.
4. Items not claimed after a six (6) month period will be disposed of or given to charity.
5. Drivers must notify STRHT dispatch immediately if any weapons are found.
6. **Weapons are not to be touched. Refer to Weapons Policy.**
 - a. Local Law Enforcement **MUST** to be notified to remove such weapon.
 - b. An incident report must be completed in the case of a weapon being found and turned into STRHT management.
 - c. Report should be turned in to Management prior to the end of the route on the same day of incident.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.19 Articles not permitted on STRHT Vehicles	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: The following guidelines have been established by STRHT to help ensure the safety of our passengers, employees and drivers.

Guidelines:

1. The following articles will not be permitted on board STRHT vehicles:
 - a. Weapons
 - b. Vehicle batteries
 - c. Gasoline, kerosene, diesel or fuel cans
 - d. Caustic or flammable liquids
 - e. Non-folding shopping carts
 - f. Non-folding baby carriages
 - g. Vaping devices
 - h. Large bundles that obstruct the aisle, that cannot be secured, or that may inconvenience other passengers (such as but not limited to bicycles, sharp objects or instruments, fishing poles with exposed hooks)
2. The driver shall exercise good judgment in allowing passengers to carry large objects on board based on vehicle capacity and the impact on safety and comfort of all passengers.

Consequences:

Failure of passengers to comply with this policy may result in suspension of service.

Failure of drivers to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.20 Smoking and use of Chewing Tobacco while on Vehicles	Procedure on:
Date Initiated: Oct 2023 Revised 05/2025	Page 1 of 1

Purpose: To ensure the comfort of all passengers.

Policy Statement: STRHT does not allow smoking or the use of chewing tobacco by a driver or passengers while in STRHT vehicles.

Guidelines:

1. **No Smoking, Vaping, or Tobacco Use in STRHT Vehicles**
Smoking, vaping, and the use of any substance, including tobacco and other items, are prohibited inside STRHT vehicles at all times, whether in service or not.
2. **Smoking Outside the Vehicle**
Smoking is allowed outside the vehicle only if:
 - a. The person is at least 25 feet away from the vehicle and other passengers.
 - b. It does not cause delays for the driver.
3. **Proper Disposal**
All smoking materials, including cigarette butts, ashes, and chewing tobacco residue, must be disposed of in designated trash receptacles.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Failure of a driver, mechanic, employee or volunteer to comply with the terms of this policy may result in disciplinary action up to and including dismissal or suspension from active volunteer status.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.21 Dealing with Disruptive Passengers	Procedure on:
Date Initiated: Jan 2017 Updated 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: SEMCAC is committed to maintaining a work environment that is free from harassment where employees at all levels are able to devote their full attention and best efforts to their job. STRHT is committed to these same rights and privileges to its clients and passengers.

Guidelines:

1. All passengers riding on a STRHT bus are expected to conduct themselves in a manner that is not disruptive or offensive in nature to other passengers.
2. If a passenger becomes disruptive or offensive the driver will bring it to the attention of the passenger and ask them to stop.
3. If the passenger complies, they will be allowed to continue on their ride.
4. If the passenger does not comply, the driver should not put him/herself or other clients in harm's way and should immediately contact dispatch/management or law enforcement (911) if necessary.
5. Driver must Document and fill out an Incident Report.
 - a. Report should be turned in to Management prior to the end of the route on the same day of incident.
6. Passengers that do become disruptive or offensive may be asked to leave the bus before its destination and may at the discretion of management be barred or suspended from further riding.
7. Rolling Hills Transit (RHT) is aware that certain disabilities may result in the involuntary breach of our passenger code of conduct and as a result we will evaluate each alleged breach on a case-by-case basis.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

4.22 Americans with Disabilities Act of 1990 (ADA)	Procedure on:
Date Initiated: Oct 2023	Page 1 of 13

Purpose: This ADA policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the Americans with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation (U.S. DOT) regulations for implementing ADA (49 CFR Parts 27, 37 and 38), and applicable state laws and regulations.

Policy Statement: It is the policy of STRHT to comply with all the legal requirements of federal and state laws and regulations as they pertain to individuals with disabilities. If state laws and federal regulations are contradictory, the federal ADA regulations prevail. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

Goals: Service is provided in a manner that meets these goals to:

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities
2. Ensure that eligible individuals who are unable to board, ride or disembark from the fixed route service are provided complementary paratransit with comparable service availability and quality to the fixed route service
3. Expedite the safe and efficient boarding, securing, transporting, and alighting of all passengers, regardless of mobility status
4. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment

Applicability: This policy applies to all transit system employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.

Definitions:

Bus: Curb-to-curb bus service, characterized by service to rural Minnesota in service area established by MNDOT, SEMCAC and TAC committee.

Disability: With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

Demand Response Service: This is demand response service that is equivalent to the fixed route service in terms of service characteristics as described under 49 CFR Part 37, Subpart F.

4.22 Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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Mobility Device: A device that is designed to assist an individual with disabilities with locomotion. Examples include wheelchairs, canes, crutches, and walkers. Also called mobility aid.

Route Deviation Service: A system that permits user-initiated deviations from routes or schedules.

Securement Area or Station: A designated location for riders using wheelchairs, equipped with a securement system.

Securement Device, Equipment or System: Equipment used for securing wheelchairs against uncontrolled movement during transport.

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

Wheelchair: A mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

General Guidance and Procedures for Implementing Policy

Recruitment and Employment: As stated in the transit system’s personnel policies, the agency is an Equal Opportunity Employer and fully complies with ADA in its recruitment, hiring and continued employment practices.

Facility and Vehicle Accessibility: The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and requirements of the State of Minnesota. If state requirements do not meet federal requirements, the federal ADA regulations prevail. All vehicles purchased for fixed route and route deviation service will be accessible. Vehicles purchased for demand response service will only be non-accessible to the extent that the demand response system, when viewed in its entirety, provides the same level of service for individuals with disabilities as for individuals without disabilities. The transit system will conduct an analysis of service equivalency prior to the acquisition of any inaccessible vehicles for demand-responsive service.

Vehicle and Route Assignment: STRHT also operates demand response service. To the extent that inaccessible vehicles comprise any proportion of the fleet, the transit system will ensure

4.22 Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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that equivalent service is provided to individuals with disabilities, including wheelchair users, that is consistent with U.S. DOT ADA regulations under 49 CFR Part 37, Section 37.77. This transportation will be provided in the most integrated setting appropriate to the needs of the individual and will be equivalent to the service provided other individuals with respect to:

- Response time
- Fares
- Geographic area of service
- Hours and days of service
- Restrictions or priorities based on trip purpose
- Availability of information and reservations capability
- Any constraints on capacity or availability

Maintenance of Accessible Features: Accessibility features on vehicles, including lifts, ramps, wheelchair securement devices and public address systems, will be maintained in operative condition. The preventive maintenance program of STRHT provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. In addition, the lift must be cycled as part of each pre-trip inspection. [Note: lift cycling as part of the pre-trip inspection is not required by ADA but is recommended by some states as a way to comply with the federal ADA requirement that transit systems conduct regular and frequent lift checks, sufficient to determine if lifts are actually operative.]

Drivers are required to report lift or ramp failures immediately. Vehicles with inoperative lifts or ramps will be removed from service and replaced with an accessible vehicle until the inoperative lift or ramp is repaired. Additional fixed route policies related to inoperative lifts or ramps are discussed under “Policies Specific to Fixed Route Service.”

Wheelchair Accommodation: All accessible vehicles meet or exceed the requirements of 49 CFR Part 38. Transportation providers are required to carry a wheelchair and its user, as long as the lift can accommodate the size and weight of the wheelchair and its user, and there is space in the securement area for the wheelchair on the vehicle without blocking the aisle. If a vehicle lift/ramp and securement area can accommodate a wheelchair (or other mobility device), STRHT will transport the device (and its user).

An individual who uses a wheelchair that, when occupied, exceeds the weight rating of the vehicle lift/ramp, will be offered the opportunity to board and disembark from the vehicle

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separately from the wheelchair. However, transit agency personnel are not (required OR permitted) to operate a passenger’s wheelchair. [Note: Select appropriate word depending on your agency policy. It is not required under the ADA regulations, and for safety reasons your local policy may wish to prohibit personnel from operating a passenger’s wheelchair.] The individual may travel with another individual who can assist with operating the unoccupied wheelchair to maneuver it on and off the lift/ramp.

Boarding: Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary and waiting for passengers to be seated before moving the vehicle. Only a properly trained transit system employee can operate the lift or ramp and secure the wheelchair in the securement station. Passengers may board facing toward or away from the vehicle.

Priority Seating: With the exception of the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating.

Priority seating for seniors and individuals with disabilities is to be designated by permanent signage in each vehicle. In cases where an individual with a disability requests use of priority seating that is currently occupied by another passenger, the driver will ask that passenger to move so as to allow the individual with a disability use of the priority seating. In cases where a wheelchair user requires the use of a securement location, the driver will ask any passenger (including other passengers with disabilities) to vacate the securement location.

Driver Assistance: Drivers will make themselves available for assistance to individuals with disabilities and will assist upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement system. Drivers will use the accessibility-related equipment and features on their vehicles as described in these policies.

Wheelchair Securement: STRHT requires that all wheelchairs be secured. Drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the wheelchair. Drivers cannot deny a passenger a ride based on the inability to secure the wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service.

Securement of wheelchairs is the responsibility of the driver. Drivers are trained in the proper operation of all securement equipment based on the equipment manufacturer’s specifications. Drivers will listen to and respect riders’ instructions on how to secure their equipment. Drivers cannot be expected to be familiar with each and every wheelchair type that may come aboard,

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and securement attachment points may differ by wheelchair manufacturer. The rider may be in the best position to instruct the driver on how to properly secure their mobility device.

If the securement system is not compatible with the wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride in the vehicle.

Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area. The wheelchair is not allowed to block the aisle.

Seat belts and shoulder harnesses are required for ALL passengers. Seat belts will never be used instead of independent securement of the passenger’s wheelchair.

In cases where an individual using a wheelchair attempts to board and requires use of a securement location that is currently occupied by another passenger that is not using a wheelchair, the driver will ask that passenger to allow the individual using a wheelchair to use the securement position.

Use of Lift or Ramp by Individuals with Disabilities Not Using a Mobility Device: The driver will deploy the lift or ramp for an individual with a disability who is not using a mobility device to board or alight the vehicle upon request.

Accommodation of Other Mobility Devices: Mobility devices that are not wheelchairs, but which are primarily designed to for use by individuals with mobility impairments, will be accommodated to the extent that the ADA-compliant lift or ramp and securement areas can safely do so. However, these devices are the responsibility of the individual passenger, and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.

Transfer to Fixed Seating: All passengers using wheelchairs have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, wheelchairs users to transfer to fixed seating. No waivers are allowed to be required.

Accommodation of Portable Oxygen: Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. DOT rules on the transportation of hazardous materials in 49 CFR Subtitle B, Chapter 1, Subchapter C. [Note: U.S. DOT requirements related to transportation of hazardous materials not part of the U.S. DOT ADA requirements and thus are not spelled out in this ADA policy template.]

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Service Animals: In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal, but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger’s control or which becomes a direct threat to the health or safety of other passengers may be restricted from riding.

Alighting: It is the responsibility of the driver to determine that the location for passenger alighting is safe. For fixed route, the driver will allow a passenger who uses the lift or ramp to alight at any stop, unless the lift or ramp cannot be deployed, will be damaged if deployed, or conditions at the stop would present unsafe conditions for all passengers. Only the driver will unsecure the wheelchair and operate the lift or ramp to return the passenger to the ground level.

Staff Training: All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

Rider Information: All printed informational materials are made available in accessible formats upon request, for example, large print for individuals with low vision or audio for blind individuals, as well as accessible electronic formats.

Complaint Procedure: All complaints of discrimination on the basis of disability will be promptly and objectively investigated and forwarded to the Operations Manager and promptly and objectively investigated. STRHT will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant. The response will be documented. Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment. [Note: attach the instructions that the transit agency provides to the public, as well as the complaint form if one has been established.] Documentation of each complaint will be kept on file for according to SEMCAC policy for record retention. [Note: the DOT regulations require FTA grantees to maintain all complaints of noncompliance with 49 CFR Part 27 for one year, and a record of all such complaints, which may be in summary form, for five years.]

Reasonable Modification of Policy: If a passenger with a disability requires modification of any of STRHT’s policies and practices to accommodate their disability to use the service, the passenger may request such a modification by contacting Transportation Director. The transit system will work with the individual to find an acceptable accommodation solution.

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Where a request for modification cannot practicably be made and determined in advance operating personnel will make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with STRHT management before making a determination to grant or deny the request.

Requests for modification of policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of STRHT’s services, programs, or activities;
- Granting the request would create a direct threat to the health or safety of others;
- Without the requested modification, the individual with a disability is able to fully use STRHT's services, programs, or activities for their intended purpose.

In any case in which STRHT denies a request for a reasonable modification, the agency shall take, to the maximum extent possible, other actions (that would not result in a direct threat or fundamental alteration of service) to ensure that the individual with a disability receives the services or benefit provided by STRHT.

Guidelines and Procedures for Implementing Policy Specific to ADA Complementary Paratransit Services

Introduction: STRHT provides ADA complementary paratransit services for individuals whose disabilities prevent them from independently using the fixed route system. This is demand response service that is equivalent to the fixed route service in terms of service characteristics as described under 49 CFR Part 37, Subpart F.

Eligibility Determination Process: To be eligible to use the ADA complementary paratransit service, applicants must complete an ADA complementary paratransit eligibility determination process. Eligible individuals will receive documentation of ADA complementary paratransit eligibility, which can be used in other areas.

Eligibility Criteria: The certification process strictly limits ADA complementary paratransit eligibility to the regulatory definition of eligibility. Only those persons who meet the regulatory definition will be given documentation indicating that they are “ADA Paratransit Eligible.” A person will be considered eligible for ADA complementary paratransit if:

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- The individual is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual (except the operator of a wheelchair lift/ramp or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
- The individual with a disability is capable of using the system with the assistance of a wheelchair lift/ramp but the route they want to use is not sufficiently ADA accessible for the individual to use it.
- The individual with a disability has a specific impairment-related condition, which prevents such individual from traveling to a fixed route boarding location or from a disembarking location.

Temporary eligibility for ADA complementary paratransit service will be allowed for those with a disability that is only temporary in nature. Temporary eligibility is established during the certification process.

Application Form: A copy of the application form used for STRHT ADA complementary paratransit service is provided at the end of this section. [Attach.] Large print, audio, electronic, and other accessible formats are available upon request, as well as in Spanish [or other applicable language per your system’s Limited English Proficiency / Language Assistance Plan].

Review Process and Time Frame: Upon receipt of a completed application, STRHT will review the application and determine the individual’s eligibility within 21 days of receipt. This responsibility has been assigned to the ADA Coordinator [or other designated individual]. If a determination is not made within 21 days, the applicant is treated as eligible and will receive service until such time as a determination of eligibility is made.

Notification of Eligibility: Each applicant will be notified in writing by mail of their status within 21 days of submitting a properly completed application (and completing the in-person assessment if applicable). If determined eligible, this letter will serve as temporary eligibility documentation as described below. The procedures for using ADA complementary paratransit will also be mailed with this letter in a format useable by the individual (such as large print, audio, or electronic file).

Those persons determined to be ineligible will be provided with specific information as to why their application was rejected and instructions on how they can appeal the decision (described below). This information will also be mailed with this letter in a format useable by the individual.

4.22 Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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Documentation: The STRHT will provide certified individuals with documentation that can be used as identification for reciprocal eligibility for ADA complementary paratransit service in other areas of the communities in the United States. This documentation will include the following information:

- Name of eligible individual
- Name of certifying transit provider – STRHT
- Telephone number of the STRHT ADA Coordinator
- Whether or not the rider requires use of a lift or ramp
- Expiration date
- Any conditions or limitations on eligibility
- Whether person travels with a PCA
- Information on the appeal process if the individual is denied eligibility or has conditions placed on eligibility.

Term of Eligibility: Once determined eligible, a person maintains eligibility for five (5) years. Recertification is required every two (2) years. Persons given temporary eligibility remain eligible for the duration of time of the temporary disability, as determined through the certification process and indicated in the documentation that is to be provided to the applicant.

Appeals Process: The appeals process will be explained to all applicants who are rejected or permitted only partial (conditional or temporary) service. The applicant has 60 days to file an appeal with STRHT, with the decision to be made by the STRHT Transportation Director *[or other official not involved in the original decision]*. The notification of intent to appeal may be submitted in person, by telephone, or in writing. Written appeals may not be required, but riders may have that option. The applicant will be afforded an opportunity to be heard and to present information and arguments in person. The STRHT Transportation Director has 30 days from the date of the appeal to render a decision concerning the appeal. If a decision is not reached within 30 days, the applicant will be presumed eligible until a decision has been reached. The ADA regulations require that the person who makes a determination on an appeal must not be involved in the initial determination of the individual’s eligibility.

4.22 Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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[Note: The ADA establishes the right to complementary paratransit as a civil right, and as such, there is an obligation on the part of the transit system to ensure “due process.” Small transit agencies that do not have enough internal staff to have a second decision-maker for the appeals process could consider involving external individuals with disabilities or specialists in various types of disabilities (such as orientation and mobility specialists, mental health professionals, social workers, physical and occupational therapists). See Chapter 9 of FTA Circular 4710.1 for an explanation on the separation of functions required for the appeals process (Section 9.7.2) and suggestions for selecting individuals to hear appeals (Section 9.7.4).]

ADA Complementary Paratransit Service for Visitors: ADA complementary paratransit eligible individuals visiting from other localities outside of the system’s service area will also be served when eligible trips are requested. The visiting individual’s local certification will be honored by STRHT. If a visitor does not have ADA complementary paratransit certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. However, in such cases, STRHT reserves the right to require proof that the individual is not a local resident, and if the individual has a disability which is not apparent. Service to visitors is limited to 21 days during any 365-day period beginning with the visitor’s first use of the service during that period. Visitors who anticipate requiring service for more than 21 days in a 365-day period must apply for eligibility.

Personal Care Attendants: STRHT will provide ADA complementary paratransit service for a personal care attendant (PCA) traveling with the eligible rider. The need to travel with a PCA will be determined by the applicant, and noted as part of the eligibility determination process. It is important to note that the PCA may not directly be needed for transportation, but may be needed at the individual’s trip destination (for example, to assist with grocery shopping) and thus need for a PCA will not be limited to those individuals who require assistance in traveling. An individual who is certified as needing a PCA cannot be denied service if they chose to travel without a PCA, and may not be required to travel with the same PCA for every trip.

Service Characteristics and Operating Policies: ADA complementary paratransit is comparable to STRHT’s fixed route system (excluding commuter bus routes), based on the following service characteristics and operating policies.

Geographic Service Area: ADA complementary paratransit is provided within the boundaries of STRHT service areas.

Days and Hours of Service: ADA complementary paratransit is provided within the same days and hours as other route services. ***[Attach the current fixed route operating schedules.]***

4.22 Policy on: Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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Fares: The one-way trip charge for ADA complementary paratransit is based on STRHT fee structure. *[Attach the current fixed route and paratransit fares.]*

If the ADA complementary paratransit-eligible individual travels with a PCA, the PCA will not be charged a fare for ADA complementary paratransit.

Trip Purpose: ADA complementary paratransit is provided for trips of any purpose; no priorities are placed on specific types of trips.

Trip Scheduling and Response Time: Reservations are accepted for ADA complementary paratransit trip reservations on a next-day basis, until regular close-of-business hours. Riders may schedule trips by calling the STRHT office Monday through Friday from 6:30 a.m. to 4:30 p.m. For trips on Monday and service days following holidays, reservations are accepted on Sundays and holidays via RHTBUS.com or leaving a message on answering machine.

Service Capacity and Scheduling Flexibility: As required, STRHT will provide adequate capacity to meet all demand for eligible ADA complementary paratransit trips. In some cases it may be necessary to negotiate trip times with the rider; however, in no case will any trip be scheduled more than one hour before or after the rider’s desired time (that is, a trip requested for 11:00 a.m. may be scheduled as early as 10:00 a.m. or as late as 12:00 noon).

In order to meet the ADA requirement for ensuring adequate capacity, STRHT will monitor the following indicators of capacity to ensure that no patterns or practices of capacity constraints are found:

- On-time performance – STRHT measures on-time performance according to vehicles that arrive within a promised ten (10) minute “window” of time. A vehicle that arrives within this “window” is considered on-time. STRHT will try to ensure that all trips are on-time but because of the realities of operating conditions (e.g., poor weather, road construction), not all trips will be on-time. Should on-time performance fall below 75% percent, actions will be taken to address and improve trip timeliness.
- Trip denials and missed trips –STRHT plans to meet all requests for ADA complementary paratransit service based on expected demand and to avoid any trip denials or missed trips. There may be insignificant numbers of trips denied due to unforeseen conditions. There may also be an insignificant number of missed trips, defined as a trip where the vehicle arrives late and the rider either is no longer there or declines the trip due to lateness, because of the realities of operating conditions. Trip denials and missed trips will be monitored to ensure capacity is adequate.

4.22 Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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- Trips with excessive lengths –STRHT monitors travel times on ADA complementary paratransit to ensure comparability to the same or comparable trip if taken on fixed route.

Subscription Trips: As permitted by the ADA regulations), STRHT may provide a portion of its ADA complementary paratransit trips on a subscription basis (also called standing orders). Unlike other ADA complementary paratransit trips, trip priorities and waiting lists for subscription service may be established. STRHT does not have capacity constraints, there are no restrictions on the percentage of trips that will be provided as subscription trips.

Companions: An ADA complementary paratransit rider is permitted to travel with at least one companion (and more than one on a space-available basis). Companion passengers pay the same fare as ADA riders. The eligible ADA rider shall reserve space for the companion(s) when the rider reserves the ride. Any companions traveling with the eligible individual must share the same trip origin and destination as the eligible individual. The companion is in addition to any PCA with which the rider may travel.

Origin-to-Destination Service and Passenger Assistance: ADA complementary paratransit services will be provided on a curb-to-curb basis. STRHT drivers will assist ADA complementary paratransit riders with boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate ADA complementary paratransit services will be proficiently trained in passenger assistance and sensitivity towards individuals with disabilities.

Riders will be required to travel to the curb outside of their trip origin in time for their scheduled pick-up. Riders who require additional assistance in the form of door-to-door service in order to use the ADA complementary paratransit may request a modification of this policy by contacting the ADA coordinator at STRHT. In such case, the driver will provide assistance on a door-to-door basis. This ensures that STRHT meets the ADA requirement to provide service on an “origin to destination” basis. While limited assistance in guiding a passenger from their door to the curb may be provided on a case-by-case base, this must be prearranged and indicated when the trip is scheduled.

The staff of STRHT will not lift a passenger, leave a vehicle unattended or out of visual observation for a lengthy period of time, enter a rider’s home, care for service animals, operate a power wheelchair, provide personal care attendant (PCA) service, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than STRHT can provide as a provider of public transportation, the individual will be responsible for arranging personal assistance. Staff of STRHT will work with the individual and/or the rider’s caregiver/social worker to clarify parameters of the assistance provided by the driver and formally document this in a letter sent to the individual.

4.22 Policy on: Americans with Disabilities Act of 1990 (ADA)	Procedure on:
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No Show Policy: If no shows become a problem for ADA complementary paratransit riders, the STRHT will establish an ADA no-show policy with input from the disability community. A no-show policy allows a transit system to discipline riders who establish a pattern or practice of missing scheduled trips, which can have a negative effect on paratransit performance.

Consequences:

Failure to comply with this policy may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

Source: <https://www.nationalrtap.org/>

4.23 ADA eligible rider	Procedure on:
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Introduction and Purpose: The U.S. Department of Transportation (U.S. DOT) regulations for implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Part 37) require a public transit agency with ADA paratransit service to have an appeals process as part of its eligibility determination process [49 CFR Part 37, subpart 125(g)] and for service suspensions related to a pattern or practice of no-shows [49 CFR Section 37.125(h)].

Policy: Rolling Hills Transit has established an appeal process for the following:
An applicant for ADA eligible rider recertifying eligibility who is denied eligibility or given conditional or temporary eligibility may appeal the decision.
An ADA eligible rider receiving notice of a service suspension due to a pattern or practice of no-shows may appeal the decision.

Guidelines:

Reasonable Modifications: If reasonable modifications to the Rolling Hills Transit’s (RHT) policies and procedures are necessary because of a disability, they are available on request. If practicable, these types of requests should be requested in advance, but vehicle operators shall be empowered to make modifications on-the-spot (i.e. if someone with diabetes needs to eat because of blood sugar concern, the driver would make a reasonable modification to the “no eating” rule and allow that). If information is needed about RHT’s services in alternative accessible formats, it is available on request.

Submit an Intent to Appeal: The individual appealing, referred to as the appellant, must submit an intent to appeal in writing, and it must be filed within 180 days of notification of the eligibility determination or of a service suspension.
The written intent to appeal should be sent:

By first class mail to: Director of Transportation, ADA Compliance 400 Commerce Dr. SE, Kasson, MN 55944 or

By email RHTBus@semcac.org

The written intent to appeal may state the reason(s) for the appeal with supporting information, and this would be helpful for Rolling Hills Transit to review the appeal, but this is not required.

Appeals Hearing: Once the intent to appeal is received, Rolling Hills Transit will schedule an Appeals Hearing within 30 days.

The appellant will be notified in writing of the date, time, and location of the Hearing.
The appellant may attend in person along with an attendant or representative if desired; however, attending in person is not required.

If the appellant does not attend in person, they may have another person attend as the representative. This also is not required.

The appellant may provide before the Hearing or bring to the Hearing any information or evidence, orally or in written form, that supports the appellant’s appeal.

4.23 ADA eligible rider	Procedure on:
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Appeals Committee: The appeal will be heard by the Appeals Committee, which is composed of three staff members of Rolling Hills Transit. These include the Transportation Director, Operations Manager, Compliance & Safety Officer and Dispatch Coordinator appointed to the Appeals Committee.

[Depending upon the staffing of the transit agency, the three positions may vary but importantly, the staff member who made the determination on eligibility or the service suspension must not be involved as a member of the Appeals Committee. Section 9.7.4 of the FTA ADA Circular notes that an optional good practice for eligibility-related appeals is to compile a roster of specialists to call upon according to each appellant’s disability. See Section 9.7.4 of the FTA ADA Circular for additional selections.]

Decision: The Appeals Committee will make a decision on the appeal within 30 days of the Appeals Hearing and provide the decision and reasons for the decision to the appellant in writing. If a decision on the appeal has not been made within 30 days after the Appeals Hearing, the appellant will be provided ADA transit service until a final decision is made.

The provision of ADA paratransit from the time when the appeal is received by Rolling Hills Transit to the time when a decision on the appeal is made depends on the reason for the appeal:

If the appellant is a new applicant for ADA paratransit, no ADA paratransit will be provided until a decision has been made by the Appeals Committee.

If the appellant is currently eligible for ADA paratransit and whose recertification is denied or given conditional or temporary eligibility, ADA paratransit will be provided until a decision has been made by the Appeals Committee.

If the appellant is appealing service suspension due to a pattern or practice of no-shows, ADA paratransit will be provided until a decision has been made by the Appeals Committee.

Recordkeeping: Documentation related to the appeal and its outcome will be retained for a period of three years, with a record in summary form kept for five years. [Recommended but not required by ADA regulations for appeals. Note that ADA-related complaints must be kept on file for one year, and a record of all such complaints, which may be in summary form, must be kept for five years.]

4.23 ADA eligible rider	Procedure on:
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Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and/or including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

5.0 Emergency || Reporting

5.1 Incident or Accident Reporting	Procedure on:
Date Initiated: Oct 2023	Page 1 of 2

Purpose: To ensure the safety of passengers, drivers, and other travelers on the road.

Policy Statement: STRHT is committed to the safety of its passengers, and employees. In addition, STRHT must comply with certain federal regulations following accidents.

Guidelines:

1. The driver shall complete an Accident Report on an approved form, whenever the vehicle, driver, or passenger is involved in an accident. Incidents will be reported on the approved incident form.
2. The driver **MUST**, in addition to the written report, notify STRHT management **immediately** of any incident or accident.
3. An incident or accident shall be defined as and include but not be limited to:
 - a. Any vehicle damage
 - b. Personal injury to any party
 - c. Any moving violation while on duty
 - d. Passenger disputes
 - e. Passenger policy violations
 - f. Passenger complaints
 - g. Questionable package(s) left on the vehicle
 - h. Weapons – **Do not Touch, refer to Weapons Policy**
4. The driver must notify STRHT management immediately.
5. If either of these conditions listed below (b) or (c) occur, the driver must immediately be removed from the vehicle by a supervisor and taken for post-accident drug and alcohol test unless (d) applies. If (a) occurs, the driver must immediately be removed from the vehicle by a supervisor and taken for post-accident drug and alcohol test. For complete details refer to the SEMCAC Drug & Alcohol Policy.
 - a. An accident occurs that involves a fatality; or
 - b. An accident occurs in which a passenger is injured and must be transported by emergency services for treatment; or
 - c. The vehicle is damaged to the extent that it cannot be driven from the site of the accident.
 - d. Unless the transit employee’s performance can be **completely discounted** as a contributing factor to the accident
6. All reports shall be completed at the earliest opportunity, preferably prior to the end of the driver shift. All reports will be turned into STRHT management.

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5.1 Incident or Accident Reporting	Procedure on:
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Consequences:

Failure to comply with the terms of this policy may result in STRHT losing federal funding.
Failure of a driver to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

5.2 Medical Emergency Response	Procedure on:
Date Initiated: Oct 2023 Revised 05/2025	Page 1 of 2

Purpose: To ensure medical emergencies that involve passengers during transport are managed with due care.

Policy Statement: Since STRHT is a public transportation service, passengers may require medical attention at any time. The following guidelines must be followed to ensure proper care and response in such situations.

Guidelines:

- 1. Assist Passengers Within Training Scope**
Drivers must provide assistance consistent with their training and certification, prioritizing the safety and comfort of the affected passenger.
- 2. Secure the Vehicle**
Before rendering assistance, the driver must stop the vehicle in a safe and secure location, engage the parking brake, and activate hazard lights if necessary.
- 3. Assess the Situation**
Quickly evaluate the nature of the emergency. If the passenger is conscious, ask them what help they need and look for visible signs of distress or injury.
- 4. Notify Dispatch Immediately**
Contact dispatch without delay. Report the nature of the emergency, the passenger's condition, and the exact vehicle location. Dispatch will notify the Operations Manager and/or Transportation Director.
- 5. Call Emergency Services (911)**
If the situation appears urgent or life-threatening, call 911 immediately after notifying dispatch. Do not delay emergency medical assistance.
- 6. Administer First Aid or CPR (If Trained)**
If the emergency requires immediate intervention and the driver is trained and certified, administer First Aid or CPR until emergency personnel arrive.
- 7. Gather Relevant Information**
If possible, obtain information from the affected passenger or from other passengers regarding any known medical history, behavior prior to the incident, or relevant observations.
- 8. Complete an Incident Report**
Submit a detailed incident report by the end of the route or the same day. Include all relevant facts, actions taken, and any contact information for passengers who witnessed the incident or may be contacted for follow-up.

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5.2 Medical Emergency Response	Procedure on:
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Consequences:

Failure to comply by a passenger may result in suspension of services.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

5.3 Emergency Evacuation	Procedure on:
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Purpose: To ensure the safety of passengers and the driver in the event of an emergency, which requires evacuation of the vehicle.

Policy Statement: Despite STRHT’s best planning, emergencies do happen. With the following guidelines, STRHT is attempting to make an emergency as safe as possible for passengers and the driver.

Guidelines:

1. The driver should be prepared to evacuate the vehicle in emergency situations such as but not limited to a fire on the vehicle, a fuel leak, or a situation in which the vehicle is in an unsafe position.
2. The driver should be prepared to evacuate the vehicle in the event evacuation orders are given to the driver by STRHT dispatch or management, or law enforcement agencies.
3. Remain calm, and attempt to keep the passengers calm.
4. If possible, pull the vehicle out of the traffic stream.
5. Turn on the emergency flashers.
6. Turn off the engine and set the parking brake.
7. Immediately evacuate your passengers **(Remember you are in charge until relieved by appropriate law enforcement officers.)**
 - a. Open all doors.
 - b. Do not perform any evacuation procedure that will cause you injury.
 - c. Instruct all passengers to release their seat belts or restraints. Passengers who are fully mobile and uninjured may assist non-mobile passengers to release their seat belts.
 - d. Use the most usable exit.
 - e. Assist ambulatory passengers first. Passengers who can self-evacuate may assist others from the ground.
 - f. Verify that all passengers have been evacuated and move them a safe distance from the vehicle and other traffic.
8. Make certain to take your cell phone with you.
9. Do not attempt to extinguish a vehicle fire unless it is containable and the driver has had proper training.
10. Collect emergency information on passengers including names, health status, and name/number of emergency contact.
11. Notify STRHT dispatch giving your name, exact location, description of emergency, number and status of passengers.
12. If possible, once evacuated passengers have been contained and dispatch notified, place emergency warning devices such as reflectors, triangles, or flares.

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5.3 Emergency Evacuation	Procedure on:
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13. Keep passengers calm.
14. Do not re-board the vehicle.
15. Cooperate with rescuers and emergency personnel.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

5.4 Weapons	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure the safety of STRHT passengers as well as STRHT employees and drivers.

Policy Statement: STRHT is committed to maintaining a safe and secure environment.

Guidelines:

1. All STRHT vehicles are to be free from any device that may inflict bodily harm.
2. Commissioned Law Enforcement Officers to the extent they are legally permitted to possess weapons may do so.
3. **Weapons can be defined as but not limited to:**
 - a. **FIREARMS:** Any device that shoots a bullet, pellet, flare, tranquilizer, spear dart, or other projectile, whether loaded or unloaded, including those powered by CO2. This includes, but is not limited to, guns, air guns, dart guns, pistols, revolvers, rifles, shot guns, cannons, and plastic firearms made with 3-D printers and copying technology, and any ammunition for any such device.
 - b. **WEAPONS:** Any device that is designed to or traditionally used to inflict harm. This includes, but is not limited to: 1) firearms, slingshots, switchblades, daggers, blackjacks or sap a group of weapons that are short, concealable, and weighted (usually filled with lead powder, molded lead clay, or lead shot) to constitute an effective bludgeoning device, brass knuckles, bows and arrows, hand grenades, hunting knives, nun-chucks, throwing stars, etc.; 2) any object that could be reasonably construed as a weapon; or 3) any object legally controlled as a weapon or treated as a weapon under Minnesota Law.
 - c. **EXPLOSIVES:** Any chemical compound or mechanical mixture that contains any oxidizing and combustible units, or other ingredients, in such proportion, quantities or packing that an ignition or detonation by fire, friction, concussion, percussion, static, RF (radio frequency) Energy or detonator, or any part of the compound or mixture, may cause a sudden generation of highly heated gases that results in gaseous pressures capable of producing destructive efforts on contiguous objects or of destroying life or limb. This includes, but is not limited to, firecrackers, black powder, dynamite, plastic explosive, or any improvised compound with the same properties etc. as well as detonating devices such as detonators, blasting caps, timers, incendiary wire and the like.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

5.5 Contagious Diseases including Blood Borne Pathogens	Procedure on:
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Purpose: To safeguard the health and well-being of passengers and employees.

Policy Statement: Individuals with diseases such as Hepatitis B and HIV are entitled to transportation and thus the services of STRHT. SEMCAC Transportation/Rolling Hills Transit respects the rights of privacy of these individuals and at the same time must take all universal precautions to ensure the health and well-being of other passengers and employees.

Guidelines:

1. Blood borne pathogens are viruses or other infectious agents carried by the blood which can cause disease in humans (such as but not limited to HIV and the virus of Hepatitis B).
2. Occupational exposure means contact with blood or other potentially infectious materials to the skin, eye, mucous membrane, or piercing of the skin or mucous membrane through needle sticks, human bites, cuts and abrasions that may result from the performance of an employee’s duties.
3. As it is STRHT’s policy to not duplicate services available through other agencies, STRHT will not transport clients with airborne pathogens such as but not limited to M.R.S.A. (Methicillin Resistant Staphylococcus Aurous). Local Ambulance Services currently offers transport to M.R.S.A. patients.
4. Other potentially infectious materials include the following human bodily fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any bodily fluid that is visibly contaminated with blood, and all bodily fluids where it is difficult or impossible to differentiate between bodily fluids.
5. For the purpose of this policy, all human blood and certain bodily fluids are to be treated as if known to be infectious with blood borne pathogens.
6. This exposure control plan shall be reviewed and updated at least annually and whenever necessary to reflect new or modified tasks and procedures which affect occupational exposure, and to reflect new or revised employee/driver positions with occupational exposure.
7. Job classifications having occupational exposure: drivers, Executive Director, and those acting in a receptionist capacity.
8. Tasks which may allow exposure include: transporting STRHT clients, greeting STRHT clients, and/or dealing with clients in a grievance or problem situation.

5.5 Contagious diseases including airborne and blood borne pathogens	Procedure on:
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9. Each STRHT vehicle shall be equipped with a biohazard spill kit meeting OSHA CFR 29 1910.1030 Blood borne Pathogens regulation. Items to be included in this spill kit include: two pairs of disposable latex or vinyl gloves; a dust pan and brush or tongs; disinfectant spray or foam that is effective on HIV-1 and TB; two fluorescent orange or orange-red bags with the biohazard symbol printed in red and the word BIOHAZARD printed in a contrasting color; a wire tie and a clear plastic bag in which the first bag will be placed; solidifying powder to be used to turn a liquid spill into a gummy spill; face mask that covers the mouth and nose, or mouth only if a face shield is used; eye protectors with side protectors (goggles are preferred); Antiseptic hand wipes to clean hands after removal of gloves; a container for sharps which is sealable, leak proof, and puncture resistant; and latex shoe covers.
10. The Compliance Manager or Driver will be responsible for restocking the kits after each use at STRHT expense.
11. Antiseptic hand cleanser and paper towels must be readily accessible in the STRHT office restroom.
12. Employees/drivers must wash their hands with soap and running water as soon as possible after using antiseptic hand cleansers or wipes.
13. Employees/drivers must wash hands as soon as possible after removal of gloves or other personal protective equipment.
14. Personal protective equipment is specialized clothing or equipment worn for protection against a hazard. General work clothes are not intended to function as protection against a hazard and are not considered to be personal protective equipment.
15. Employees/drivers must wash hands and any other skin with soap and water or flush mucous membranes with water as soon as possible following contact of such body areas with blood or potentially infectious materials.
16. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.
17. All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, splattering, and generation of droplets of these substances.
18. Suctioning of blood or other potentially infectious material is prohibited.
19. Specimens of blood or other potentially infectious materials shall be placed in a container which prevents leakage during collection, handling, processing, storage, transport, or shipping.
20. The container for storage, transport, or shipping shall be labeled with a fluorescent orange or orange-red biohazard symbol.
21. Labels shall be affixed as close as feasible to the container by string, wire, adhesive, or other method that prevents their loss or unintentional removal.
22. The container for storage, transport, or shipping must be closed prior to being stored, transported, or shipped. If outside contamination of the primary container occurs, the primary container shall be placed within a second container which prevents leakage during handling, processing, storage, transport, or shipping.

5.5 Contagious diseases including airborne and blood borne pathogens	Procedure on:
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23. The second container must be clearly labeled with a fluorescent orange or orange-red biohazard symbol.
24. When there is occupational exposure, STRHT will provide, at no cost to the employee/driver, appropriate protective equipment such as but not limited to gloves, gowns, face shield or mask and eye protection, lab coats, mouthpieces, resuscitation bags, pocket masks, or other ventilation devices.
25. Personal protective equipment will be considered “appropriate” only if it does not permit blood or other potentially infectious materials to pass through to or reach the employee’s/driver’s work or street clothes, undergarments, skin, eyes, mouth, or other mucous membranes under normal conditions of use and for the duration of time which the protective equipment will be used.
26. Any garment penetrated by blood or other potentially infectious materials, or personal protective equipment that has been removed, shall be placed using gloves in a orange biohazard bag and removed as soon as possible.
27. All red biohazard bags should be placed in a second clear bag and sealed with a wire tie.
28. These bags must be taken to RMH Center for Corporate Health for proper disposal.
29. These bags may not ever be placed in a regular trash can or dumpster.
30. All personal protective equipment shall be removed prior to leaving the work area.
31. Gloves must be worn when an employee/driver may have hand contact with blood, other potentially infectious materials, mucous membranes, non-intact skin, or contaminated personal protective equipment.
32. Disposable gloves are to be replaced as soon as possible if torn, punctured, or when their ability to function as a barrier is compromised.
33. Contaminated gloves are to be disposed of in the same manner as other contaminated protective equipment.
34. Contaminated surfaces shall be decontaminated with an appropriate disinfectant.
35. Broken glassware which may be contaminated shall not be picked up directly with the hands. Dust pan, brush, or tongs should be used.

5.5 Contagious diseases including airborne and blood borne pathogens	Procedure on:
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36. Following a report of an exposure incident, the employer shall make immediately available to the exposed employee/driver a confidential medical evaluation and follow-up, including at least: documentation of the route(s) of exposure, and the circumstances under which the exposure incident occurred; identification and documentation of the source individual unless STRHT has established that identification is infeasible or prohibited by state or local law; the source individual's blood shall be tested as soon as feasible and after consent is obtained in order to determine HBV and HIV infectivity. If consent is not obtained, STRHT shall establish that legally required consent cannot be obtained. When the source individual's consent is not required by law, the source individual's blood, if available, shall be tested and the results documented. Results of the source individual's testing shall be made available to the exposed employee/driver, and the employee/driver shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual. The exposed employee's/driver's blood shall be collected as soon as feasible and tested after consent is obtained. If the employee/driver consents to baseline blood collection, but does not give consent at that time for HIV serologic testing, the sample shall be preserved for at least 90 days. If within 90 days of the exposure incident, the employee elects to have the baseline sample tested, such testing shall be done as soon as feasible. STRHT shall ensure that the healthcare professional evaluating an employee/driver after an exposure incident is provided with a copy of OSHA's Blood borne Pathogens regulation CFR 29 1910.1030, a description of the exposed employee's/driver's duties as they relate to the exposure incident, documentation of the route(s) of exposure and circumstances under which exposure occurred, results of the source individual's blood testing if available, and all medical records relevant to the appropriate treatment of the employee/driver.
37. STRHT shall obtain and provide the employee/driver with a copy of the evaluating healthcare professional's written opinion within 15 days of the completion of the evaluation.
38. The healthcare professional's written opinion for post-exposure evaluation and follow-up shall be limited to the following information: that the employee/driver has been informed of the results of the evaluation, and that the employee/driver has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment. All other findings or diagnoses shall remain confidential and shall not be included in the written report.
39. STRHT shall ensure that all employees/drivers with occupational exposure participate in a training program which must be provided at no cost to the employee/driver and during working hours.

5.5 Contagious diseases including airborne and blood borne pathogens	Procedure on:
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40. Training shall be provided as follows: at the time of initial assignment to tasks where occupational exposure may take place, within 90 days after the effective date of the standards, and at least annually thereafter. For employees/drivers who have received training on blood borne pathogens in the year preceding the effective date of the standards, only training with respect to the provisions of the standard which were not included need to be provided. Annual training for all employees/drivers shall be provided within one year of their previous training. STRHT will provide additional training when changes such as modification of tasks or procedures or institution of new tasks or procedures affect the employee’s/driver’s occupational exposure. The additional training may be limited to addressing the new exposures created.
41. The training program shall contain at a minimum the following elements: an accessible copy of the OSHA regulation on blood borne pathogens CFR 29 1910.1030 and an explanation of its contents; a general explanation of the epidemiology and symptoms of blood borne diseases; an explanation of the modes of transmission of blood borne pathogens; an explanation of STRHT’s exposure control policy and a written copy of the policy; an explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials; and explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate work practices and personal protective equipment; information on the types, proper use, location, removal ,handling, decontamination and disposal of personal protective equipment; an explanation of the basis for selection of personal protective equipment; information on the Hepatitis B vaccine; information on the appropriate actions to take and persons to contact in an emergency involving blood and other potentially infectious materials; an explanation of the procedure to follow if an exposure incident occurs; information on the post-exposure evaluation and follow-up.
42. STRHT is required to provide for the employee/driver following an exposure incident; an explanation of the biohazard signs and labels; and an opportunity for interactive questions and answers with the person conducting the training.
43. STRHT shall keep training records for three years following the date of the training to include: dates of the training sessions; contents or summary of the training sessions; names and qualifications of persons conducting the training; and names and job titles of all persons attending the training sessions.
44. Employee/driver training records required by this policy shall be provided upon request for examination and copying by the employee/driver, and by the Director and Assistant Secretary of OSHA.
45. Employee/driver medical records required by this policy shall be provided upon request for examination and copying to the subject employee/driver, to anyone having the written consent of the subject employee/driver, and to the Director and Assistant Secretary of OSHA.

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5.5 Contagious diseases including airborne and blood borne pathogens	Procedure on:
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Consequences:

Failure to comply with the terms of this policy may result in sever ramifications to one's personal health.

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

6.0 Dispatch

6.1 Dispatcher Client Relations	Procedure on:
Date Initiated: Oct 2023	Page 1 of 1

Purpose: To ensure quality customer service.

Policy Statement: In order to provide quality customer service, the dispatcher must be readily available to assist clients at all times while on duty.

Guidelines:

1. The dispatcher must receive a copy of their job description.
2. The dispatcher must be made aware that their voice and actions represent the organization to the general public.
3. The dispatcher will not leave anyone on hold for more than two (2) minutes. If an answer is not readily available for the client, the dispatcher will take the clients name and number and return the call.
4. All calls should be returned within two (2) hours. If calls cannot be returned within that time frame, management should be notified as to the reason.
5. Dispatchers may not make or take personal calls except on breaks.
6. If the dispatcher needs to leave the work area for any reason, a designated substitute must be in place. It is the responsibility of the dispatcher to notify the designated substitute and ensure that he/she is in place prior to the dispatcher leaving the work area.
7. The dispatcher should brief the substitute on any pending issues.
8. Schedules must be kept in a designated location for ease of access.

Consequences:

Failure to comply with terms of this policy may result in disciplinary action up to and including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

6.2 Reservations/Scheduling	Procedure on:
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Purpose: To ensure quality customer service by making seat reservations and trip scheduling as easy as possible for our passengers, including those using volunteer driver services.

Policy Statement: STRHT recommends advance notice and reservations for all trips taken on either our volunteer driver program services or on our public transportation system.

Guidelines:

- 1. Advance Notice Preferred**
All transportation services—whether through the Volunteer Driver Program or public transportation—prefer advance notice for trip scheduling. Passengers are encouraged to plan ahead whenever possible.
- 2. Trip Scheduling Process**
To schedule a ride, passengers/clients must contact the STRHT office in accordance with our Policy on Next Day Service. Volunteer drivers should *not* accept direct ride requests from passengers. Instead, passengers must be referred to STRHT dispatch for scheduling.
- 3. Unscheduled Ride Requests**
If a driver is approached by a passenger with an unscheduled ride request and is willing to accommodate the request, the driver must first contact STRHT dispatch to receive permission and ensure proper scheduling documentation is completed.
- 4. Dispatcher's Role and Communication with Drivers (Volunteer Drivers Only)**
It is the dispatcher's responsibility to schedule all rides. When assigning a ride, the dispatcher will contact the volunteer driver with the client's name, address, phone number, appointment destination and time, and the scheduled pick-up time. If the driver agrees to take the ride, the dispatcher is responsible for notifying the client and confirming the ride. Drivers are welcome to call the client themselves to confirm details or introduce themselves.
- 5. Driver Preferences (Volunteer Drivers Only)**
Volunteer drivers are encouraged to share their preferences with the dispatcher—such as preferred ride types, availability on specific days, or planned vacations—so dispatch can schedule accordingly and respect the driver's availability.

Consequences:

Failure by a passenger to comply with this policy may result in a trip not being available or completed.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

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6.3 Payment Due at time of Service	Procedure on:
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Purpose: To ensure that other passengers and clients are not forced to ultimately bare the cost of clients who do not pay.

Policy Statement: STRHT passengers should be prepared to pay at the time service (transportation) is given unless other arrangements have been previously made with STRHT management or dispatch.

Guidelines:

1. STRHT will bill for certain trips under the following conditions:
 - a. A human service agency is sponsoring and paying for the trip, or
 - b. A client's guardian requests billing due to the client's inability to handle cash.
 - c. Arrangements are made in advance giving STRHT the name of the agency to bill, contact name, full mailing address, telephone number, and any applicable reference number.
2. Drivers are never allowed to pay for a passenger's ride under any circumstances.
3. Passengers shall present passes when boarding the bus

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Failure by a passenger or agency to pay for a trip or to make good on a returned check may result in legal charges and fees.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

7.0 Operations

7.1 Advertising on Rolling Hills Transit (RHT) Vehicles, Property, and Other Mediums	Procedure on:
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Purpose: To define the expectations in advertising on STRHT buses and/or property.

Policy Statement: The purpose of this policy is to establish clear guidelines for advertising on transit buses and property operated by STRHT. This policy aims to ensure that all advertisements contribute positively to the community, adhere to legal and ethical standards, and enhance the overall transit experience for passengers

Guidelines:

1.01 Nonpublic Forum; Commercial/Proprietary Functions. RHT will make space on its RHT Property available for limited types of advertising (“Permitted Advertising”). By allowing limited types of advertising on or within its buses other designated RHT Facilities, RHT does not intend to create a public forum for public discourse or expressive activity, or to provide a forum for all types of advertisements. The display of Permitted Advertising on designated RHT Property is intended only to supplement fare revenue, tax proceeds and other income that fund the regional transit system.

1.02 Certain Excluded Advertising. RHT will not accept for display on its RHT Property the types of advertising defined in Section 2.01 of these policies and standards (“Excluded Advertising”). By not accepting Excluded Advertising RHT can: (a) maintain a professional advertising environment that maximizes advertising revenues and minimizes interference or disruption of the commercial aspects of its regional transit system; (b) maintain an image of neutrality on political matters and other noncommercial issues that are the subject of public debate and concern; (c) protect passengers, employees and RHT Property from harm or damage that can result from some individual’s reactions to political or controversial materials; and (d) help build and retain transit ridership.

1.03 Limits on Permitted Advertising. Placing reasonable limits on Permitted Advertising displayed on its RHT Property will enable RHT to: (a) avoid subjecting its passengers and other members of the public to material that may cause them embarrassment or discomfort and discourage them from using regional transit services; (b) maintain an image of professionalism and decorum; (c) avoid displaying material that is not suitable for viewing by minors who ride on RHT buses or whose neighborhoods are served by RHT bus routes; and (d) maximize revenues by attracting and maintaining the patronage of passengers.

II. ADVERTISING POLICIES

2.01 Excluded Advertising. For the purposes of these policies and standards, the advertising described in this Section 2.01 is “Excluded Advertising.” RHT will not accept the following Excluded Advertising for display, posting or placement on or within its buses or other RHT Facilities:

- (a) **Political or “Issues” Advertising.** The advertising space on RHT Property is a nonpublic forum. RHT therefore will not accept political or “issues” advertising of any kind. For the purposes of these policies, political or issues advertising includes: (1) advertisements,

7.1 Advertising on Rolling Hills Transit (RHT) Vehicles, Property, and Other Mediums	Procedure on:
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- (b) posters or other displays that promote or oppose candidates for appointive or elective offices; (2) political campaign material; (3) advertisements, posters or other displays that promote or oppose ballot questions, initiatives, petitions or referenda; and (4) advertisements, posters or other displays that promote, oppose or otherwise directly relate to issues of public debate on economic, political or social issues.
- (c) **Alcoholic Beverages.** RHT will not accept advertisements and images soliciting or promoting the sale or use of alcoholic beverages.
- (d) **Tobacco/Vaping/THC Products.** RHT will not accept advertisements and images soliciting or promoting the sale or use of tobacco, vaping devices or THC products including, but not limited to, cigarettes, cigars, vaping devices, THC dispensing devices and smokeless tobacco.
- (e) **Advertisements Affecting Image or Operation.** RHT will not accept advertisements and images that threaten or adversely affect: the public image of RHT or parent company Semcac, Inc.; RHT’s ability to operate its RHT Buses; or RHT’s ability to attract and maintain the patronage of passengers.

2.02 Permitted Advertising. Subject to the viewpoint-neutral standards contained in Section 3.01 of these policies and standards, RHT will accept “Permitted Advertising” for display or placement on designated RHT Property. For the purposes of these policies, “Permitted Advertising” is advertising that: (a) does not qualify as Excluded Advertising under Section 2.01; and (b) generally relates to the economic interests of the advertiser and its audience. Permitted Advertising typically promotes the sale, rental, distribution or availability of goods, services, food, entertainment, products or property (real or personal), but also may solicit business or promote (commercial or noncommercial) transactions, events or programs. Advertising defined in Section 3.02 also is Permitted Advertising.

2.03 Prohibitions on Literature or Product Distribution and Leafleting. RHT’s purpose in operating a regional transit system is to meet the public’s need for efficient, effective and safe public transportation. RHT Property are not public forums for public discourse or expressive activity. Literature or product distributions, leafleting and similar activities can disrupt or delay passengers who are boarding and exiting buses, distract passengers, distract bus and light rail vehicle operators, cause maintenance issues, and otherwise create safety issues for passengers, operators and surrounding traffic. Accordingly, political campaign activities, distribution of political or issues campaign literature, leafleting, and other informational or campaign activities are prohibited within RHT buses. Notwithstanding the policies that allow the display of Permitted Advertising on designated RHT Property, nothing in these policies or standards authorizes or permits advertisers to distribute literature, leaflets, coupons, products, samples or other items within RHT buses. On a limited basis and in conjunction with a “partnering” opportunity approved by RHT, RHT may allow an advertiser to distribute items on or within RHT Property. Any distribution of literature, leaflets, coupons, products, samples or other items must be pre-approved by RHT and must comply strictly with terms and conditions established by RHT.

III. ADVERTISING STANDARDS AND RESTRICTIONS

7.1 Advertising on Rolling Hills Transit (RHT) Vehicles, Property, and Other Mediums	Procedure on:
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3.01 Advertising Standards and Restrictions. RHT will make available on designated RHT Property space for advertisements subject to the viewpoint-neutral restrictions in this Section 3.01 that limit certain forms of paid and unpaid advertising. Advertisements cannot be displayed or maintained on RHT Property if the advertisement or information contained in the advertisement falls within one or more of the following categories:

- (a) **False, Misleading, Deceptive or Disrespectful Advertising.** Advertising or any material or information in the advertising that is false, misleading or deceptive, or that is intended to be (or reasonably could be interpreted as being) disparaging, disreputable or disrespectful to persons, groups, businesses or organizations, including advertising that portrays individuals as inferior, evil or contemptible because of their race, color, creed, sex, pregnancy, age, religion, ancestry, national origin, marital status, disability, including those related to pregnancy or child birth, affectional or sexual orientation, or any other characteristic protected under federal, state or local law.
- (b) **Unauthorized Endorsement.** Advertising that implies or declares RHT endorses a product, service, event or program is an unauthorized endorsement. The prohibition against endorsement does not apply to advertising for a service, event or program for which RHT is an official sponsor, co-sponsor or participant, provided Semcac Director of Transportation or other designated Semcac representative gives prior written approval regarding the endorsement.
- (c) **Obscene or Offensive Material.** “Obscene materials” means displays or information that, taken as a whole, appeals to the prurient interest in sex and depicts or describes in a patently offensive manner sexual conduct and which, taken as a whole, does not have serious literary, artistic, political, or scientific value, or otherwise qualifies as “obscene” as that term is defined in Minnesota Statute §617.241, Subd. 1(a)(1), (2), and (3). “Offensive materials” means displays or information that would be offensive to a reasonably prudent person of average sensitivity in the community, including advertising that contains derisive, distorted, immoral, profane or disreputable language or impressions. Obscene or offensive material also includes advertising that contains “pornographic work” as that term is defined in Minnesota Statute §617.246, Subd. 1(a) –(f), or promotes pornography, including “men and women’s sophisticated magazines,” “X-rated” or adult-oriented films, “X-rated” or adult-oriented cable channels, or businesses trafficking in pornography, including the use of brand names, trademarks, slogans or other materials that are identifiable with these items, activities or services.
- (d) **Unlawful Goods or Services.** Advertising or any material or information in the advertising that depicts, promotes or reasonably appears to encourage the use or possession of unlawful or illegal goods or services.
- (e) **Unlawful Conduct.** Advertising or any material or information in the advertising that depicts, promotes or reasonably appears to encourage unlawful or illegal behavior or

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conduct, including unlawful behavior of a violent or antisocial nature; is libelous or an infringement of copyright; is otherwise unlawful or illegal; or is likely to subject RHT to liability.

- (f) Adult Entertainment.** Advertising that promotes or displays images associated with adult book stores, adult video stores, nude dance clubs and other adult entertainment establishments, adult telephone services, adult internet sites and escort services.
- (g) Illegal Firearms and Weapons.** Advertising that contains images or depictions of illegal firearms or other weapons, or the unlawful use of firearms or other weapons.
- (h) Internet Addresses and Telephone Numbers.** Advertising that directs viewers to internet addresses or telephone numbers that contain materials, images or information that would violate these advertising standards if the materials, images or information were contained in advertising displayed or posted on RHT Property.
- (i) Distractions and Interference.** Advertising that incorporates or displays any rotating, revolving, or flashing devices or other moving parts or any word, phrase, symbol or character, any of which are likely to interfere with, mislead or distract traffic or conflict with any traffic control device or motor vehicle regulation.
- (j) Graffiti.** Advertising that uses images or symbols that depict or represent excluded advertising under Section 2.01 and/or any of the restricted items contained in Section 3.01 (a) through (i).

3.02 Other Permitted Advertising and Public Service Announcements. RHT may make advertising space available for advertising proposed by governmental entities, academic institutions or tax-exempt nonprofit organizations. Examples include but are not limited to advertisements that focus on personal health or wellness issues, informing the public about programs, services, events, and the alike. The advertising and public service announcements permitted under this section cannot contain displays or messages that qualify as Excluded Advertising under Section 2.01 and must comply with these advertising policies and standards. Unless the source of the advertising or public service announcement is obvious from the content or copy, the advertisement or public service announcement must specifically identify the sponsor of the advertisement or the message.

3.03 Advertising Pricing and Space Availability. The price for advertising on RHT buses is governed by the contract(s) between Semcac Transportation and its advertiser(s). Advertising space will be made available only on RHT Property designated by RHT. No advertising, signs and other types of postings or messages may be displayed, posted or placed on any other RHT Property.

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3.04 Advertising Change. The price for a change in advertising will be at the cost of the advertiser/outside entity used to place the advertisement as determined by Semcac Transportation. In the event that a bus is damaged, the cost of the advertisement shall be the responsibility of RHT.

3.05 Reservation of Rights. RHT reserves the right to amend these policies and standards at any time. Revisions and/or amendments will be made in writing and provided to RHT’s advertiser(s) as requested. Subject to any contractual obligations, RHT reserves the right to discontinue advertising on RHT Property and discontinue accepting advertising for display or posting on RHT Property. RHT reserves the right to limit the availability of advertising space on its RHT Property and remove advertising that does not comply with these advertising policies and standards herein and, subject to any contractual obligations, reserves the right to display advertisements and notices on RHT Property that pertain to RHT’s Transit operations and its own promotions. All advertising is subject to approval by Semcac Transportation Director.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and/or including dismissal.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

ADDENDUM I

Advertising Fees

Rates: These rates are based on:

- Solid wrap that will cover the area directly **behind the driver cab on the side of the bus** and the **rear portion** of the bus.
- Rear of the vehicle
- Rear window of vehicle
 - New Bus: Approximately 45" x 27" area
 - Pre 2023 Bus: Approximately 57" x 19" area

Excluded areas will include: the **passenger side** of the bus; the **front cab** of the bus. These areas will be **excluded** from advertisements and remain the branding of RHT. The **rear bumper** and Railroad Crossing warning decal will also be excluded from advertisement. These areas are reserved for safety messages as well as Public Transit identification.

Wrap costs will be the responsibility of the advertiser. Please note these are estimates from National Fleet Graphics and cost may vary with the wrap design you select:

Solid Wrap (Driver side of bus + Tail wrap) - \$6,000.00

Driver Side Wrap - \$2,000.00

Tail (Rear of Vehicle) Wrap - \$1,000.00

Window - \$300.00

Advertising Costs:

Solid Wrap: The advertising space will be available for two (2) year contracts only to reduce the costs associated with changing the wrap. The annual fee for the advertising will be \$6,000.00 (\$500/mo) for a total two (2) year contract of \$12,000.00 plus the cost of the wrap install.

Tail Wrap: The advertising space will be available for (2) year contracts only to reduce the costs associated with changing the wrap. The annual fee for the advertising will be \$4,200.00 (\$350/mo) for a total two (2) year contract of \$8,400.00 plus the cost of the wrap install. Please note a tail wrap includes the window space.

Driver side wrap only: The advertising space will be available for (2) year contracts only to reduce the costs associated with changing the wrap. The annual fee for the advertising will be \$3,600.00 (\$300/mo) for a total two (2) year contract of \$7,200.00 plus the cost of the wrap install.

5. **Window:** The advertising space will be available for a minimum of six (6) months. The Semi-annual fee for the advertising will be \$750.00 (\$125/mo) plus the cost of the wrap install.

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Window



Tail Wrap (Shaded Area)



ADDENDUM II

VEHICLE ADVERTISEMENT LEASE AGREEMENT

THIS LEASE is made on the below date between Semcac Transportation-Rolling Hills Transit established pursuant to Minn. Stat. § 471.59 to administer public transportation (hereinafter RHT), and (hereinafter "Advertiser")_____.

1. RHT agrees to lease the following space to the Advertiser:
 - Driver’s side: space located behind the cab
 - Rear of bus, excluding the rear bumper area (Tail Wrap)
 - Full Driver side/Tail wrap, excluding areas in policy
 - Rear Window Ad

2. The rates for the spaces are as follows:
 - Driver Side \$300.00/mo
 - Tail Wrap \$350.00/mo
 - Full Wrap \$500.00/mo
 - Rear Window \$125.00/mo

NOTE: Full Wrap & Tail Wrap include the rear window space

3. The leases have a minimum of a 2-year commitment from the Advertiser with the exception of the rear window. Advertiser will be invoiced for the full length of the commitment at the beginning of the term, unless otherwise stated.

4. All design and installation costs are the responsibility of the Advertiser. RHT has established references available for design and installation. If an alternative installation company is utilized, RHT will require that a sample of their previous work be produced. RHT will have right of refusal of the content displayed as stated in the policy.

5. The term of this Lease will be from _____ through _____ a total lease amount of \$ _____. If Advertiser wishes to continue leasing the transit vehicle ad space, an assessment of the physical condition of their advertising material will be conducted. If replacement is needed to maintain acceptable visual aesthetics and advertisement legibility, the materials will be replaced at the cost of the Advertiser.

6. RHT is responsible for the normal repair and upkeep of the vehicles on and in which the advertisement space is being rented.

7. RHT buses operate during the normal operating hours listed on rhtbus.com

8. RHT will be responsible for replacement of any exterior advertisement damaged in the course of daily operations, such as cracked windows. A pro-rated refund will be issued to the Advertiser if a vehicle is out of service for 10 consecutive business days in a 30-day period. RHT will be responsible to inform the Advertiser if the bus meets or exceeds this condition.

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- 9. If Advertiser fails to pay the lease rate on time or violates any other terms of this Lease, RHT will have the right to terminate this Lease in accordance with state law. RHT will also have the right to take advantage of any other legal remedies available to recoup lost revenue.

- 10. RHT agrees to carry vehicle insurance on the transit vehicles being used, but does not have any liability for the operation of Advertiser's business. Advertiser agrees not to do anything that will increase RHT's insurance premiums, and further agrees to indemnify and hold the RHT harmless from any liability caused by Advertiser's operations. In addition, Advertiser agrees to carry business liability insurance covering Advertiser's business and agrees to furnish RHT certificates of insurance of the insurance policies, and shall not cancel policies without notifying RHT in advance.

- 11. The parties agree that this Lease is the entire agreement between them. This Lease binds and benefits RHT, Advertiser, and any successors.

ADVERTISER:

Name _____
Please Print
Title _____
Signature _____
Date _____

Semcac Transportation:

Name _____
Please Print
Title _____
Signature _____
Date _____

7.2 Bidding Process	Procedure on:
Date Initiated: Aug 2024	Page 1 of 2

Purpose: The purpose of this policy is to establish a clear, transparent, and fair process for the sale of surplus or decommissioned buses or other equipment of value by STRHT. This policy aims to ensure that all sales are conducted with integrity, maximally benefit the agency, and comply with applicable laws and regulations.

Guidelines:

1. Announcement of Sale:

- The sale of buses will be publicly announced through appropriate channels, including but not limited to agency website, social media sites or blast e-mail.
- Announcements will include a detailed description of the buses for sale, including their condition, specifications, and any other relevant details.

2. Inspection and Viewing:

- Prospective bidders will be provided an opportunity to inspect the buses before submitting their bids. Viewing/inspection requests must be made by contacting Transportation Director or designee.
- Bidders are encouraged to thoroughly inspect the buses to assess their condition and suitability before placing a bid.

3. Bid Submission:

- All bids must be submitted in accordance with the instructions provided in the sale announcement.
- Bidders must submit their proposals by the specified deadline. Late submissions will not be considered.

4. Bid Evaluation:

- Bids will be evaluated based on criteria specified in the sale announcement, such as bid amount, bidder qualifications, and any other relevant factors.
- An evaluation committee may be established to review and assess each bid. The committee’s decision will be based on a thorough and objective evaluation.

5. Awarding of Sale:

- The sale will be awarded to the bidder who meets the requirements and offers the highest bid or best value, as determined by the evaluation committee or Transportation Director.
- The decision will be documented and communicated to all bidders by posting to rhtbus.com or by using contact information provided on bidding sheet.

6. Payment and Transfer:

- The successful bidder will be required to make payment in full within seven (7) days of receiving the award notification.
- The transfer of ownership and possession of the buses will occur upon receipt of payment and completion of any required documentation.

7. Protests and Appeals:

- Bidders have the right to submit a formal protest if they believe there has been a violation of the bidding process or other issues affecting fairness.

7.2 Bidding Process	Procedure on:
Date Initiated: Aug 2024	Page 2 of 2

- Protests must be submitted in writing within seven (7) days of the award decision. The Executive Director of Semcac will review and address the protest in accordance with established procedures.

8. Ethics and Confidentiality:

- All participants in the bidding process must adhere to the highest ethical standards and maintain confidentiality regarding bid information and sale details.
- Any conflicts of interest must be disclosed, and individuals involved in the bidding process must recuse themselves from decisions where they have a personal or financial interest.

9. Exception to bid process:

- If it is determined by the Director of Transportation that the vehicle is unsafe to move or severely damaged, the vehicle may be sold for no less than the current scrap value without going through the bid process.

10. Review and Amendments:

- This policy will be reviewed periodically and may be amended to reflect changes in regulations, best practices, or organizational needs.

Consequences:

Failure by a passenger to comply with the terms of this policy may result in suspension of services.

Failure by a passenger or agency to pay for a trip or to make good on a returned check may result in legal charges and fees.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

ADDENDUM

Outline of Bus Bid Process – [Bus/item identifier]

1. Introduction

- Objective: To outline the process for the bus bid initiated by Semcac Transportation.
- Duration: From [Mo/date to Mo/date], ending at time.

2. Announcement and Notification

Initial Announcement:

- Date: [DATE]
- Platforms: [Placed posted]

3. Bid Submission Guidelines

Eligibility:

- Open to all qualified bidders.
- Vendors must meet specified criteria outlined in the bid announcement.

Submission Requirements:

- Complete bid proposal.
- Compliance with Semcac 's standards and requirements.

Submission Method:

- Electronic submissions via designated email address.
- Physical submissions to Semcac Transportation Center, 400 Commerce Dr. SE, Kasson, MN 55944.

4. Bid Opening and Review

- Opening Date and Time: [DATE/Time]
- All submissions to be opened and recorded.

Review Process:

- Evaluation by transportation director or designee.
- Detailed review of each proposal against the evaluation criteria.
- Determination of the most suitable bid.
- Clarification requests if necessary.

5. Decision and Notification

Selection of Vendor:

- Decision based on the highest bid.
- Consideration of the best value for Semcac Transportation.
- Bids may be rejected based on cost effectiveness.

Notification of Results:

- Winning bidder to be notified within a reasonable timeframe.
- Public announcement: [Description of how made]

6. Contract Finalization

Contract Details:

- Formal agreement outlining terms and conditions.
- Delivery timelines and payment schedules.
- Invoice must be paid prior to delivery of bus
- Title will be signed and made available to purchaser
- Purchaser MUST remove bus from Semcac property immediately after sale complete

7. Documentation and Record-Keeping

Maintaining Records:

- All bid submissions to be archived.
- Evaluation documents and decision rationale documented.
- [Number of Bids]

Transparency:

- Records to be available for audit and review.
 - Public access to final decision and evaluation summary.
-

Contact Information

For any inquiries or further information regarding the bus bid process, please contact Semcac Transportation at 400 Commerce Dr. SE, Kasson, MN 55944.

ADDENDUM II

Bill of Sale

Semcac
Rolling Hills Transit
204 S. Elm St.
Rushford, MN 55971



DATE:
Vehicle ID:
Award Price:



[PHOTO]	All vehicles sold as is with no warranties, implied or otherwise. Vehicles are in operating order unless noted in the description. Said vehicle is otherwise sold in “as is” condition and where currently located. The buyer has been given an opportunity to inspect, or have inspected, any and all property as defined. The buyer agrees to accept all property in its existing condition. Payment does not include any sales tax, registration or inspection fees and are not part of the sale amount. No refund shall be issued once vehicle has been removed from seller’s premises.
Make:	Model or series:
Year:	Color:
VIN #:	Style:
Odometer reading:	Title #:

Description:



Buyer Information

XXXXXX
 XXXXXX
 City, State Zip

Date signed:
Buyer:

If the person fails to pay or make payment arrangements within (7) seven business days, the next highest bidder will be chosen. This process will be used until vehicle is sold.

7.3 Data Release	Procedure on:
Date Initiated: JAN 2025	Page 1 of 3

Purpose: The purpose of this policy is to outline the principles and procedures for the release of public data by Semcac Transportation or any divisions within Transportation (hereafter referred to as "the Agency"). The policy aims to ensure transparency, accountability, and compliance with applicable laws while safeguarding sensitive and private information.

Policy Statement: The Agency is committed to transparency and accountability through the responsible release of public data. This policy ensures compliance with laws while protecting sensitive information and maintaining public trust.

1. Principles for Data Release:

- **Transparency and Accountability:** The Agency is committed to fostering public trust by providing access to data that enhances understanding of its operations, decision-making processes, and performance.
- **Compliance with Laws:** All data releases must comply with applicable federal, state, and local laws, including but not limited to the Freedom of Information Act (FOIA) and privacy regulations.
- **Data Accuracy and Integrity:** The Agency will ensure that all released data is accurate, complete, and free from significant errors to the best of its ability.
- **Protection of Sensitive Information:** Data that contains personally identifiable information (PII), proprietary information, or poses security risks will be excluded or appropriately anonymized before release.

2. Types of Public Data:

- **Operational Data:** Includes service schedules, ridership statistics, on-time performance metrics, and route maps.
- **Financial Data:** Includes budgets, financial reports, and expenditures related to Agency operations.
- **Planning and Development Data:** Includes long-term plans, environmental impact assessments, and community engagement reports.
- **Safety and Compliance Data:** Includes accident reports, safety audits, and compliance certifications.

3. Data Request and Release Procedures:

- **Proactive Data Release:** The Agency will regularly publish datasets and reports on its official website to facilitate easy access.

7.3 Data Release	Procedure on:
Date Initiated: JAN 2025	Page 2 of 3

- **Data Requests:** Members of the public may request data by submitting a formal written request to the designated Director of Transportation. Requests should include:
 - Specific data or dataset sought
 - Purpose of the request
 - Preferred format (if applicable)
- **Review Process:** Upon receiving a request, the Agency will:
 - Confirm receipt within five (5) business days.
 - Review the request to determine feasibility, compliance, and any potential risks.
 - Respond with the requested data, a denial (with reasons), or a timeline for release within twenty (20) business days.
- **Fees:** The Agency reserves the right to charge fees for data preparation, duplication, and delivery in accordance with applicable regulations.

4. Restrictions on Data Release:

- **Confidential Information:** Data containing sensitive or confidential information will not be released. Examples include:
 - Personally identifiable information (PII) of employees or passengers
 - Security protocols
 - Proprietary or trade-secret information
- **Data Quality:** Unverified or draft data will not be released unless clearly labeled as such.
- **Legal Constraints:** Data subject to ongoing litigation, investigations, or other legal constraints will not be released until permitted.

5. Data Governance and Accountability:

- **Data Stewardship:** The Agency’s Data Governance Committee will oversee the management, review, and release of public data.
- **Periodic Review:** This policy will be reviewed annually to ensure alignment with legal requirements and industry best practices.
- **Feedback Mechanism:** The Agency encourages public feedback on released data to improve data quality and relevance. Feedback can be submitted via the Agency’s official website.
- 6. **Policy Exceptions:** Exceptions to this policy may be granted by the Director of Transportation, Executive Director of Semcac following a consultation with Director of Transportation or their designee in consultation with legal counsel, provided they comply with applicable laws and regulations.

7.3 Data Release	Procedure on:
Date Initiated: JAN 2025	Page 3 of 3

Consequences for Non-Compliance Failure to comply with this policy, including failure to report unsafe conditions or adhere to directives, may result in disciplinary action up to and including termination of employment.

Management Responsibilities Ensure consistent monitoring of weather conditions and maintain open communication with drivers and dispatch. Investigate reports of non-compliance thoroughly and fairly. Execute the communication plan promptly to inform stakeholders of service changes.

7.4 Creation, Updating, and Revision of Policies	Procedure on:
Date Initiated: JAN 2025	Page 1 of 2

Purpose

To establish a consistent framework for the creation, updating, and revision of Agency policies, ensuring they remain clear, relevant, and compliant with applicable laws and organizational standards.

Definitions

- **Policy:** A written document that outlines an organization's principles, rules, and guidelines on a specific issue.
- **Policy Owner:** The department or individual responsible for the development, implementation, and maintenance of a policy.
- **Policy Committee:** A group designated to review, approve, and oversee the policy management process.
- **Revision:** A change or update made to an existing policy.
- **Approval Authority:** The individual or group authorized to approve policies, usually senior management or a governing body.

Policy Statement

This policy applies to all policies governing the operations, procedures, and practices of the Agency. The Agency is committed to maintaining a comprehensive and up-to-date policy framework that reflects current laws, best practices, and organizational needs. Policies will be created, reviewed, and revised to ensure clarity, consistency, and proper approval, while fostering operational efficiency and compliance across the organization.

Guidelines

1. **Policy Creation**
 - New policies will be drafted to address identified needs or compliance requirements.
 - Input from relevant stakeholders will be sought during development.
2. **Policy Updates and Revisions**
 - Policies will be reviewed periodically or when triggered by regulatory changes, operational needs, or stakeholder feedback.
 - Proposed revisions must undergo a review process involving input from affected parties and legal counsel as necessary.
3. **Approval Process**
 - All new or revised policies must be approved by the designated Approval Authority.
 - Documentation of approvals and revisions will be maintained for transparency.
4. **Communication and Implementation**
 - Approved policies will be communicated to all relevant staff and stakeholders.
 - Training or guidance will be provided to ensure understanding and compliance.

7.4 Creation, Updating, and Revision of Policies	Procedure on:
Date Initiated: JAN 2025	Page 2 of 2

5. **Compliance and Enforcement**

- **Compliance**

- All employees are required to adhere to established policies.
- Policy Owners and managers are responsible for ensuring that policies are implemented and followed within their areas of oversight.
- Regular audits or reviews may be conducted to verify compliance.

- **Enforcement**

- Non-compliance with policies will result in appropriate corrective actions, including coaching, retraining, or disciplinary measures.
- Violations deemed severe or repeated may lead to penalties, up to and including termination of employment.
- All enforcement actions will be carried out in a fair and consistent manner, in alignment with the Agency’s disciplinary procedures.

Responsibilities

- **Policy Owners:** Draft and propose policies, ensure regular review, and recommend updates.
- **Policy Committee:** Evaluate, review, and oversee the policy management process.
- **Management:** Review, approve, oversee implementation, and enforce compliance with policies.
- **Employees:** Familiarize themselves with and adhere to all applicable policies.

Consequences for Non-Compliance Failure to comply with this policy, including failure to report unsafe conditions or adhere to directives, may result in disciplinary action up to and including termination of employment.

Management Responsibilities Ensure consistent monitoring of weather conditions and maintain open communication with drivers and dispatch. Investigate reports of non-compliance thoroughly and fairly. Execute the communication plan promptly to inform stakeholders of service changes.

8.0 Volunteer Drivers

8.1 Volunteer Driver reimbursement Policy	Procedure on:
Date Initiated: 05/2025	Page 1 of 2

Purpose: To ensure accurate, timely reimbursement for volunteer drivers and maintain compliance with program guidelines.

Policy Statement: STRHT appreciates the time and dedication of our Volunteer Drivers. To make sure everyone gets reimbursed properly and on time, this policy explains how to log trips, track mileage, and submit receipts. It helps keep things clear, fair, and in line with program guidelines so we can all stay on track and support our riders the best we can.

Guidelines:

1. Driver Mileage Reimbursement

a. Log Requirement

Volunteer Drivers must complete a **Driver Reimbursement Sheet** for all trips. Only the driver may fill out this form.

b. Required Information

Each entry must include:

- Date of trip
- Passenger's full legal name and address (clearly printed)
- Trip type (one-way, double-run, or round trip)
- Destination
- Loaded and unloaded mileage
- Time spent driving and waiting
- Passenger signature

2. Mileage Reporting

- **Loaded miles** may be rounded to the nearest mile.
- **Unloaded miles** must be exact to the tenth of a mile.
- Odometer readings are not required.

3. Reimbursement Rates

- Local trips (≤ 15 miles): \$10.00 per trip
- Trips > 15 miles: IRS mileage rate (varies)

4. Submission Process

- Submit completed sheets **by the 2nd of each month** or when full.
- Retain the last copy for your records.
- Include any **meal or parking receipts**, paperclipped to the sheet.
- Reimbursement checks are issued weekly; EFTs are processed the following Monday.

8.1 Volunteer Driver reimbursement Policy	Procedure on:
Date Initiated: 05/2025	Page 2 of 2

5. Transporting Relatives

- No reimbursement is provided for transporting relatives (including in-laws) **unless** the passenger is on **Medical Assistance (MA)**. MA funding allows reimbursement for approved relatives.

Expense Reimbursement (Meals & Parking)

1. Eligible Expenses

Volunteers may be reimbursed for:

- **Meals**, when trip duration meets eligibility criteria
- **Parking**, including metered spaces (self-written receipt allowed)

2. Meal Reimbursement Criteria

Meal	Amount	Eligibility Criteria
Breakfast	\$5.50	Trip begins before 6:00 AM
Lunch	\$6.50	Trip spans over 5 hours or crosses noon hour
Dinner	\$7.50	Return home after 6:00 PM; trip spans 9+ hours

3. Receipts

- Must be **detailed**, showing items purchased
- Include **client's name** and **meal type** (breakfast/lunch/dinner)
- **Tips are reimbursable** within the allowed amounts
- **No reimbursement** for meals purchased by or for clients

8.2 Volunteer Driver Safe Operations Policy	Procedure on:
Date Initiated: 05/2025	Page 1 of 2

Purpose: To ensure the safety of all passengers and Volunteer Drivers by promoting safe driving practices and clear expectations during transportation services.

Policy Statement: At STRHT, the safety of our passengers and drivers is our top priority. Volunteer Drivers are expected to prioritize safety at all times and employ defensive, responsible driving practices.

Guidelines:

1. Safe Vehicle Operation

- a. **Safety First:** Always allow ample time to drive and arrive safely. Avoid rushing.
- b. **Vehicle Condition:** Your personal vehicle must be **reasonably clean and in safe operating condition**. Do **not** drive if your vehicle has any **apparent unsafe condition** (e.g., malfunctioning brakes, tires, lights).
- c. **Seatbelt Use:** Insist that **all passengers wear seatbelts** before and during transit.
- d. **Driving Readiness:** Never drive if you are:
 - i. Tired or fatigued
 - ii. Taking medications that cause drowsiness
 - iii. Under the influence of illegal substances or mood-altering drugs

2. Health and Fitness to Drive

- a. Volunteer Drivers must not have health conditions that impair their ability to drive safely.
- b. **STRHT reserves the right** to request a driver to undergo a physical examination at any time to confirm their fitness to transport clients.

3. Driver Evaluations and Complaints

- a. If the STRHT Transportation Director receives complaints regarding a volunteer driver’s ability to operate a vehicle safely, an investigation will be conducted.
- b. The Director will schedule a **ride-along evaluation** to assess driving ability.
 - i. If the Director determines the volunteer cannot drive safely, the driver will be **“retired”** from service.
 - ii. The volunteer may appeal this decision. A **second evaluation** will be conducted by a **mutually agreed-upon, neutral third party**.

4. Defensive Driving and Training

- a. Volunteer Drivers are **strongly encouraged** to complete a defensive driving course, such as those offered by the **National Safety Council** or **"55 Alive."**
- b. **STRHT will reimburse the cost** of approved defensive driving courses. A receipt must be submitted for reimbursement.

8.2 Volunteer Driver reimbursement Policy	Procedure on:
Date Initiated: 05/2025	Page 2 of 2

5. Weather and Emergency Preparedness

- a. Use extreme caution during **inclement weather**. You are **not obligated to drive** if conditions are hazardous.
- b. If weather conditions deteriorate while you are driving:
 - i. **Pull over to a safe location**
 - ii. **Call dispatch** to notify us of your location and status
 - iii. If necessary, contact local law enforcement for assistance
- c. During winter months, drivers are **encouraged to carry a winter survival kit** in their vehicles (e.g., blanket, flashlight, water, non-perishable food, extra clothing).

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, suspension of active volunteer status.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.

8.3 Confidentiality and Transportation Authorization Policy for Volunteer Drivers	Procedure on:
Date Initiated: 07/2025	Page 1 of 3

Purpose: To protect the privacy and safety of clients and drivers by establishing clear guidelines on maintaining confidentiality and ensuring all transportation services are arranged through proper Semcac dispatch procedures.

Policy Statement: Semcac Volunteer Drivers are expected to uphold the highest standards of confidentiality and professionalism. All client information—including personal details, trip destinations, and conversations during transport—must remain confidential. Additionally, drivers must refrain from discussing or disclosing information about other drivers to clients.

Volunteer Drivers are **authorized to use their personal vehicles** to transport clients on behalf of the organization **only when scheduled and approved through Semcac Dispatch**. Proper use of personal vehicles for authorized transportation duties is covered under Semcac’s liability policies.

In addition, **supplemental insurance coverage is provided to volunteer drivers aged 55 and older through Catholic Charities as part of the AmeriCorps Seniors RSVP program**. This coverage is secondary to a driver’s personal auto insurance and applies only to authorized trips coordinated through Semcac Dispatch.

Unauthorized or “on-the-side” driving arrangements remain strictly prohibited and are not covered under any Semcac or partner liability policies.

Guidelines:

Client Confidentiality

Maintaining client confidentiality is a critical responsibility for all Semcac Volunteer Drivers. Any personal information shared by a client—whether directly or indirectly—must be treated as confidential. This includes the client’s name, destination, reason for the trip, and any personal matters they may discuss during transport. Drivers should avoid asking clients personal questions, as this may feel intrusive or lead to discomfort. Additionally, offering personal advice, even with good intentions, can sometimes do more harm than good and should be avoided.

If a client begins to share sensitive or personal issues, it is appropriate to listen supportively and gently suggest that they speak with someone professionally trained to help, such as a social worker. Drivers are encouraged to let clients know that Semcac may be able to provide assistance or refer them to additional services. For convenience, information for each Semcac Contact Centers are provided below, and drivers may offer these numbers to clients when appropriate:

<ul style="list-style-type: none"> • Dodge County – (507) 634-4350 • Fillmore County – (507) 765-2761 • Freeborn County – (507) 373-1329 • Houston County – (507) 725-3677 	<ul style="list-style-type: none"> • Mower County – (507) 433-5889 • Steele County – (507) 451-7134 • Winona County – (507) 452-8396
--	--

8.3 Confidentiality and Transportation Authorization Policy for Volunteer Drivers	Procedure on:
Date Initiated: 05/2025	Page 2 of 3

Drivers are also required to read and comply with the Semcac Transportation Confidentiality Policy for further guidance.

Driver Confidentiality

In addition to client confidentiality, all Volunteer Drivers are expected to respect the privacy of their fellow drivers. It is common for drivers to know each other or have personal relationships through their communities. However, under no circumstances should a driver discuss another driver's personal information, driving habits, assignments, or any other related matters with clients.

Even seemingly harmless conversations about another driver can lead to misunderstandings, complaints, or damaged working relationships. Drivers are asked to keep personal opinions or comments about other drivers to themselves and to maintain a professional demeanor at all times. This policy helps preserve the trust and respect essential to maintaining a positive working environment.

Authorized Use of Personal Vehicles

Volunteer Drivers are permitted to use their personal vehicles for transporting clients only when such trips are scheduled and approved through Semcac Dispatch. This ensures coverage under Semcac’s insurance policies and maintains compliance with organizational protocols. Drivers must ensure their vehicles are properly licensed, insured, and maintained in safe operating condition. Reimbursement for mileage or other approved costs will be provided per Semcac policies.

As noted, **volunteer drivers age 55 and older are eligible for supplemental insurance coverage through Catholic Charities under the AmeriCorps Seniors RSVP program.** This supplemental insurance provides secondary coverage in the event of an incident occurring during an authorized trip.

Unauthorized (On-the-Side) Driving

Semcac strictly prohibits Volunteer Drivers from transporting clients independently, outside of the approved dispatch system, or from accepting payment or reimbursement directly from clients. This practice, often referred to as "on-the-side" driving, poses significant safety, liability, and ethical concerns. Any trip not coordinated and approved through Semcac Dispatch is considered unauthorized, and drivers assume full personal risk for those trips.

8.3 Confidentiality and Transportation Authorization Policy for Volunteer Drivers	Procedure on:
Date Initiated: 05/2025	Page 3 of 3

By bypassing official scheduling and oversight, drivers forfeit the protections and coverage provided by Semcac, including liability and insurance. Additionally, Semcac will not reimburse any expenses incurred from unauthorized rides. Drivers are reminded that all client transportation must be arranged through dispatch to ensure proper documentation, safety measures, and accountability.

If a client asks for a ride outside of the Semcac system, drivers should politely decline and advise the client to contact the dispatch office to schedule transportation through the appropriate channels.

Consequences:

Failure to comply with the terms of this policy may result in disciplinary action up to and including dismissal, suspension of active volunteer status.

Management Responsibilities:

STRHT Management is responsible for investigating all complaints of non-compliance fairly, thoroughly and expeditiously and making decisions for or against suspension or disciplinary action in compliance with other STRHT policies.



ADA COMPLAINT FORM

APPENDIX A - ADA Complaint Form

How can I file an ADA discrimination complaint?

Any person who believes that they have been discriminated against or denied full participation in transportation on the basis of disability by *Rolling Hills Transit* may file an ADA complaint. ADA Complaints may be submitted to the ADA Complaint Officer by mail or by E-mail:

Operations Manager
400 Commerce Dr. SE
Kasson, MN 55944
E-mail: rhtbus@semcac.org

Section I Contact Information

Complainant Name: _____

Street Address: _____

City, State, Zip: _____ Telephone Number: _____

E-mail : _____

Accessible Format Requirements? Large Print Audio Tape TDD Other

If other, please specify _____

Section II Third Party Completion

Are you filing this complaint on your own behalf?

Yes No *If you answered Yes, please proceed to Section III.*

Please supply the name and relationship of the person for whom you are complaining: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party. Yes No

Section III Comment Details

Date of Occurrence: _____ Time of Occurrence: _____

Name/ID of Employee(s) or Others Involved: _____

If Name of employee is unknown please provide descriptive information to help identify employee(s):

Vehicle ID: _____

Route Name or Number: _____ Travel Direction: _____

Location of Incident: _____

Mobility Aid Used: _____

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other persons were treated differently from you:

Please provide the names, addresses, and telephone numbers of any witnesses.

Section IV Follow Up

May we contact if we need more details or information: Yes No

What is the best way to reach you (Choose one)? Phone Mail Email

If a call is preferred, what is the best day and time to reach you? _____

Once the investigation is completed what is the best way to provide you the response?

Phone Mail Email

*You may use additional sheets of paper if necessary.
Please include any written materials pertaining to your complaint.*



Section V ADA Complaint Process

Complaints must be filed within 180 calendar days of the alleged incident. Upon receipt of an ADA complaint, *Rolling Hills Transit* will review the submitted information within 15 business days and send the complainant an acknowledgement letter informing them whether or not the alleged discrimination is found to be a violation of ADA regulations.

If the alleged discrimination is found to violate ADA regulations, *Rolling Hills Transit* will complete an investigation within 60 calendar days of receipt of the complaint. Once the investigator has reviewed a complaint, they will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations stating that no ADA violation occurred and that the case will be closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action, additional training of staff members, or other action will occur. If the complainant wishes to appeal *Rolling Hills Transit's* decision, they will have 10 business days from the date of the letter to do so.

In addition to filing an ADA complaint with the *Rolling Hills Transit*, an ADA complaint may also be filed directly with the Federal Transit Administration (FTA):

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Section VI Record Retention

Rolling Hills Transit will retain all ADA complaints for three (3) years from the date the investigation was completed.

APPENDIX B - Incident Report Form

Incident Report

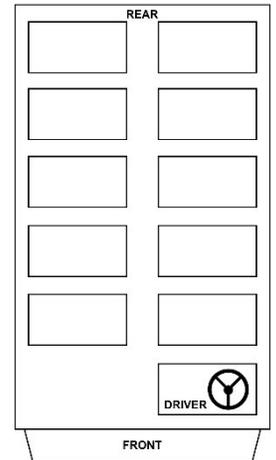
Use this form when:

- ✓ A bus driver is involved in a situaon with a passenger or member of the community.
- ✓ Passengers are breaking policy.
- ✓ A driver is involved in a near miss.
- ✓ A driver witnesses wrong behavior of a coworker.

Date _____ Time _____
Driver Name _____ Bus Number _____
Route# _____

Passenger(s) name(s) _____

Describe what happened in detail:



Explain what action(s) you took:

Were you exposed to any body fluids? (Circle one) YES NO

Driver Signature _____ Date _____

This section to be filled out by supervisor.

Date/Time reported _____ Reported to the authorities? (Circle one) YES NO
Offense # _____ Date of Last offence: _____ Warning given? (Circle one) YES

NO Action taken by supervisor:

Operation's Manager DATE

APPENDIX C- Rolling Hills Transit- Compliment || Complaint Form

Summary: This form is intended to be completed by an employee when a bus passenger calls in to submit a complaint or a comment regarding Rolling Hills Transit personnel, services, or policies.

Telephone Comments Reported:

Date		Compliment	Complaint
Time Received		Comment Related To.	
Incident Date & Time:		Service (Routing, Scheduling)	
Bus#/City:		Equipment (Buses, Straps, Seats, Belts)	
Driver:		Policies	
Who Took Call:		Personnel (Drivers/Staff)	
Caller Name:		Safety	
		Careless Driving	
		Other:	

Comment from caller: _____

Action Taken By Dispatch Personnel: _____

Coordinator Signature: _____ Date: _____

Follow-Up Action Taken By Operations Manager: _____

Ops. Mgr. Signature: _____ Date: _____

APPENDIX D- Rolling Hills Transit – Accident Report Form



Motor Vehicle Accident Report Form

Insurance & Program Administration

NIT Member Name: _____ Date of Accident: _____

Vehicle Information: Year _____ Make _____ Model _____ VIN _____

Driver Information

Name _____ Phone: _____

Address _____ Cell: _____

Cjty/State/Zip _____

Accident Information

Damage (describe): _____

Severity (check one) : Yes No Severe

Drivable (check one) : Yes No

Vehicle Towed (check one) : Yes No

If yes, to where: _____

Passengers (check one) : Yes No

If yes, names & telephone numbers _____

Other Driver Information

Name _____ Phone: _____
Address _____ Cell: _____
City/State/Zip _____
Owner of Vehicle: _____

Other Driver Vehicle Information

Vehicle Information: Year: _____ Make: _____ Model: _____ VIN: _____

Other Driver Insurance Information

Insurance Company _____ Policy #: _____
Address _____
City, State Zip _____

Accident Information

Policies & Procedure Manual

Damage (describe): _____

Severity (check one) : Minor Moderate Severe

Drivable (check one) :

Vehicle Towed (check one) : Yes No
 Yes No

If yes, to where: _____

Passengers (check one) :

Yes No

If yes, please complete:

Name' _____ phone _____ Phone

Name: _____ Phone _____

Name: _____ Phone _____

Place a copy of this report form into each owned vehicle. Additional copies are available at www.nitmn.org



NIPIA, INC.

Insurance & Program Administration

Motor Vehicle Accident Report Form

Accident Description

Date of Accident:

Time:

Location (including city):

Weather Conditions:

Type of Road (one-way

2 lane, 4 lane)

Description of Accident:

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Witnesses (check one): Yes No

If yes, complete:

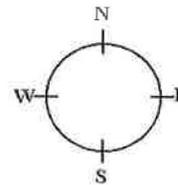
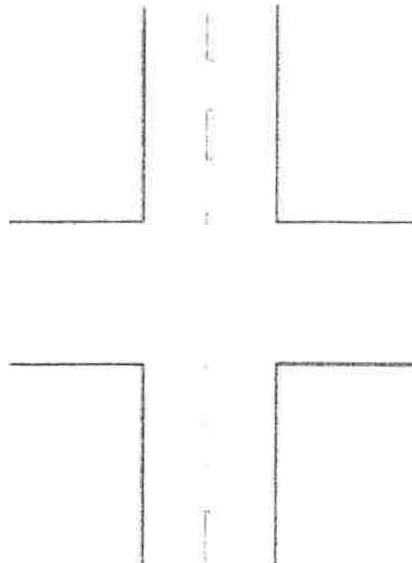
Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Police Report Made Yes No Dept. (State Trooper/Police Dept.)

Accident Diagram: Please label streets and put in any stop signs or traffic signals.



APPENDIX E - SEMCAC EMPLOYEE ACCIDENT REPORT

Please print clearly. Complete within 24 Hours.

GENERAL INFORMATION

Employee Name:	Employee Address:
Employee Phone #:	Job Title:
Employer:	Exact Location of Accident:
Date/Time of Accident:	Date/Time Injury Reported – To Whom:

DESCRIPTION OF INJURY/ILLNESS TYPE OF TREATMENT

<i>Be as specific as possible</i>	<i>First Aid</i>
Type of Accident (i.e.fall) _____	Hospital _____
Type of Injury (i.e. sprain) _____	Clinic _____
Part of Body _____	Phone # _____
	Doctor _____
Loss of time? YES or NO First Day of Lost Time: _____	
Has Employee returned to work? YES or NO Date of Return: _____	

DESCRIPTION OF INCIDENT – To be completed by SUPERVISOR AND EMPLOYEE.

What Happened? How did it happen? Was injury caused by equipment malfunction? Specify what job was being performed. _____

Name(s) of witness(es) to the accident. _____

ANALYSIS

What caused the incident? Why did it happen? _____

Contributing factors? (i.e. Physical Surroundings, etc.) _____

State what will be done to prevent recurrence, by whom? and when? _____

Was employee violating safety regulations or specific instructions? If yes, explain: _____

What other concerns do you have about this injury, if any? _____

Did employee have other employment? YES or NO If Yes, Where? _____

Contact Person _____ Phone # _____

Hours/Week: _____ Hourly Wage: _____ Weekly Wage: _____

Supervisor’s Signature: _____ Date: _____

Employee’s Signature: _____ Date: _____

Program Director: _____ Date: _____

Route to: SEMCAC Human Resources Director

P&Ps/Human Resources

APPENDIX F - ADA Complaint Form



ADA COMPLAINT FORM

How can I file an ADA discrimination complaint?

Any person who believes that they have been discriminated against or denied full participation in transportation on the basis of disability by *Rolling Hills Transit* may file an ADA complaint. ADA Complaints may be submitted to the ADA Complaint Officer by mail or by E-mail:

Director of Transportation
400 Commerce Dr. SE
Kasson, MN 55944
E-mail: rhtbus@semcac.org

Section I Contact Information

Complainant Name: _____

Street Address: _____

City, State, Zip: _____ Telephone Number: _____

E-mail : _____

Accessible Format Requirements? Large Print Audio Tape TDD Other

If other, please specify _____

Section II Third Party Completion

Are you filing this complaint on your own behalf?
 Yes No *If you answered Yes, please proceed to Section III.*

Please supply the name and relationship of the person for whom you are complaining: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party. Yes No

Section III Comment Details

Date of Occurrence: _____ Time of Occurrence: _____

Name/ID of Employee(s) or Others Involved: _____

WE GO THE EXTRA MILE TO SERVE OUR PASSENGERS



ADA COMPLAINT FORM

If Name of employee is unknown please provide descriptive information to help identify employee(s): _____

Vehicle ID: _____

Route Name or Number: _____ Travel Direction: _____

Location of Incident: _____

Mobility Aid Used: _____

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other persons were treated differently from you: _____

Please provide the names, addresses, and telephone numbers of any witnesses.

Section IV Follow Up

May we contact if we need more details or information: Yes No

What is the best way to reach you (Choose one)? Phone Mail Email

If a call is preferred, what is the best day and time to reach you? _____

Once the investigation is completed what is the best way to provide you the response?

Phone Mail Email

You may use additional sheets of paper if necessary.

WE GO THE EXTRA MILE TO SERVE OUR PASSENGERS



ADA COMPLAINT FORM

Please include any written materials pertaining to your complaint.

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ADA COMPLAINT FORM

Section V ADA Complaint Process

Complaints must be filed within 180 calendar days of the alleged incident. Upon receipt of an ADA complaint, *Rolling Hills Transit* will review the submitted information within 15 business days and send the complainant an acknowledgement letter informing them whether or not the alleged discrimination is found to be a violation of ADA regulations.

If the alleged discrimination is found to violate ADA regulations, *Rolling Hills Transit* will complete an investigation within 60 calendar days of receipt of the complaint. Once the investigator has reviewed a complaint, they will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations stating that no ADA violation occurred and that the case will be closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action, additional training of staff members, or other action will occur. If the complainant wishes to appeal *Rolling Hills Transit's* decision, they will have 10 business days from the date of the letter to do so.

In addition to filing an ADA complaint with the *Rolling Hills Transit*, an ADA complaint may also be filed directly with the Federal Transit Administration (FTA):

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Section VI Record Retention

Rolling Hills Transit will retain all ADA complaints for three (3) years from the date the investigation was completed.

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APPENDIX G - Take-Home Vehicle Policy Acknowledgment Form

Take-Home Vehicle Policy Acknowledgment Form

I acknowledge that I have received, read, and understand the Take-Home Vehicle Policy provided by the organization. I agree to abide by all rules, requirements, and responsibilities outlined in the policy, including but not limited to:

- Using the vehicle only for authorized purposes;
- Ensuring the vehicle is secure, clean, and properly maintained;
- Returning the vehicle promptly when called back to the transportation center or as directed;
- Arranging my own transportation when returning the vehicle;
- Complying with all traffic laws and reporting any violations or incidents;
- Fulfilling any IRS requirements related to take-home vehicle usage.

I understand that violation of this policy may result in disciplinary action, including the loss of take-home vehicle privileges or termination of employment.

By signing below, I certify that I understand and agree to comply with the Take-Home Vehicle Policy.

Employee Name: _____

Job Title: _____

Department: _____

Driver's License Number: _____

Employee Signature: _____

Date: _____

Director of Transportation Signature: _____

Date: _____

FTA DRUG AND ALCOHOL PROGRAM POLICY



Policy Adopted on 3/12/12

Policy Revised on 12/5/18

Policy Effective on 1/15/19

Policy Revised on 7/7/2022

Policy Revised on 7/30/2025

Policy Adopted Semcac Board of Directors on *9/8/2025

William J. Spitzer

Director of Transportation

***See the policy adoption resolution signed by the employer's governing body or chief executive officer(s) at the end of this policy.**

1. PURPOSE

The purpose of this policy is to ensure worker fitness for duty and to protect employees, passengers, and the public from the risks posed by the misuse of alcohol and use of prohibited drugs. This policy is also intended to comply with all applicable Federal regulations governing drug and alcohol testing programs in the transit industry. The Federal Transit Administration (FTA) of the U.S. Department of Transportation has published Title 49 Code of Federal Regulations (CFR) Part 655, that mandates drug and alcohol testing for employees that perform a safety-sensitive function and prohibits performance of a safety-sensitive function when there is a verified positive drug test result or confirmed breath alcohol concentration of 0.02 or greater or a refusal to test. The U.S. Department of Transportation (DOT) has also published Title 49 CFR Part 40, as amended, that sets standards for the collection and testing of specimens.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655. Any covered employee who refuses to comply with a request for testing shall be removed from duty and referred for evaluation by a Substance Abuse Professional (SAP) in accordance with Part 40, as amended.

Copies of Parts 655 and 40 are available by contacting the DAPM listed in this policy and can be found on the internet at the Office of Drug & Alcohol Policy & Compliance website at <http://www.dot.gov/odapc/index.html>.

2. APPLICABILITY

This policy applies to all covered employees (full-or part-time) of Semcac/Rolling Hills Transit (Employer) while performing any safety-sensitive function.

A drug test can be performed any time a covered employee is on duty. An alcohol test can be performed just before, during, or just after the performance of a safety-sensitive job function.

3. DEFINITIONS

Accident. An occurrence associated with the operation of a vehicle, if as a result:

- ◆ An individual dies.
- ◆ An individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident; or,
- ◆ One or more vehicles incurs disabling damage as the result of the occurrence and are transported away from the scene by a tow truck or other vehicle.

Adulterated specimen. A specimen that has been altered, as evidenced by test results showing either a substance that is not a normal constituent for that type of specimen or showing an abnormal concentration of an endogenous substance.

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Alcohol. The intoxicating agent in beverage alcohol, ethyl alcohol or other low molecular weight alcohols, including methyl or isopropyl alcohol, contained in any beverage, mixture, mouthwash, candy, food, or medication.

Alcohol Concentration. The alcohol in a volume of breath expressed in terms of grams of alcohol per 210 liters of breath as measured by a breath-testing device.

Cancelled Test. A drug or alcohol test that has a problem identified that cannot be or has not been corrected, or which this part otherwise requires to be cancelled. A cancelled test is neither positive nor negative.

Commercial Driver's License (CDL). Vehicles with sixteen or more passengers (including the driver), and vehicles with a Gross Vehicle Weight of more than 26,000 pounds, are considered a commercial motor vehicle, which requires the driver to have a commercial driver's license to operate that vehicle.

Covered Employee. An employee who performs or will perform a safety-sensitive function, including an applicant or transferee who is being considered for hire into a safety-sensitive function.

Designated Employer Representative (DER). An employee authorized by the employer to take immediate action to remove employees from safety-sensitive duties, or cause employees to be removed from these covered duties, and to make required decisions in testing and evaluation processes. The DER also receives test results and other communications for the employer, consistent with the requirements of 49 CFR Part 40, as amended. Service Agents cannot act as DERs.

Department of Transportation (DOT, The Department, DOT Agency).

These terms encompass all DOT agencies, including, but not limited to, the Federal Aviation Administration (FAA), the Federal Railroad Administration (FRA), the Federal Motor Carrier Safety Administration (FMCSA), the Federal Transit Administration (FTA), the National Highway Traffic Safety Administration (NHTSA), the Pipeline and Hazardous Materials Safety Administration (PHMSA), and the Office of the Secretary (OST).

Dilute specimen. A urine specimen with creatinine and specific gravity values that are lower than expected for human urine.

Disabling damage. Damage which precludes departure of any vehicle from the scene of the occurrence in its usual manner in daylight after simple repairs.

- Disabling damage includes damage to a vehicle that could have been operated but would have been further damaged if so operated.
- It does not include damage which can be remedied temporarily at the scene of the occurrence without special tools or parts, tire disablement without other damage even if

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no spare tire is available, or damage to headlights, taillights, turn signals, horn, mirrors or windshield wipers that make the vehicle inoperable.

Evidential Breath Testing Device (EBT). A device that is approved by the National Highway Traffic Safety Administration (NHTSA) for the evidential testing of breath at the .02 and .04 alcohol concentrations and appears on ODAPC's Web page for "Approved Evidential Breath Measurement Devices" because it conforms with the model specifications available from NHTSA.

Medical Review Officer (MRO). A person who is a licensed physician and who is responsible for receiving and reviewing laboratory results generated by an employer's drug testing program and evaluating medical explanations for certain drug test results.

Negative test result. The result reported by an HHS-certified laboratory to an MRO when a specimen contains no drug, or the concentration of the drug is less than the cutoff concentration for the drug or drug class and the specimen is a valid specimen.

Non-negative specimen. A specimen that is reported as adulterated, substituted, positive (for drug(s) or drug metabolite(s)), and/or invalid.

Performing a safety-sensitive function. A covered employee is considered to be performing a safety-sensitive function and includes any period in which he or she is actually performing, ready to perform, or immediately available to perform such functions.

Positive drug test result. The result reported by an DHHS-certified laboratory when a specimen contains a drug or drug metabolite equal to or greater than the cutoff concentrations.

Revenue Service Vehicles. All transit vehicles that are used for passenger transportation service or that require a CDL to operate. Includes all ancillary vehicles used in support of the transit system.

Safety-sensitive function means any of the following duties, when performed by employees of recipients, sub recipients, operators, or contractors:

- Operation of a revenue service vehicle, including when not in revenue service
- Operation of a non-revenue service vehicle when required to be operated by a holder of a Commercial Driver's License (CDL)
- Controlling the movement of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

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Substance Abuse Professional (SAP). A qualified person who evaluates employees who have violated a DOT drug or alcohol regulation and makes recommendations concerning education, treatment, follow-up testing, and aftercare.

Substituted specimen. An employee's specimen not consistent with a normal human specimen, as determined by HHS (e.g., a urine specimen, with creatinine and specific gravity values that are so diminished, or so divergent that they are not consistent with normal human urine).

Verified test result. A drug test result or validity testing result from an HHS-certified laboratory that has undergone review and final determination by the MRO.

Vehicle. A bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A public transportation vehicle is a vehicle used for public transportation or for ancillary services.

4. EDUCATION AND TRAINING

Every covered employee will receive a copy of this policy and will have access to the corresponding federal regulations including 49 CFR Parts 655 and 40, as amended. In addition, all covered employees will 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. The training includes manifestations and behavioral cues that may indicate prohibited drug use.

All supervisory personnel or company officials who are in a position to determine covered employee fitness for duty will receive 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable prohibited drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

5. PROHIBITED SUBSTANCES

Prohibited substances addressed by this policy include the following.

- A. The use of Controlled Substances is prohibited at all times unless a legal prescription has been written for the substance. Prohibited use includes use of any prohibited drug, misuse of legally prescribed drugs, and the use of illegally obtained prescription drugs. Also, the use of marijuana, or the use of hemp related products, which can cause drug or drug metabolites to be present in the body is prohibited at all times and is a violation of this policy.

Federal Transit Administration regulations (49 CFR Part 655) require that all covered employees be tested for marijuana, cocaine, amphetamines, opioids, and phencyclidine as described in this policy. Use of these drugs is prohibited at all times and thus, covered employees may be tested for these drugs any time that they are on duty.

- B. Prescription and Over-the-Counter Medications (Rx/OTC): The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to a supervisor and the covered employee is required to provide a written release from their doctor or pharmacist indicating that the employee can perform their safety-sensitive function.

The MRO may review the use of Rx/OTC medications that may create a “significant safety risk” and may deem the covered employee to be “medically unqualified.” In such cases, the MRO must provide the covered employee up to five (5) business days, after reporting a verified negative result, to facilitate a discussion with the prescribing physician to determine if the medication can be changed to one that does not make the employee medically unqualified, or that does not pose a significant safety risk, before reporting the significant safety concern to the employer.

- C. Alcohol: The use of beverages containing alcohol (including any mouthwash, medication, food, candy) or any other substances such that alcohol is present in the body while performing safety-sensitive job functions is prohibited. An alcohol test can be performed on a covered employee under 49 CFR Part 655 just before, during, or just after the performance of a safety-sensitive job function.

6. PROHIBITED CONDUCT

- A. All covered employees are prohibited from the consumption of prohibited drugs or drug metabolites at all times as required in 49 CFR Part 655. A covered employee that admits to using a prohibited substance after a drug test, but before receipt of the MRO verified drug test result will be removed from performing a safety-sensitive function until receipt of the MRO verified drug test result.
- B. Each covered employee is prohibited from consuming alcohol while performing a safety-sensitive job function or while on-call to perform a safety-sensitive job function. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report to duty. The covered employee will subsequently be relieved of their on-call responsibilities.
- C. The employer shall not permit any covered employee to perform or continue to perform a safety-sensitive function if it has actual knowledge that the employee is using alcohol.

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- D. Each covered employee is prohibited from the performance of a safety-sensitive function while having a breath alcohol concentration of 0.04 or greater regardless of when the alcohol was consumed.
- E. No covered employee shall consume alcohol for eight (8) hours following an involvement in an accident or until they submit to the post-accident drug and alcohol tests, whichever occurs first.
- F. No covered employee shall consume alcohol within four (4) hours prior to the performance of a safety-sensitive job function.

7. DRUG TESTING PROCEDURES

Testing shall be conducted in a manner to ensure a high degree of accuracy and reliability and using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Services (DHHS). All testing will be conducted consistent with the procedures set forth in 49 CFR Part 40, as amended. The procedures will be performed in a private, confidential manner and every effort will be made to protect the employee, the integrity of the drug testing procedures, and the validity of the test result.

The drugs that will be tested for include marijuana, cocaine, opioids, amphetamines, and phencyclidine. After the identity of the donor is checked using picture identification, a urine or oral fluid specimen will be collected using the split specimen collection method described in 49 CFR Part 40, as amended. Each specimen will be accompanied by a DOT Federal Drug Testing Custody and Control Form and identified using a unique identification number that attributes the specimen to the correct individual. The specimen analysis will be conducted at a DHHS certified laboratory.

In the event of a verified positive drug test result, or a verified adulterated or substituted test result, the employee can request that the split specimen be tested at a second laboratory. The employer guarantees that the split specimen test will be conducted in a timely fashion.

PAYMENT OF SPLIT SPECIMEN TESTING COSTS

The employer will guarantee that the cost for the split specimen test is covered in order for a timely analysis of the sample. If the result of the split specimen is negative, the employer will bear the cost for the split specimen testing. If the split specimen tests positive, the employer will seek reimbursement for the cost of the split specimen test from the employee.

OBSERVED COLLECTIONS:

Consistent with 49 CFR Part 40, as amended, observed collections are required in the following circumstances:

- A. Anytime the laboratory reports to the MRO that a specimen is invalid and the MRO reports that there was not an adequate medical explanation for the result;

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- B. Anytime that the original positive, adulterated, or substituted test result had to be cancelled because the test of the split specimen could not be performed;
- C. Anytime the collector observes materials brought to the collection site or the covered employee's conduct clearly indicates an attempt to tamper with a specimen;
- D. Anytime the temperature on the original specimen was out of the accepted temperature range of 90°F – 100°F,
- E. Anytime the original specimen appeared to have been tampered with;
- F. Anytime the specimen is negative-dilute with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, and the MRO reports the specimen as negative-dilute and requires a second collection under direct observation (see §40.197(b)(1)); or
- G. All Return-To-Duty and Follow-up Tests.

The covered employee who is being observed will be required to raise his or her shirt, blouse, or dress/skirt, as appropriate, above the waist; and lower clothing and underpants to show the collector, by turning around that they do not have a prosthetic device.

8. ALCOHOL TESTING PROCEDURES

Tests for breath alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) operated by a trained Breath Alcohol Technician (BAT). Alcohol screening tests may be performed using a non-evidential testing device, which is also approved by NHTSA. If the initial test indicates an alcohol concentration of 0.02 or greater, a second test will be performed to confirm the results of the initial test. The confirmatory test must occur on an EBT. The confirmatory test will be conducted at least fifteen minutes after the completion of the initial test. The confirmatory test will be performed using a NHTSA-approved EBT operated by a trained BAT. The EBT printout, along with Federal Alcohol Testing Form, will be used to document the test, the subsequent results, and to attribute the test to the correct employee.

A covered employee who has a confirmed breath alcohol concentration of 0.04 or greater will be considered a positive alcohol test and in violation of this policy. The employee will be immediately removed from safety-sensitive duties and will be referred to a SAP for evaluation.

Any covered employee who refuses to test for drugs or alcohol as required shall be removed from performing safety-sensitive duties and referred to a SAP for evaluation.

A test result for a covered employee who has a confirmed breath alcohol concentration of 0.02 or greater, but less than 0.04 is not considered positive, however the employee shall still be removed from performing safety-sensitive duties for at least eight (8) hours, unless a retest results in the employee's alcohol concentration of less than 0.02.

An alcohol concentration of less than 0.02 will be considered a negative test.

9. PRE-EMPLOYMENT TESTING

All applicants for covered safety-sensitive positions shall undergo urine or oral fluid drug testing prior to hire or transfer into a covered position that requires the performance of a safety-sensitive function.

- A. All offers of employment of covered positions shall be extended conditional upon the applicant passing a drug test. An applicant shall not be hired into a covered position unless the applicant takes a drug test with a verified negative result.
- B. If an applicant fails a pre-employment drug test, the conditional offer of employment shall be rescinded, and the applicant will be referred to a Substance Abuse Professional.
- C. A non-covered employee shall not be placed, transferred, or promoted into a covered position until the employee takes a drug test with a verified negative result.

When an employee, being placed, transferred, or promoted from a non-covered position to a covered position, submits to a drug test with a verified positive result, the transfer/promotion offer will be rescinded, the employee will be referred to a Substance Abuse Professional, and the employee shall be subject to disciplinary action. Refer to the DISCIPLINARY ACTION section in this policy to determine the consequences for policy violations.

- D. If a pre-employment/pre-transfer test is canceled, the applicant will be required to take another pre-employment drug test with a verified negative result.
- E. In instances where a covered employee is on extended leave for a period of ninety (90) consecutive calendar days or more and is taken out of the random testing pool, the employee will be required to take a pre-employment drug test under 49 CFR Part 655 and have a verified negative test result prior to performing a safety-sensitive function.
- F. Applicants are required to report previous DOT-regulated employment, in accordance with 49 CFR Part 40, as amended. Failure to do so will result in the employment offer in a covered position being rescinded.
- G. All applicants that have had a prior DOT positive drug test result, a DOT breath alcohol test result with a concentration 0.04 or greater, or refused a previous DOT drug or alcohol test request, must provide the employer proof of having successfully completed a referral, evaluation, and treatment administered under DOT regulations.

10. REASONABLE SUSPICION TESTING

All covered employees shall be subject to a drug and/or alcohol test when the employer has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing a safety-sensitive function, just before the employee is to perform a safety-sensitive function, or just after the employee has ceased performing a safety-sensitive function.

A covered employee who refuses an instruction to submit to a drug and/or alcohol test will be removed from performing safety-sensitive duties and referred to a Substance Abuse Professional (SAP) in accordance with Part 40, as amended.

A written record of the observations which led to a drug and/or alcohol test based on reasonable suspicion shall be prepared and signed by the supervisor or other company official trained in making these observations. This written record shall be maintained by the Designated Employer Representative (DER).

11. POST-ACCIDENT TESTING

All covered employees will be required to undergo drug and alcohol testing if they are involved in an accident associated with the operation of a vehicle that results in a fatality regardless of whether or not the vehicle is in revenue service. This includes all surviving covered employees that are operating the vehicle at the time of the accident and any other whose performance cannot be completely discounted as a contributing factor to the accident. In addition, post-accident testing will be conducted if an accident results in injuries requiring immediate transportation to a medical treatment facility or one or more vehicles incurs disabling damage, unless the operator's performance can be completely discounted as a contributing factor to the accident. The accident definition may include some incidents where an individual is injured even though there is no vehicle collision.

- A. As soon as practicable following an accident, as defined in 49 CFR Part 655, the transit supervisor investigating the accident will notify the transit employee operating the transit vehicle and all other covered employees whose performance could have contributed to the accident of the need for testing. The supervisor will make the determination using the best information available at the time of the accident.
- B. The appropriate transit supervisor shall ensure that an employee, required to be tested under this section, is tested as soon as practicable, but no longer than

eight (8) hours after the accident for alcohol, and within 32 hours for drugs. If a drug or alcohol test is not performed within two (2) hours of the accident, the supervisor will document the reason(s) for the delay. If the alcohol test is not conducted within eight (8) hours, or the drug test within 32 hours, attempts to conduct the test must cease and the reasons for the failure to test documented.

- C. Any covered employee involved in an accident must refrain from alcohol use for at least eight (8) hours following the accident, or until they undergo a post-accident alcohol test.
- D. An employee who is subject to post-accident testing who fails to remain readily available for such testing, including notifying a supervisor of their location if they leave the scene of the accident prior to submission to such test, may be deemed to have refused to submit to testing.
- E. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident, or to prohibit an employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident, or to obtain necessary emergency medical care.
- F. In the rare event that the employer is unable to perform an FTA drug and/or alcohol test (i.e., employee is unconscious, employee is detained by law enforcement agency), the employer may use drug and alcohol post-accident test results administered by state and local law enforcement officials in lieu of the FTA test. The state and local law enforcement officials must have independent authority for the test and the employer must obtain the results in conformance with state and local law.

12. RANDOM TESTING

All covered employees will be subjected to random, unannounced testing. The selection of employees shall be made by a scientifically valid method of randomly generating an employee identifier from the appropriate pool of safety-sensitive employees.

- A. The number of covered employees randomly selected for drug and alcohol testing during the calendar year shall be not less than the percentage rates established by Federal regulations identified in 49 CFR Part 655.45(b).
- B. Each covered employee in the pool shall have an equal chance of selection each time the selections are made.
- C. The dates for administering unannounced testing of randomly selected employees shall be spread reasonably throughout the calendar year during all days of the week and hours of the day that safety-sensitive functions are performed.
- D. Random drug tests can be conducted at any time a covered employee is on duty. Random alcohol tests can be performed just before, during, or just after the performance of a safety-sensitive function.

- E. Employees are required to proceed immediately to the collection site upon notification to report for a random drug and/or alcohol test.

13. RETURN-TO-DUTY TESTING

All covered employees who previously tested positive for a prohibited drug on a DOT drug test or had a breath alcohol test result 0.04 or greater, or refused a test, must test negative for drugs, alcohol (below 0.02 alcohol concentration), or both and be evaluated and released by the SAP in accordance with 49 CFR Part 40, Subpart O before returning to perform a safety-sensitive function. For an initial positive drug test, a return-to-duty drug test is required, and an alcohol test is allowed. For an initial breath alcohol test 0.04 or greater, a return-to-duty alcohol test is required, and a drug test is allowed. Following the initial assessment, the SAP will recommend a course of rehabilitation unique to the individual. Before scheduling the return-to-duty test, the SAP must assess the employee and determine if the required treatment has been successfully completed.

14. FOLLOW-UP TESTING

Covered employees will be required to undergo frequent, unannounced drug and/or alcohol testing following their return to performing a safety-sensitive function. The follow-up testing will be performed for a period of one to five years with a minimum of six (6) tests to be performed the first year. The frequency and duration of the follow-up tests (beyond the minimums) will be determined by the SAP reflecting the SAP's assessment of the employee's unique situation and recovery progress. Follow-up testing should be frequent enough to deter and/or detect a relapse. Follow-up testing is separate and in addition to the random, post-accident, reasonable suspicion and return-to-duty testing.

15. RESULT OF A NEGATIVE DILUTE DRUG TEST

When a negative dilute drug test result is reported to the Medical Review Officer with a creatinine concentration greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL, the covered employee will be required to undergo another test. The MRO will direct the test to be conducted under direct observation. Should the second test result in a negative dilute result, the test will be considered negative and no additional testing will be required unless directed to do so by the MRO.

A drug test with the result of a negative dilute (dilute level greater than 5 mg/dL) will be re-tested. Collection will be unobserved. The result of the second test will be the test of record. No additional testing will be conducted unless directed to do so by the MRO.

16. BEHAVIOR THAT CONSTITUTES A TEST REFUSAL

Refusal to submit to a DOT drug or alcohol test is considered a violation of DOT regulations.

Behavior that Constitutes a Test Refusal	Drug Test	Alcohol Test
1) Failure to appear for a test in the time frame specified by the employer.**	X	X
2) Failure to remain at the testing site until the testing process is complete.**	X	X
3) Failure to provide a specimen required for any test.	X	X
4) Failure to permit the observation or monitoring of specimen donation when so required.	X	X
5) Failure to provide sufficient amount of specimen without a valid medical explanation for the failure.	X	X
6) Failure to take an additional test when directed by the employer or collector.	X	X
7) Failure to undergo a medical examination when directed to do so by the MRO or employer.	X	X
8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).	X	X
9) For an observed collection, failure to follow the observer's instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.	X	
10) Possess or wear a prosthetic or other device that could be used to interfere with the collection process.	X	
11) Admit to the collector or MRO that you adulterated or substituted the specimen.	X	
12) When the MRO reports a verified adulterated or substituted test result.	X	
13) Failure to sign the certification on Step 2 of the Alcohol Test Form.		X
14) Failure to remain readily available for post-accident testing, including notifying a supervisor of their location if they leave the scene of the accident prior to submission to such tests.	X	X
15) Failure to refrain from the use of alcohol for eight (8) hours following an accident without first having submitted to post-accident drug and alcohol testing.	X	X

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**For pre-employment tests only, failure to appear, aborting the collection before the test commences, or failure to remain at site prior to commencement of test is NOT a test refusal. The pre-employment test commences when the person takes the specimen container from the collector.

17. RESULT OF POSITIVE DRUG OR ALCOHOL TEST

Any covered employee who tests positive for the presence of prohibited drugs, tests for alcohol with an alcohol concentration at or above .04, or refuses to submit to testing, will be immediately removed from safety sensitive duties and referred for evaluation by a DOT-qualified Substance Abuse Professional (SAP) in accordance with 49 CFR Part 40, Subpart O.

A SAP is a licensed or certified physician, psychologist, social worker, employee assistance professional, a state-licensed or certified marriage and family therapist, or addiction counselor with knowledge of and clinical experience in the diagnosis and treatment of alcohol and drug-related disorders. No employee will be allowed to return to performing a safety-sensitive job function without the approval of the SAP.

- A. As soon as practicable after receiving notice of a verified positive drug test result, a confirmed alcohol test result at or above 0.04, or a test refusal, the Designated Employer Representative (DER) will contact the employee's supervisor to have the employee cease performing any safety-sensitive function.
- B. The employee shall be referred to a SAP for an assessment. In accordance with 49 CFR Part 40, Subpart O, the SAP will evaluate the employee to determine what assistance is necessary to resolve problems associated with prohibited drug use or alcohol misuse.
- C. Refusal to submit to a drug and/or alcohol test shall be considered a violation of DOT regulations.
- D. Any covered employee who has a DOT testing violation (i.e., tests positive for the presence of prohibited drugs, tests for alcohol with an alcohol concentration at or above .04, or refuses to submit to testing), with another DOT-regulated employer while employed with this employer is required to notify this employer's Designated Employer Representative (DER) of the violation with the other employer. The covered employee will then be removed from performing a safety-sensitive function until this employer receives documentation that the covered employee has completed the SAP referral and evaluation and return-to-duty process with the other DOT-regulated employer.

Refer to the DISCIPLINARY ACTION section in this policy to determine the consequences for policy violations.

18. DISCIPLINARY ACTION

As soon as practical after receiving notice of a verified positive drug test result, a confirmed breath alcohol test result 0.04 or greater, or a refusal to test, the employer's Designated Employer Representative (DER) will contact the covered employee's supervisor to have the employee cease performing any safety-sensitive function. The employee shall be referred to a Substance Abuse Professional for an assessment. The SAP will evaluate each employee to

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determine what assistance the employee needs in resolving problems associated with prohibited drug use or alcohol misuse.

Following a confirmed breath alcohol test result 0.02 or greater, but less than 0.04 – the covered employee is immediately removed from safety sensitive duties for at least eight (8) hours, unless a retest results in the employee's alcohol concentration of less than 0.02.

Second Chance Policy:

Any covered employee with a verified positive drug test result, or a confirmed breath alcohol test result 0.04 or greater, or refused to test for drugs or alcohol, for the first time, will be removed from safety-sensitive duties, referred to a Substance Abuse Professional (SAP), and subject to the employer's disciplinary policy.

Disciplinary action against the covered employee shall include:

- (a) Mandatory referral to a Substance Abuse Professional (SAP) for assessment, formulation of a treatment plan, and execution of a return-to-work agreement;
- (b) Failure to execute or remain compliant with the return-to-work agreement shall result in termination from employment. Compliance with the return-to-work agreement means that the employee has submitted to an observed drug and/or alcohol test immediately prior to returning to perform a safety-sensitive duty; the verified result of that test is negative; in the judgment of the SAP the employee is cooperating with the SAP's recommended treatment program; and the employee has agreed to periodic unannounced follow-up testing under direct observation. Follow-up testing after a DOT violation is in addition to other testing under DOT-FTA authority (i.e., random, post-accident, reasonable suspicion).
- (c) Refusal to submit to a periodic unannounced follow-up observed drug test or alcohol test shall be considered a direct act of insubordination and shall result in termination.
- (d) A periodic unannounced follow-up observed drug test with a verified positive result or a confirmed breath alcohol test result 0.04 or greater, shall result in termination from employment.

The second instance of a verified positive drug test result or confirmed breath alcohol test result 0.04 or greater, shall result in termination from employment.

The cost of any treatment or rehabilitation services will be paid directly by the employee or their insurance provider. The employee will be permitted to take accrued sick leave or administrative leave to participate in the SAP prescribed treatment program. If the employee has insufficient accrued leave, the employee shall be placed on leave without pay until the SAP has determined that the employee has successfully completed the required treatment program and releases him/her to return-to-duty. Any leave taken, either paid or unpaid, shall be considered leave taken under the Family and Medical Leave Act.

19. GRIEVANCE AND APPEAL

The consequences specified by 49 CFR Part 40, §40.149 paragraph (a) (5) and paragraph (c) for a positive test result or test refusal are not subject to arbitration.

20. INFORMATION DISCLOSURE

Drug and alcohol testing records shall be maintained by the Designated Employer Representative (DER) and, except as provided below or by law, the results of any drug and/or alcohol test shall not be disclosed without express written consent of the tested covered employee.

- A. The employee, upon written request, is entitled to obtain copies of any records pertaining to their use of prohibited drugs or misuse of alcohol including any drug or alcohol testing records. Covered employees have the right to gain access to any pertinent records such as equipment calibration records, and records of laboratory certifications. Employees may not have access to SAP referrals and follow-up testing plans.
- B. Records of a verified positive drug and/or alcohol test result shall be released to the Drug and Alcohol Program Manager, Department Supervisor, and Personnel Manager only on a 'need to know' basis.
- C. Records will be released to a subsequent employer only upon receipt of a written request from the employee.
- D. Records of an employee's drug and/or alcohol tests shall be released to the adjudicator in a grievance, lawsuit, or other proceeding initiated by or on behalf of the tested individual arising from the results of the drug or alcohol test. The records will be released to the decision maker in the preceding. The information will only be released with binding stipulation from the decision maker will only make it available to parties in the preceding.
- E. Records will be released to the National Transportation Safety Board during an accident investigation.
- F. Records will be released to the DOT or any DOT agency with regulatory authority over the employer or any of its employees.
- G. Records will be released if requested by a Federal, state, or local safety agency with regulatory authority over the employer or the employee.
- H. If a party seeks a court order to release a specimen or part of a specimen contrary to any provision of CFR Part 40, as amended, necessary legal steps to contest the issuance of the order will be taken.
- I. In cases of a contractor or sub-recipient of a state department of transportation, records will be released when requested by such agencies that must certify compliance with the regulation to the FTA.

21. SAFETY-SENSITIVE POSITIONS *

Listed below are the job titles of employees that perform a safety-sensitive function.

1. Full & Part Time Bus Operator
2. Substitute Bus Operator
3. Compliance, Safety and Security Officer
4. Fleet & Facility Coordinator

* Refer to definition of safety-sensitive functions.

22. POLICY MODIFICATION

This policy may be modified if changes in regulation or law occurs.

23. CONTACT INFORMATION

FTA regulations require that a single contact person be identified to answer questions for this policy. Any questions regarding this policy or any other aspect of the substance abuse program should be addressed to the following representatives:

Drug and Alcohol Program Manager (DAPM)

Name:	Leanne Greenslade
Title:	Compliance, Safety and Security Officer
Street Address:	400 Commerce Dr. SE
City/State/Zip Code	Kasson, MN, 55944
Telephone number:	507-429-9727
Fax# or Email:	leanne.greenslade@semcac.org

Designated Employer Representative (DER):

Name:	Leanne Greenslade
Title:	Compliance, Safety and Security Officer
Street Address:	400 Commerce Dr. SE
City/State/Zip Code	Kasson, MN 55944
Telephone number:	507-429-9727
Fax # or Email:	leanne.greenslade@semcac.org

Secondary Designated Employer Representative DER Contact:

Name:	William J. Spitzer
Title:	Director of Transportation
Street Address:	400 Commerce Dr. SE
City/State/Zip Code	Kasson, MN 55944
Telephone number:	507-421-2317
Fax# or Email:	bill.spitzer@semcac.org

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CONSORTIUM/THIRD PARTY ADMINISTRATOR (C/TPA)

Company Name:	Vault Health
Street Address:	1100 Easton Road, Suite F
City/State/Zip Code	Willow Grove, PA19090
Telephone number:	(800) 732-3784
Fax# or Email:	(215) 396-5609

DHHS CERTIFIED LABORATORY

Company Name:	Medtox
Contact Name:	
Street Address:	402 W County Rd. D
City/State/Zip Code	St.Paul, MN 55112
Telephone number:	(800)-832-3244
Fax# or Email:	(615)-636-7466

SUBSTANCE ABUSE PROFESSIONALS or RESOURCE

Company Name	American Substance Abuse Professionals (ASAP)
Phone:	(866)-566-7692
Website:	go2asap.com
Code:	semcac

EMPLOYEE ASSISTANCE PROGRAM

Company Name	AllOne Health
Phone:	(888) 243-5744
Website:	www.sandcreekeap.com
Code:	semcac

SEMCAC BOARD AGENDA ITEM

Date: September 8, 2025

Meeting Location: Teams & Kasson

ITEM NO: 8.1	TITLE: Rolling Hills Transit—Update to FTA Drug and Alcohol Policy	ORIGINATED BY: William J. Spitzer, Transportation Director REVIEWED BY: Jennifer Hengel, Executive Director
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PREVIOUS ACTION ON THIS ITEM: Approved original policy 3/12/2012.

BACKGROUND: The Federal Transit Administration (FTA) requires all transit agencies receiving federal funds to maintain a current and compliant Drug and Alcohol Policy. This policy establishes standards and procedures for ensuring a safe, drug- and alcohol-free workplace in safety-sensitive positions, including drivers, dispatchers, and mechanics.

The FTA periodically issues regulatory updates to align with new Department of Transportation (DOT) testing requirements, evolving federal legislation, and best practices for employee safety. Our existing policy was last adopted by the Board on 3/12/2012, and during a MnDOT/FTA Drug and Alcohol Audit conducted on June 16, it was identified that our policy must be updated to remain in full compliance.

Key areas addressed in the proposed revision include:

- Alignment with the most recent FTA/DOT drug and alcohol testing regulations.
- Clarification of employee responsibilities and consequences of non-compliance.
- Updates to testing procedures, substances tested, and threshold levels.
- Ensuring policy consistency with current HR practices and collective bargaining agreements (where applicable).

Maintaining an up-to-date Drug and Alcohol Policy is critical to protecting passenger safety, ensuring compliance with federal regulations, and safeguarding our agency's eligibility for federal funding. Approval of this agenda item will allow management to formally adopt the updated policy and provide necessary training for all safety-sensitive employees.

BOARD ACTION REQUESTED: Approval of the updated FTA Drug and Alcohol Policy as presented, effective immediately upon adoption.

Motion By: NEIL WITZEL Seconded By: JIM WALLY

Action on Motion: 14 AYE _____ NO _____ ABSTAIN

Motion: Carried: Y Defeated: _____

Confirmed by President: *Rich Butcher* Date: 9/8/25

**SEMCAC
RESOLUTION 2025-06**

Update to FTA Drug and Alcohol Policy

WHEREAS Semcac operates a public transportation service known as Rolling Hills Transit for the benefit of residents in Dodge, Fillmore, Houston, Winona, and Olmsted counties; and

WHEREAS the Federal Transit Administration (FTA) requires transit agencies receiving federal funds to maintain a current and compliant Drug and Alcohol Policy; and

WHEREAS during a MnDOT/FTA Drug and Alcohol Audit conducted on June 16, 2025, it was identified that Semcac's existing policy must be updated to align with current federal requirements; and

WHEREAS maintaining an up-to-date Drug and Alcohol Policy is essential to ensuring passenger and employee safety, regulatory compliance, and continued eligibility for federal and state funding;

NOW, THEREFORE, BE IT RESOLVED that the Semcac Board of Directors approves the updated FTA Drug and Alcohol Policy as presented, effective immediately upon adoption; and

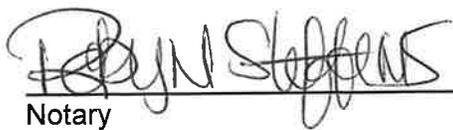
FURTHER RESOLVED that Semcac authorizes the Director of Transportation or their designee to implement the updated policy, provide training to all safety-sensitive employees, and make any future administrative updates necessary to remain in compliance with FTA and MnDOT regulations.

CERTIFICATION

I hereby certify that the foregoing resolution is a true and correct copy of the resolution presented to and adopted by the Semcac Board of Directors at a duly authorized meeting held on the 8th day of September 2025.



President of the Board of Directors



Notary

