

# Bis-Man Transit Board Meeting

December 17, 2020, 11:30AM

<https://us02web.zoom.us/j/89627192967>

Call in #: (312)626-6799; Meeting ID: 896 2719 2967

## Welcome & Introductions

## Approval of Agenda

## Consent Agenda

1. Previous Month's Minutes
  - a. Attachment A – November Regular Meeting; December Finance Committee Meeting
2. Financial Report
  - a. Attachment B
3. Ride Stats
  - a. Attachment C
4. Safety Plan Correction Approval
  - a. Attachment D

## Public Comment

## Standing Committee Update

1. Finance Committee Update

## Ad Hoc Committee Update

1. New Route Task Force Dissolution
2. Central Hub Task Force Creation

## Unfinished Business

1. Route Redesign Launch Discussion

### **New Business (Regular Agenda)**

1. 2021 Budget Approval
  - a. Attachment E
2. Accounts Receivable Write Off Recommendation
  - a. Attachment F

### **Executive Director Report**

1. Grant Update
2. Triennial Update
3. 2020 Highlights

### **Operations Report**

### **Other Business**

### **Adjourn**

- ☐ **The next Board Meeting will be held January 22, 2021 at 11:30am.**



# **Bis-Man Transit Regular Board Meeting Minutes**

November 19, 2020, 11:30 A.M.

Via Zoom

Attending:	President/Shalna Laber	Vice President/Lynn Wolf
	Sec. /Tres. DeNae Kautzmann	Glenn Lauinger
	Lacey Long	Steve Heydt
	Karel Sovak	Royce Schultze
	Commissioner Guy	Helen Baumgartner
	Commissioner Rohr	

Not Attending: N/A

Staff:	Deidre Hughes	Taylor Kitzen
	Mike Mundahl	Craig Thomas
	Danae Thiery	Tom Reisenauer

Guests:	Trevor Vannett	Steve Saunders
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Bis-Man Transit delivers valued public transportation, linking people, jobs and communities.

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Meeting was called to order at 11:30 A.M.

**Approval of Agenda:** Karel moved to approve the agenda. Royce seconded the motion. Motion carried unanimously.

**Consent Agenda:** Karel moved to approve the consent agenda. DeNae seconded the motion. Motion carried unanimously.

**Public Comment:** Trevor commented that he supported the fixed route changes, and said he would appreciate it if the Board approved them.

### **Standing Committee Update**

1. **Finance Committee Update:** DeNae advised there were no other updates to the Finance Committee other than what was included in the minutes.

### **Ad Hoc Committee Update**

1. **New Route Task Force:** Deidre advised that the Task Force planned to meet prior to presenting the proposed changes to the December 8<sup>th</sup>, 2020 Bismarck City Commission meeting, and will have an update at the next Board meeting.

### **Unfinished Business:**

1. **Strategic Plan Check In:** Shauna explained that it was a goal to check in every quarter for the first year of the strategic plan, and said the first goal of developing a vision statement has been completed. Deidre gave an update on the additional goals, starting with the goal to increase advertising revenue to \$80,000 by December 31, 2021. Deidre gave an update on the third goal, which was to identify and apply for a minimum of one new grant not previously received in 2019 or 2020, and explained that she had applied for an urban project grant, as well as an Otto Bremer grant. The next goal was to investigate and determine the viability of revenue bus services with community stakeholders with consideration of FTA regs. Deidre explained she had recently had some meetings with a stakeholder, and said she was hopeful she would be able to schedule meetings with additional stakeholders. The next goal was to identify possible locations and partnerships for a central hub in south or central Bismarck. Deidre explained she has had some early conversations about some possible partnerships. The next goal was to execute the plan developed by the Fixed Route Task Force. Deidre explained the public hearing had been held earlier in the day. The final goal was the quarterly calibration of the annual plan. Shauna said she wanted to ensure the Board was assisting in achieving the goals, and asked if they were achievable. Deidre said she was comfortable with how things were going and said good progress was being made.
2. **Bis-Man Transit Logo Re-Brand:** Deidre provided some different options for the new logo, and asked for input from the Board on how to move forward. DeNae said

it had been discussed at the Finance Committee Meeting. DeNae moved to approve logo option #4. Steve seconded the motion. Motion carried unanimously.

3. **Final Presentation of Fixed Routes:** Deidre provided a brief overview of the proposed new fixed routes. DeNae asked about the Purple Route, and explained some concerns she had about upcoming construction projects along the route, specifically 8<sup>th</sup> Ave being a half street, and currently being degraded. Craig explained he felt buses could get through safely, and explained how they would bypass the construction work. Shauna said she thought it was a good long-term route. DeNae also asked about the Purple Route bypassing the senior center. Deidre explained there was no fixed route ridership from the senior center. Karel moved to approve the fixed route redesign and present them to the city commission for additional approval. Steve seconded the motion. Motion carried unanimously.
4. **COVID-19 Transport:** Deidre explained that the city of Bismarck had reached out about transporting homeless individuals with COVID-19 to a dedicated location. She said she didn't feel that it was something we could provide as a public transportation service, and had discussed other options with the Bismarck city attorney. She said the City of Bismarck would be continuing to work with Metro ambulance on these transfers, and said it may come up again.

#### **New Business (Regular Agenda):**

1. **TAM Plan Approval:** Deidre explained that some items were not included with the TAM Plan from the NDDOT, and presented a plan from the NDDOT with some revisions to add some needed items. Steve moved to approve the addendum to the existing TAM Plan. DeNae seconded the motion. Motion carried unanimously.
2. **Metropolitan Planning Organization Update:** Steve Saunders said this would be his last meeting due to his retirement, and said Rachel Drewlow would be his successor. The Board thanked Steve for his years of service and for the valuable input he provided.

#### **Executive Director Report:**

1. **Triennial Review Update:** Deidre gave an update on the progress of the triennial review. She said the interviews would be virtual, and are expected to begin in late January to early February.
2. **Advertising Update:** Deidre updated the Board on bench repairs.
3. **City of Bismarck Contract Update:** Deidre said the Bismarck City Commission had voted to extend the contract with Bis-Man Transit during their October 27<sup>th</sup> meeting.

**Operations Report:** Craig explained that every year executives from National Express in the UK come to North America to tour different transit agencies, and this year Bis-Man Transit was chosen. He said the tour was done virtually this year, and said executives were very impressed with the facility, and were pleased with the response to COVID-19. Craig updated the board on the mask mandate, and said about 3000 disposable masks were able to be obtained.

**Other Business:** Helen asked some questions about the vision statement. Karel addressed the questions & briefly explained how the vision statement had been developed.

Shauna reminded the Board that the next meeting would focus heavily on the budget & asked Board members to reach out to her or the Finance Committee with any concerns, comments or questions.

Shauna congratulated Lacey on a recent professional award she received.

Meeting adjourned at 12:25 P.M.



# November 2020

## MONTHLY REPORT

	Month	YTD	PY Month	PY YTD	% INC/DEC OVR PYM	% INC/DEC OVR PYTD
RIDERSHIP						
FIXED ROUTE	4,016	51,267	7,936	94,530	-49.40%	-45.77%
PARATRANSIT	4,957	64,820	8,329	99,847	-40.49%	-35.08%
Total	8,973	116,087	16,265	194,377	-44.83%	-40.28%
FR AVG. DAILY BOARDINGS	160.64					
DR AVG. DAILY BOARDINGS	165.23					
			Pass./Hour	Pass./Hour	Pass./Hour	
						% INC/DEC OVR PYTD
REVENUE HOURS	Month	YTD	Month	YTD	PY YTD	PY YTD
FIXED ROUTE	1,658.89	16,580.17	2.42	3.09	4.95	19,083.7
PARATRANSIT	2,074.53	26,403.11	2.39	2.46	2.82	35,446.9
Total	3,733.42	42,983.28	2.40	2.70	3.6	54,530.6
			Pass./Mile	Pass./Mile		
						% INC/DEC OVR PYTD
REVENUE MILES	Month	YTD	Month	YTD	PY YTD	
FIXED ROUTE	28,308	277,038	0.14	0.19	317,404	
PARATRANSIT	27,045.20	347,065.71	0.18	0.19	480,269	
Total	55,353.20	624,103.71	0.33	0.37	797,673	
					% INC/DEC OVR PYM	% INC/DEC OVR PYTD
ON TIME PERFORMANCE	Month	YTD	PY Month	PY YTD		
FIXED ROUTE	0.00%	84.16%	81.29%	80.18%	-100.00%	4.97%
PARATRANSIT	94.00%	97.80%	98.00%	96.00%	-4.08%	1.88%
RIDERSHIP PER ROUTE						% INC/DEC OVR PYM
ROUTE	Month	YTD	PY Month			
BLACK	748	9646	1221			-38.7%
BLUE	725	9791	1383			-47.6%
GREEN	540	7169	1357			-60.2%
RED	669	9508	1719			-61.1%
BROWN	567	7431	1198			-52.7%
PURPLE	767	7722	1058			-27.5%
U-Mary	90	1043	301			-70.1%
ACCIDENTS	Month	Month at Fault	YTD	YTD at Fault		
FIXED ROUTE	1	1	4	4		
PARATRANSIT	1	1	6	6		
SERVICE VEHICLE	0	0	0	0		
COMPLAINTS	Month	YTD				
FIXED ROUTE	2	21				
PARATRANSIT	6	36				
Office Staff	1	1				
COMPLIMENTS	Month	YTD				
FIXED ROUTE	0	1				
PARATRANSIT	1	20				
Office Staff	0	4				



*Bis-Man Transit delivers valued public transportation, linking people, jobs and communities.*

December 17, 2020

**TO:** Bis-Man Transit Board of Directors

**FROM:** Deidre Hughes, Executive Director

**SUBJECT:** Revised Safety Plan Recommendation

**BACKGROUND:** In September of 2020, the Bis-Man Transit Board of Directors approved the North Dakota Safety Plan adoption. This is a required plan per the Federal Transit Administration in order to continue receiving federal funding.

**DISCUSSION:** Upon submitting the approved Safety Plan to NDDOT, it was recommended that we tailor the plan more specifically to Bis-Man Transit, as well as include National Express's safety policies. Revisions were made and communicated to NDDOT. NDDOT was comfortable with the updated document.

**FINANCIAL IMPACT:** None.

**RECOMMENDATION:** Staff recommends approval of the revised Bis-Man Transit Safety Plan.



2020

# Bis-Man Transit

SAFETY MANAGEMENT SYSTEM (SMS) MANUAL

BIS-MAN TRANSIT

BIS-MAN TRANSIT



## Table of Contents

1. Transit Information .....	3
2. Organization Structure and Safety Responsibilities .....	4
3. Plan Development, Approval, Updates.....	6
4. Safety Policies and Procedures .....	7
5. Safety Risk Management .....	10
6. Safety Performance Monitoring and Measurement .....	13
7. Defining Safety Goals, Objectives/Outcomes.....	15
8. Supporting Documents.....	18
9. Definitions of Terms Used in Safety Plan .....	18

## 1. Transit Information

<b>Name</b>	Bis-Man Transit Board		
<b>Address</b>	3750 East Rosser Ave, Bismarck, ND 58501		
<b>Name and Title of Accountable Executive</b>	Deidre Hughes, Executive Director		
<b>Name of Chief Safety Officer (CSO) or Safety Management System (SMS) Executive</b>	NA		
<b>Mode(s) of Service Covered by This Plan</b>	Fixed Route Bus; Paratransit	<b>List All FTA Funding Types (e.g., 5307, 5310, 5311)</b>	5307, 5310, 5339
<b>Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)</b>	Modes: Fixed Route and Paratransit. Bis-Man Transit use contracted labor to operate the revenue vehicles for both modes as well as the facility/vehicle maintenance.		
<b>Does the agency provide transit services on behalf of another transit agency or entity?</b>	Yes	<b>Description of Arrangement(s)</b>	Bis-Man Transit is contracted to provide public transportation services for the Bismarck, Mandan, and Lincoln communities through the City of Bismarck. Under that agreement, Bis-Man Transit provides staff for administrative duties. Facility and vehicle maintenance, dispatching, customer services, as well as the operations of revenue vehicles are contracted to another entity. The Bis-Man Transit Facility and all vehicles are owned by the City of Bismarck.
<b>Name and Address of Transit Agency or Entity for Which Service Is Provided</b>	City of Bismarck 221 North 5th Street Bismarck, ND 58501		

## 2. Organization Structure and System Safety Responsibilities

<p>Bis-Man Transit Accountable Executive Deidre Hughes</p>	<p>The Executive Director serves as Bis-Man Transit's Accountable Executive with the following authorities, accountabilities and responsibilities under this plan:</p> <ul style="list-style-type: none"> <li>• Controls and directs human and capital resources needed to develop and maintain the PTASP and SMS</li> <li>• Ensures that the Bis-Man Transit SMS is effectively implemented.</li> <li>• Ensures action is taken to address substandard performance in SMS.</li> <li>• Assumes ultimate responsibility for carrying out Bis-Man Transit's PTASP and SMS.</li> <li>• Maintains responsibility for carrying out the agency's Transit Asset Management Plan.</li> <li>• Designates an adequately trained Chief Safety Officer who is a direct report, typically a member of the operations contracted team</li> <li>• Develops the PTSAP and SMS policies and procedures</li> <li>• Ensures policies are consistent with safety objectives</li> </ul>
<p>Agency Leadership and Management</p>	<p>Agency Leadership and Management also have authorities and responsibilities for day-to-day SMS implementation and Operation of the SMS under this plan. Agency Leadership and Management Include:</p> <ul style="list-style-type: none"> <li>• General Manager (Contracted)</li> <li>• Maintenance Manager (Contracted)</li> <li>• Customer Service Manager (Contracted)</li> <li>• Safety Committee Coordinator (Contracted)</li> </ul> <p>Leadership and Management personnel have the following authorities, accountabilities and responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate as members of the Safety Committee.</li> <li>• Complete training on SMS and PTASP elements.</li> <li>• Oversee day-to-day operations of the SMS in their departments.</li> <li>• Modify policies in their departments consistent with implementation of the SMS, as necessary.</li> <li>• Provide subject matter expertise to support</li> </ul>

	implementation of SMS as requested by the Accountable Executive or the Chief Safety Officer, including SRM activities, investigation of safety events, development of safety risk mitigation, and monitoring of mitigation effectiveness.
Key Staff and Activities	<p>Bis-Man Transit use the Safety Committee, as well as monthly Driver's Meeting and weekly Team meeting to support its SMS and safety programs:</p> <ul style="list-style-type: none"> <li>• Safety Committee: Any safety hazard reported will be jointly evaluated by the Safety Committee and the Chief Safety Officer during the Safety Committee Meeting. The Safety Committee is made up of the following members: <ul style="list-style-type: none"> <li>• Safety Committee Coordinator (Permanent)</li> <li>• Customer Service Manager (Permanent)</li> <li>• Road Supervisor – Either Mode (Six-month term)</li> <li>• Paratransit Operator (Six-month term)</li> <li>• Fixed Route Operator (Six-month term)</li> <li>• Maintenance Designee (Six-month term)</li> </ul> </li> </ul>

### 3. Plan Development, Approval, and Updates

<b>Name of Person Who Drafted This Plan</b>	Deidre Hughes, Executive Director	
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>
	Deidre Hughes Executive Director	
<b>Approval by the Bis-Man Transit Board of Directors</b>	<b>Bis-Man Transit Board of Directors</b>	<b>Date of Approval</b>
	Shauna Laber Bis-Man Transit Board President	

<b>Version Number and Updates</b> <i>Bis-Man Transit Safety Plan Activity Log</i>			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change/Activity</b>	<b>Date Issued/Approved</b>
1		New Safety Plan	December 2020

<b>Annual Review and Update of the Public Transportation Agency Safety Plan (PTFASP)</b>
<p>This plan will be reviewed and updated by the Bis-Man Transit staff not later than June 30th of each year. The Executive Director will review and approve any changes and present to the Bis-Man Transit Board of Directors for final review and approval.</p>

## 4. Safety Management Policy

### 4.1 Commitment to Safety

We are committed to Safety Management as a systematic and comprehensive approach to identify safety hazards and risks associated with transit system operations and related maintenance activities. We have adopted a Safety Management System (SMS) framework as an explicit element of the agency's responsibility by establishing safety policy; identifying hazards and controlling risks; goal setting, planning and measuring performance. We have adopted SMS as means by which to foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

To ensure transit safety and in order to comply with Federal Transit Administration (FTA) requirements, we have developed and adopted this Public Transit Agency Safety Plan (PTASP) to comply with FTA regulations established by section 5329(d) of the Moving Ahead for Progress in the 21st Century (MAP-21) Act.

The Bis-Man Transit Executive Director and Bis-Man Transit Board of Directors, in cooperation with the North Dakota Department of Transportation, have reviewed the PTASP and assures that the content has met the requirements of Section 5329 (d) of MAP-21 through the establishment of a comprehensive Safety Management System (SMS) framework. Fundamental safety beliefs guiding our approach include:

- Safety is a core business value
- Safety excellence is a key component of our mission
- Safety is a source of our competitive advantage; our business will be strengthened by making safety excellence an integral part of all our public transportation activities; and
- Accidents and serious incidents are preventable; they are often preceded by precursors (events, behavior, and conditions) that can be identified, assessed and mitigated.

Basic Elements of our safety approach include:

- Top Management Commitment to Safe Operations
- Responsibility and Accountability of all Employees
- Clearly Communicate Safety Goals
- Safety Assurance and Performance Measurement for Improvement

### 4.2 Annual PTASP Review and Update

Bis-Man Transit will review the PTASP annually, update the document as necessary and implement the changes within a timeframe that will allow the agency to timely submit the annual self-certification of compliance to the Federal Transit Administration (FTA). Annual self-certification will consist of the Bis-Man Transit Executive Director signing and dating this document and submitting to the FTA for review and

approval. The annual review of the PTASP will be conducted no later than June 30th of each calendar year. Necessary updates outside the annual update window will be handled as PTASP addendums which will be incorporated in the body of the PTASP. Review of the PTASP by the local agency, any subsequent updates and addendums, adoption and distribution activities will be documented in the PTASP Document Version/Update Log.

#### **4.3 Safety Promotion, Culture and Training**

We believe safety promotion is critical to the success of SMS by ensuring that the entire organization fully understands and trusts the SMS policies, procedures and structure. It involves establishing a culture that recognizes safety as a core value, training employees in safety principles and allowing open communications of safety issues.

#### **4.4 Safety Culture**

Positive safety culture must be generated from the top-down. The actions, attitudes and decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee with the ultimate responsibility for safety resting with the Bis-Man Transit Executive Director. Employees must trust that they will have management support for decisions made in the interest of safety while recognizing that intentional breaches of safety will not be tolerated.

The primary goal of safety promotion is to develop a positive safety culture that allows SMS to succeed. A positive safety culture is defined as one which is:

- **An Informed Culture**

- o Employees understand the hazards and risks involved in their areas of operation
- o Employees are provided with the necessary knowledge, training and resources
- o Employees work continuously to identify and overcome threats to safety

- **A Just Culture**

- o Employees know and agree on what is acceptable and unacceptable behavior
- o Human errors must be understood but negligence and willful violations cannot be tolerated

- **A Reporting Culture**

- o Employees are encouraged to voice safety concerns and to share critical safety information without the threat of punitive action
- o When safety concerns are reported they are analyzed and appropriate action is taken

- **A Learning Culture**

- o Learning is valued as a lifetime process beyond basic skills training
- o Employees are encouraged to develop and apply their own skills and knowledge to enhance safety
- o Employees are updated on safety issues by management and safety reports are fed back to staff so that everyone learns the pertinent lesson.



#### 4.5 Training

During the initial implementation of the SMS, specific training will be required for all employees, including contract staff, to explain the agency's safety culture and describe how SMS works. The Executive Director is the resource person for providing a corporate perspective on our approach to safety management. Once the SMS is implemented, safety training needs will depend on the safety responsibilities of the individual staff members and the nature of tasks performed.

- **Level One Training**

- o *Initial Safety Training for All Staff*

- ❖ Basic Principles of safety management including the integrated nature of SMS, risk management, safety culture, etc.
    - ❖ Corporate safety philosophy, safety goals and objectives, safety policy and safety standards
    - ❖ Importance of complying with the safety policy and SMS procedures, and the approach to disciplinary actions for different safety issues
    - ❖ Organizational structure, roles and responsibilities of staff in relation to safety
    - ❖ Current safety record, including areas of weakness
    - ❖ Reporting accidents, incidents and perceived hazards
    - ❖ Feedback and communication methods for the dissemination of safety information
    - ❖ Safety promotion and information dissemination

- **Level Two Training**

- o *Safety Training for Operations Personnel – In Addition to Level One Training*

- ❖ Unique hazards facing operational personnel
    - ❖ Seasonal safety hazards and procedures
    - ❖ Procedures for hazard reporting
    - ❖ Procedures for reporting accidents and incidents
    - ❖ Emergency procedures

- **Level Three Training**

- o *Safety training program for all employees and contractors directly responsible for safety.*

- ❖ Bus vehicle operators (Driver Training Performed by Driver Services Contractor)
    - ❖ Dispatchers
    - ❖ Maintenance technicians
    - ❖ Managers and supervisors
    - ❖ Leadership and Executive Management
    - ❖ Chief Safety Officers

Resources will be dedicated to conduct a comprehensive safety training program, as well as training on

SMS roles and responsibilities. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS. Operations safety-related skill training may include the following:

The following training is performed by the Operations Contractor. Reference Exhibit A

- New-hire bus vehicle operator classroom and hands-on skill training
- Bus operator refresher training
- Bus operator retraining (recertification or return to work)
- Classroom and on-the-job training for operations supervisors and managers
- Accident investigation training for operations supervisors and managers

Vehicle maintenance safety-related skill training includes the following:

The following training is performed by the Operations Contractor.

- Ongoing vehicle maintenance technician skill training
- Ongoing skill training for vehicle maintenance supervisors
- Accident investigation training for vehicle maintenance supervisors
- Ongoing hazardous material training for vehicle maintenance technicians and supervisors
- Training provided by vendors.

## 5. Safety Risk Management

### 5.1 Hazard Identification

Establishing effective hazard identification programs is fundamental to safety management. Hazard identification can be reactive or proactive in nature. Occurrence reporting, incident investigation and trend monitoring are essentially reactive. Other hazard identification methods actively seek feedback by observing and analyzing day-to-day operations. Common hazard identification activities include:

- Safety assessments
- Trend monitoring
- Hazard and incident reporting
- Safety surveys
- Safety audits
- Evaluation of customer suggestions and complaints

The number of near-miss incidents, known as precursors, is significantly greater than the number of accidents for comparable types of events. The practice of reporting and learning from accident precursors is a valuable complement to other hazard identification practices. To be successful, hazard identification must take place within a non-punitive and just safety culture. We will employ systematic safety improvements by discovering and learning of potential weaknesses in the system's safety. We will utilize the FTA's Resource Library to help

identify potential sources of hazard information.

The Chief Safety Officer(s) or their designee is responsible for the risk assessment. The Chief Safety Officers may conduct further analyses of hazards and consequences to collect information and identify additional consequences and to inform which hazards should be prioritized for safety risk assessment.

Safety risks are recorded and tracked in via Excel. This will allow for any recorded safety risks to be searched and reports to be generated when necessary.

## **5.2 Non-Punitive Reporting Policy**

We are committed to the safest transit operating standards possible. To achieve this, it is imperative that we have uninhibited reporting of all incidents and occurrences which may compromise the safe conduct of our operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety. Such communication must be completely free of any form of reprisal.

We will not take disciplinary action against any employee who discloses an incident or occurrence involving transit safety. This policy shall not apply to information we receive from a source other than the employee, or which involves an illegal act, or deliberate or willful disregard of safety regulations or procedures.

The primary responsibility for transit safety rests with the Executive Director and Safety Officers, however transit safety is everyone's concern.

Our method of collection, recording and disseminating information from transit safety reports, has been developed to protect the identity of any employee who provides transit safety information. We urge all staff to practice the SMS transit safety procedures outlined in the PTASP to help us become a leader in providing transit riders and employees with the highest level of transit safety.

## **5.3 Risk Assessment**

Once hazards have been identified, we will conduct an assessment to determine their potential consequences. Factors to be considered are the likelihood of the occurrence, the severity of the consequences should there be an occurrence and the level of exposure to the hazard. We will assess risks subjectively by experiences personnel using a Risk Assessment Matrix (RAM). We will use the RAM to measure the level of safety risk in terms of severity and likelihood. This will allow us to combine the assessment of severity and likelihood to determine the overall risk rating of the potential consequence of the hazard.

Results of the risk assessment process will help determine whether the risk is being appropriately managed or controlled. If the risks are acceptable, the hazard will simply need monitoring. If the risks are unacceptable, steps will be taken to lower the risk to an acceptable or tolerable level, or to remove or avoid the hazard.

## 5.4 Risk Mitigation

The assessment process may indicate that certain hazards have an acceptable level of risk, while others require mitigation to an acceptable or tolerable level. The level of risk can be lowered by reducing the severity of the potential consequences, by reducing the likelihood of occurrence and/or by reducing the exposure to that risk. In general, we will take the following safety actions to mitigate risk. These actions can be categorized into three broad categories, including:

- **Physical Defense**

- These include objects and technologies that are engineered to discourage, or warn against, or prevent inappropriate action or mitigate the consequences of events. (e.g. traffic control devices, fences, safety restraining systems)

- **Administrative Defenses**

- These include procedures and practices that mitigate the likelihood of an accident or incident. (e.g. safety regulations, standard operating procedures, supervision inspection, training)

- **Behavioral Defenses**

- These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers and pedestrians; factors outside the control of our agency.

## 5.5 Prioritizing Safety Risks

Once hazards have been identified and risk levels assessed, we will prioritize safety risks. A Prioritized Safety Risk Log will be used to organize the system safety risks. The Prioritized Safety Risk Log will identify the priority level of safety risks, a description of the risk, planned mitigation strategies to address the risk, the outcome of the planned mitigation strategies, responsible staff, timeline of the planned mitigation strategies and the status of the prioritized safety risk. We will update the Prioritized Safety Risk Log to ensure continual progress towards risk reduction.

## 5.6 Safety Assurance

Safety Assurance provides the necessary feedback to ensure that the SMS is functioning and we are meeting or exceeding its safety objectives. Safety assurance requires a clear understanding of how safety performance will be evaluated and what metrics will be used to assess system safety and determine if the safety management system is working properly. Having decided on the metrics by which success will be measured; safety management requires embedding these metrics in the organizational culture and encouraging their use for ongoing performance improvement.

## 6. Safety Performance Monitoring and Measurement

### 6.1 Monitoring the System for Compliance with Procedures for Operations and Maintenance

We have many processes in place to monitor our entire transit system for compliance with operations and maintenance procedures including:

- Safety audits
- Information Inspections
- Regular review of onboard camera footage to assess drivers and specific incidents
- Safety Surveys
- Investigation of safety occurrences
- Safety review prior to the launch or modification of any facet of service
- Daily data gathering and monitoring data related to the delivery of service
- Regular vehicle inspections and preventative maintenance

Results from the above processes are compared against recent performance trends periodically by the Chief Safety Officers to determine where action needs to be taken. The Chief Safety Officers enter identified non-compliant or ineffective activities, including mitigations, into the tracking system in Excel for reevaluation by the Safety Committee.

### 6.2 Monitoring Operations to Identify Any Safety Risk Mitigations That May Be Ineffective, Inappropriate, or Were Not Implemented as Intended

We monitor safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The Chief Safety Officers maintain a list of safety risk mitigations. The mechanism for monitoring safety risk mitigations varies depending on the mitigation

The Chief Safety Officers establish one or more mechanisms for monitoring safety risk mitigations as part of the mitigation implementation process and assigns monitoring activities to the appropriate director, manager, or supervisor. These monitoring mechanisms may include tracking a specific metric on daily, weekly, or monthly logs or reports; conducting job performance observations; or other activities. The Chief Safety Officer will endeavor to make use of existing processes and activities before assigning new information collection activities.

The Chief Safety Officers and Safety Committee review the performance of individual safety risk mitigations during periodic Safety Committee meetings, based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the Safety Committee will propose a course of action to modify the mitigation or take other action to manage the safety risk. The Chief Safety Officers will approve or modify this proposed course of action and oversee its execution.

The Chief Safety Officers and Safety Committee also monitor operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, and occurrence investigations;
- Monitoring employee safety reporting;
- Reviewing results of internal safety audits and inspections; and
- Analyzing operational and safety data to identify emerging safety concerns. The Chief Safety Officers work with the Safety Committee and Accountable Executive to carry out and document all monitoring activities.

### **6.3 Investigations of Safety Events to Identify Casual Factors**

We maintain documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event. These procedures also reflect all traffic safety reporting and investigation requirements established by the state of North Dakota Department of Motor Vehicles.

The Chief Safety Officers maintain all documentation of investigation policies, processes, forms, checklists, activities, and results. An investigation report is prepared and sent to the Safety Committee for integration into their analysis of the event.

- The accident was preventable or non-preventable
- Personnel require discipline or retraining
- The casual factor(s) indicate(s) that a safety hazard contributed to or was present during the event
- The accident appears to involve underlying organizational casual factors beyond just individual employee behavior

### **6.4 Monitoring Information Reported Through the Internal Safety Reporting Program**

The Chief Safety Officers and Safety Committee routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officers and Safety Committee ensure that the concerns are investigated or analyzed through the Safety Risk Mitigation (SRM) process.

The Chief Safety Officers and Safety Committee also review internal and external reviews, including audits and assessments, with findings concerning safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

### **6.5 Safety Communication**

The Chief Safety Officers coordinate the safety communication activities for the SMS. Activities focus on the three categories of communication activity established in 49 CFR Part 673 (Part 673):

- Communicating safety and safety performance information throughout the agency: Communicates information on safety and safety performance monthly during all regular Team Meetings and contractor Driver Safety Meetings. A permanent agenda item in all monthly Driver Safety Meetings dedicated to safety. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact service or safety performance, and updates regarding SMS implementation. Information is requested from drivers during these meetings, which is recorded in meeting minutes. Finally, the Safety Officer posts safety bulletins and flyers on the bulletin boards located in all bus operator and maintenance technician break rooms, advertising safety messages and promoting awareness of safety issues.
- Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency: As part of new-hire training, safety policies and procedures are distributed to all employees. Training on these policies and procedures and discusses them during safety talks between supervisors and bus operators and vehicle technicians. For newly emerging issues or safety events at the agency, the Chief Safety Officers issue bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.
- Informing employees of safety actions taken in response to reports submitted through the ESRP: Provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors, including contract operator employees and supervisors.

## 7. Defining Safety Goals and Objectives/Outcomes

Setting safety goals and objectives is part of strategic planning and establishing safety policy. Clearly defining safety goals is the first part in creating a safety performance measurement system. Safety goals are general descriptions of a desirable long-term impact. Whereas safety objectives or outcomes are more specific statements that define measurable results.

The safety objectives and outcomes will be measured by defining specific performance metrics, including baseline and targets that we will determine as reasonable.

### 7.1 Defining Safety Performance Measure

We will utilize these basic principles of performance measurement:

- Stakeholder involvement and acceptance
- Focus on agency goals and activities
- Clarity and precision
- Credibility
- Forward-looking measures
- Integration into agency decision-making
- Timely reporting
- Realism of goals and targets

## 7.2 Metrics

Defining safety performance measures includes the use of safety related metrics. There are some general safety related metrics that can be used to measure transit safety performance. The following is a list of performance target areas and metrics that we will use. These targets will be evaluated over a fiscal year period with a baseline year of the State of North Dakota Fiscal Year 2021. (7/1/2020 – 6/30/2021).

Injuries	<ul style="list-style-type: none"> <li>• Number of Injuries (Fixed Route)</li> <li>• Number of Injuries (On Demand)</li> <li>• Number of Injuries per 100,000 vehicle revenue miles (Fixed Route)</li> <li>• Number of Injuries per 100,000 vehicle revenue miles (On Demand)</li> <li>• Employee work days lost to injuries per specific time period</li> </ul>
Fatalities	<ul style="list-style-type: none"> <li>• Number of Fatalities (Fixed Route)</li> <li>• Number of Fatalities (On Demand)</li> <li>• Number of Fatalities per 100,000 vehicle revenue miles (Fixed Route)</li> <li>• Number of Fatalities per 100,000 vehicle revenue miles (On Demand)</li> <li>• Work-related fatalities per specific time period</li> </ul>
Safety Events	<ul style="list-style-type: none"> <li>• Total Number of Safety Events (Fixed Route)</li> <li>• Total Number of Safety Events (On Demand)</li> <li>• Number of Safety Events per 100,000 vehicle revenue miles (Fixed Route)</li> <li>• Number of Safety Events per 100,000 Vehicle revenue miles (On Demand)</li> </ul>
System Reliability	<ul style="list-style-type: none"> <li>• Mean distance between major mechanical failure (Fixed Route)</li> <li>• Mean distance between major mechanical failure (On Demand)</li> <li>• Percent of preventative maintenance inspections completed within 10% of scheduled mileage</li> </ul>
Safety Culture	<ul style="list-style-type: none"> <li>• Number of training hours for staff per specified time period</li> <li>• Results of employee survey</li> <li>• Percentage of staff participating in hazard reporting</li> </ul>

## 7.3 Targets

Measuring safety performance metrics includes targets or goal we strive to accomplish. The following lists are the targets set for Bis-Man Transit in accordance with the North Dakota Department of Transportation targets.

Mode of Transit Service	Fatalities (total)	Fatalities (per 100 thousand VRM)	Injuries (total)	Injuries (per 100 thousand VRM)	Safety Events (total)	Safety Events (per 100 thousand VRM)	System Reliability (VRM/ failures)
Fixed Route Bus	0	0	5 or less	0.2	7 or less	0.28	10,000
ADA/ Paratransit	0	0	1 or less	0.1	1 or less	0.1	70,000



Safety Performance Target Coordination		
The Accountable Executive shares our PTASP, including safety performance targets, with the NDDOT MN each year after its formal adoption by the Bis-Man Transit Board of Directors. Personnel are available to coordinate with NDDOT and the MPO in the selection of NDDOT and MPO safety performance targets upon request.		
Targets Transmitted to the State	ND DOT	Date Targets Transmitted

#### 7.4 Integrating Results into Agency Decision-Making Process

We are committed to using the data collected and information learned to inform decision making and instill positive change. The main objective is the continuous improvement of transit system safety. When performance goals are not met, we will identify why such goals were not met and what actions can be taken to minimize the gap in achieving defined goals. However, when goals are easily achieved, action will be taken to exceed expectations and re-establish a reasonable baseline.

Uses of Performance Results include:

- Focus attention on performance gaps and trigger in-depth investigations of what performance problems exists
- Help make informed resource allocation decisions
- Identify needs for staff training or technical assistance
- Help motivate employees to continue making program improvements
- Support strategic planning efforts by providing baseline information for tracking purposes
- Identify best practices through benchmarking
- Respond to elected officials and the public's demand for accountability

#### 7.5 Sustaining a Safety Management System

In order to sustain a safety management system, we will ensure that particular processes are employed to install an organizational foundation. Examples of actions taken to sustain SMS include:

- **Create measurement-friendly culture**
  - All staff, including management, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Management will also lead by example and utilize performance metrics in decision making processes
- **Build organization capacity**
  - Investment in developing skilled human resources capacity is essential to sustaining an SMS. Both technical and managerial skills will be needed for data collection and analysis, and goal setting. We

are committed to providing the financial resources required for organizational capacity and maintaining an SMS on a continuous basis.

- **Reliability and transparency of performance results**
  - The SMS will be able to produce and report results, both good and bad. Performance information should be transparent and made available to all stakeholder. Messengers should be protected to preserve the integrity of the measurement system. The focus should be on opportunities for improvement rather than allocating blame.
- **Demonstrate continuous commitment to measurement**
  - Visible commitment to using metrics is a long-term initiative. We will demonstrate a commitment to performance measurement by establishing a formal process of reporting performance results, such as including Transit Safety and Performance measurement as a standing agenda item at Transit Board, City Commission and City Council meetings.

## 8. Supporting Documentation

We will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this PTASP; and the results from its SMS processes and activities for three years after creation. Documentation will be maintained in Excel and will be available to the FTA or other Federal or oversight entity upon request.

Additional documentation used to create the PTASP includes the Bis-Man Transit Policies and Procedures document, PTASP Potential Sources of Hazard Information for Bus Transit Operations, PTASP Technical Assistance Center, the National Express Standard Operating Procedures handbook.

## 9. Definitions of Terms Used in the Safety Plan

We incorporate all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- Accident means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; an evacuation for life safety reasons.
- Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.

- Equivalent Authority means an entity that carries out duties similar to that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
- Event means any Accident, Incident, or Occurrence.
- Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- Incident means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- Investigation means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- National Public Transportation Safety Plan means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- Operator of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- Performance measure means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- Public Transportation Agency Safety Plan (PTASP or Agency Safety Plan) means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.

- Risk means the composite of predicted severity and likelihood of the potential effect of a hazard.
- Risk mitigation means a method or methods to eliminate or reduce the effects of hazards.
- Safety Assurance means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- Safety Management Policy means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- Safety Management System (SMS) means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- Safety performance target means a performance target related to safety management activities.
- Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- Safety risk Assessment means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- Safety Risk Management (SRM) means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- Transit agency means an operator of a public transportation system.

- Transit Asset Management Plan (TAMP) means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625

## 6.1 Commonly Used Acronyms

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in part 673)
CFR	Code of Federal Regulations
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
MPO	Metropolitan Planning Organization
NDDOT	North Dakota Department of Transportation
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
PTASP	Public Transportation Agency Safety Plan
RAM	Risk Assessment Matrix
SMS	Safety Management System
SRM	Safety Risk Management
TAMP	Transit Asset Management Plan
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

# Exhibit A

## Safety Management Policy Statement

The management of safety is one of our core business functions. Bis-Man Transit is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Executive Director.

Bis-Man Transit's commitment is to:

- **Support** the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Comply** with, and wherever possible exceed, legislative and regulatory requirements and standards;
- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Ensure** that all staff are provided with adequate and appropriate safety- related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Establish and measure** our safety performance against realistic and data-driven safety

performance indicators and safety performance targets;

- **Continually improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

A handwritten signature in cursive script, reading "Deidre Hughes", written over a horizontal line.

Bis-man Transit Executive Director

A handwritten date "7/28/2020" written in cursive script over a horizontal line.

Date

## Exhibit B



Safety

National Express, LLC

Standard Operating Procedures

**national express**

# Table of Contents

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

## Table of Contents – Standard Operating Procedures

[Accident Management](#)  
[Bloodborne Pathogens](#) (BBP)  
[Child Check](#)  
[Child Ride Along](#)  
[Closed Caption Television Evaluation](#)  
[Crisis Management](#)  
[Driver Evaluations](#)  
[Driver Fitness](#)  
[Driver Training](#)  
[Drug & Alcohol Policy](#)  
[Emergency Response](#)  
[Employee Qualifications](#)  
[File Checklist](#)  
[First Aid Kits](#)  
[Hazard Communication](#)  
[Hours of Service](#)  
[Injury Management](#)  
[Lock Out/Tag Out](#) (LOTO)  
[OSHA Recordkeeping / Reporting](#)  
[Motorcoach Application of Safety Standards](#)  
[Park Out](#)  
[Personal Protective Equipment](#) (PPE)  
[Safety Action Plans](#)  
[Safety Audit](#)  
[Safety Communication Board](#)  
[Safety Committee](#)  
[Safety Policy](#)  
[Safe Operation](#)  
[Safety of Premises](#)  
[Vehicle Inspections](#)

# Safety Policy

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

## Standard Operating Procedure – Safety Policy

### **1. Procedure**

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All employees are required to follow all National Express policies, procedures, and reference materials outlined in this SOP manual.

### **2. References**

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[Safety Policy](#)

[Driving out Harm - Global Safety Standards](#)

# Safety Communication Board

## Driving Out Harm Global Safety Standard 7 – RISK ASSESSMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Safety Communication Board

#### **1. Procedure**

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In order to ensure that each CSC is actively communicating with their employees, each CSC is required to maintain a dedicated Safety Communication Board. The board should be placed in a conspicuous location in the CSC where it will be readily seen by all employees.

#### Required Items on the Safety Communication Board

- Safety Policy
- Copy of current month's Safety Committee Meeting Minutes
- Names and/or pictures of Safety Committee Meeting Members
- Updated Safety Action Plan
- Updated current Month Safety Calendar
- Most recent Safety Alert

Other Items that may be posted on the board:

- Local CSC safety messages, reminders, flyers, and tips
- Reminders and/or updates on company or state requirements, safety policies, procedures, or training
- Local articles on school bus safety
- Google alerts or other News outlets for current events on school bus safety issues
- School bus website safety articles
- Safety Honor Roll

Each CSC must keep the Safety Communication Board current:

- Update the Safety Calendar daily to reflect whether any preventable accidents or injuries occurred
- Modify the Safety Committee Members Listing whenever there is a change in members
- Post the latest Safety Committee Meeting Minutes after each meeting
- Update your Safety Action Plan monthly and post the SAP to show that you are addressing the safety issues at your CSC
- Make sure that your Safety Communication Board does not become stagnant and become "wallpaper" that no one looks at
- Continually look for safety articles to post on the board
- Update the board often to keep the board fresh

#### **2. References**

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[Safety Policy](#)

[Safety Action Plan – Appendix BL](#)

[Safety Committee Minutes – Appendix BO](#)

[Safety Communication Board PowerPoint Presentation – Appendix BS](#)

Safety Calendar – Updated Monthly on NE4U

Safety Alert – Most Recent Found on NE4U

[Return To Table of Contents – Standard Operating Procedures](#)

# Safety Committee

## Driving Out Harm Global Safety Standard 7 – RISK ASSESSMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Safety Committee

#### ***1. Procedure***

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The Safety Committee is composed of a minimum of six-members to include the Safety and Training Supervisor, the Operations or Maintenance Supervisor, and a minimum of four driver employees. A mechanic and/or bus assistant may be on the committee as an additional member(s).

All employees are eligible to serve on the Safety Committee.

Members meet a minimum of once a month throughout the year, and may meet more often to review accidents or injuries in a timely manner. An agenda should be prepared in advance of each meeting. Minutes must be kept and should be turned in to the Safety and Training Supervisor to be discussed at the following Safety Meeting with the rest of the CSC's employees.

To prepare your Safety Committee to meet their responsibilities, it is necessary to provide them with training.

Committees are responsible for reviewing all motor vehicle accidents (MVA) and determining root cause and identifying prevention measures along with reviewing all employee work-related injuries or illnesses, determining cause and identifying prevention measures.

For additional details please refer to the Safety Committee Handbook and Administrator Guide.

#### ***4. References***

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[Safety Committee Handbook – Appendix BP](#)

[Safety Committee Minutes – Appendix BO](#)

# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Employee Qualifications

#### 1. Procedure

##### US Background Check Guidelines

##### Criminal Background (all positions)

Criminal background checks are obtained and reviewed to ensure compliance with applicable state and federal laws. Each applicant will be individually reviewed and will not be denied employment based solely on the grounds of a conviction or guilty plea for a criminal offense. The type of offense, the date of the offense, and the relevance of the criminal conviction/guilty plea to the position applied for may be considered in the employment decision.

Criminal background checks should be run on every applicant **before** starting work.

##### Eligible

- Charges with a disposition of not guilty, nolle prosequere, waived by clerk, dismissed or expunged
- No record, clear record or no convictions

##### Ineligible

- One or more convictions (felony and/or misdemeanor) in the last 10 years involving violence, weapons, controlled substances, sex crimes or burglary\*

*\* In California only, convictions for marijuana-related offenses more than two years old will not count against an applicant's record.*

##### Subject to Review by Area Safety & HR

The following should be forwarded to the Area Safety and HR representatives for review prior to a hire:

- Convictions (felony and/or misdemeanor) more than 10 years old involving violence, weapons, controlled substances, sex crimes or burglary
- Felony convictions less than 10 years old that do not involve the crimes mentioned above
- Any pattern of misdemeanor convictions-The relationship of the conviction to the job being sought, as well as the dates, frequency, and severity should be taken into consideration
- Charges with a pending disposition

# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

If further review is necessary to make a hiring decision, the information should be forwarded to the area COO and VP of Safety for final decision.

Individual state laws must be taken into consideration when applying the company and district policies for criminal background checks. Where a state specifically prohibits a component of the policy, state law must be followed.

**Employees are required to report any arrest and/or convictions to their manager within 24 hours of the arrest and/or convictions. Employees who are convicted of the following offenses may be subject to termination of employment depending on the type of the offense and the relevance of the criminal conviction/guilty plea to the position held:**

- Felony convictions.
- Convictions for sexual offenses of any nature.
- Convictions for drug possession use, trafficking, or manufacturing.
- Convictions for assault or battery, including domestic abuse.
- Pattern of misdemeanor convictions.

### **Education Verification (all positions other than drivers and monitors)**

Education is verified before an offer of employment is extended, and only for the highest level of education attended or completed.

#### **Eligible**

- All information verified with no discrepancies\*
- Minor discrepancy in dates attended
- Minor Discrepancy in major

#### **Ineligible**

- Major discrepancies between what is verified and claimed on application
- Didn't complete but reported as completed\*\*
- Significant discrepancy in major course of study

\*If the education institution cannot verify but does not deny attendance, adjudication will fall in favor of the candidate.

\*\*Candidate should be given opportunity to produce own records to prove attendance or completion.

# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

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1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Employment Verification

Employment is verified before an offer of employment is extended. Verification is limited to previous three (3) years of employment or three (3) previous employers, whichever is less.

#### Eligible

- All information verified with no discrepancies\*
- Minor discrepancy in dates of employment or title
- Company no longer exists, records cannot be verified

#### Ineligible

- Significant discrepancy in dates
- Significant discrepancy in title or responsibility

If NELLC can verify employment based on information provided from a share-shift start-up then the verification does not need to be run through the background check vendor.

### Motor Vehicle Records (all positions which may be required to drive a company vehicle)

Each state mandates the standards for a school bus driver's driving record. National Express, however, sets higher standards which must be met by each applicant.

- **No driver/mechanic applicant is eligible for employment with National Express if there is a driving while intoxicated (DWI) or driving under the influence (DUI) conviction on their record anytime in the past 10 years.**
- No homicide, manslaughter, or assault arising out of the operation of a motor vehicle.
- No more than two moving violations within the past 36 months (moving violations do not include financial responsibility citations).
- Preventable Accidents-Applicants for driving/mechanic positions may not have more than one accident within the past 36 months in which they were determined to be at fault.
- No major violations within the past 36 months. Major violations include but are not limited to the following:
  - Failure to stop at the scene of an accident (hit and run),
  - Driving while license is suspended or revoked,
  - Reckless driving,
  - Possession of opened container of alcoholic beverages,
  - Speed contest, drag racing, or attempting to elude an officer of the law,
  - For Drivers-Speeding tickets for driving more than 15 miles per hour over the posted limit.
  - **For Mechanics**-Speeding ticket for driving more than 25 miles per hour over the posted limits.



# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
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### Moving Violations in Company Vehicles

Any moving violation incurred by any driver while operating a company owned or leased vehicle will be reviewed jointly by the driver's manager and Area Director of Safety. Moving violations in a company vehicle that meet the major violation definition as listed above in the MVR standards will result in immediate termination. All other violations will result in progressive disciplinary action up to including termination. A driver who is arrested for DWI/DUI is to be placed on Deferred Leave pending the outcome of the charge. A DWI/DUI conviction while operating a company owned or leased vehicle will result in immediate termination.

### Compliance Audit Procedures and Corrective Steps

All company hires will be reviewed to ensure required background checks and assessments have been performed satisfactorily to meet company standards. Company policy dictates that background checks, drug screens and position specific assessments are satisfactorily conducted **prior** to the start of work. If it is determined that a hire does not meet company standards the following steps will be taken.

- HR, Area Director of Safety, General Manager and Safety Trainer or Safety Supervisor become aware of non-compliance
- HR and the Area Director of Safety will work with the GM and CSC safety personnel to ensure new hire is brought within compliance or terminated
- Patterns of non-compliance will be addressed by the SVP of Safety and HR and the VP of Operations

### Screening Checklist

#### Screening completed by CSC safety department:

Drivers	Motor Vehicle Records – HireRight Criminal Check – HireRight Drug Screen – HireRight ESI – General Dynamics
Monitors	Criminal Check – HireRight Drug Screen – HireRight

#### Screening completed by corporate recruiting department:

Maintenance	Motor Vehicle Records – HireRight Criminal Check – HireRight Drug Screen – HireRight
Staff	Criminal Check – HireRight Drug Screen – HireRight

[Return To Table of Contents – Standard Operating Procedures](#)

# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### MEDICAL EXAMINATIONS

Pre-employment medical examinations are required to establish the employee's fitness to perform the job for which he or she has applied, and will include the administration of a drug test in accordance with company policy.

NOTE: Refer to the Drug and Alcohol Standard Operating Procedure for specifics on drug testing administration and procedures.

#### New Hires and Rehires

A new employee, or rehired employee whose break in service is more than 30 days, must successfully complete a pre-employment medical examination and drug test at a company authorized clinic prior to his or her start date.

#### Exceptions

A rehired employee whose break in service is 30 days or less, and who has an unexpired medical examination certificate, is not subject to a pre-employment medical examination, but must take a drug test in accordance with company policy.

#### Periodic Medical Examinations

Drivers must undergo periodic physical examinations as required by contract and state law. Non-driving safety-sensitive employees (mechanics and bus monitors) must complete periodic physicals at the same interval as drivers.

#### Other Reasons for Medical Examinations and/or Testing

Employees may be required to have a fitness-for-duty examination or submit to drug and alcohol testing on other occasions, such as when they are involved in a Company motor vehicle accident (MVA), an employee work-related injury, or a preventable third-party injury; or in a case of reasonable suspicion; or when selected through the Company's random selection program; or prior to returning to work from a leave of absence of thirty days or more.

Examinations or testing may be required by federal or state laws and regulations, district requirements or Company policy.

[Return To Table of Contents – Standard Operating Procedures](#)

# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### DOT Guidelines

All employees who operate a company vehicle will be expected to follow these DOT guidelines:

- Be in good health and physically able to perform all duties of a driver.
- Be at least 21 years of age.
- Speak and read English well enough to converse with the general public, understand highway traffic and signals, respond to official questions, and be able to make legible entries on reports and records.
- Be able to drive the vehicle safely.
- Have only one valid commercial motor vehicle operator's license or an appropriate license as required by contract or law.
- Provide a list of all motor vehicle violations or a signed statement that driver has not been convicted of any motor vehicle violations during the past 12 months.
- Pass a driver's road test or equivalent.
- Complete an application for employment.
- Possess a valid medical certificate.

### Driver Qualifications

The following are qualifications for employment as a driver with National Express LLC:

- Be at least 21 years of age.
- Possess an MVR (driving record abstract) acceptable to the company.
- Be properly licensed to operate a school bus in the state of employment.
- Complete a company application for employment including previous employment references that are acceptable to the company.
- Pass a pre-employment drug test and physical examination.
- Satisfactorily complete the Employee Safety Inventory (ESI).
- Satisfactorily complete and document the National Express LLC Training Program and any applicable state training requirements.
- Pass a criminal background check, which may include fingerprinting.
- Satisfactorily complete a BTW evaluation by designated evaluators.

### Bus Monitor Qualifications

The following are qualifications for employment as a bus monitor with National Express LLC:

- Be at least 18 years of age.
- Complete a company application for employment including previous employment references that are acceptable to the company.
- Pass a pre-employment drug test and physical examination.
- Satisfactorily complete and document the National Express LLC Training Program and any applicable state training requirements.
- Pass a criminal background check, which may include fingerprinting.
- Satisfactorily demonstrate job competency through an in-bus evaluation by designated evaluators.

[Return To Table of Contents – Standard Operating Procedures](#)

# Employee Qualifications

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### **Mechanic Qualifications**

The following are qualifications for employment as a mechanic with National Express LLC:

- Be at least 21 years of age.
- Possess an MVR (driving record abstract) acceptable to the company.
- Be properly licensed to operate a school bus in the state of employment, P endorsement only.
- Complete a company application for employment including previous employment references that are acceptable to the company.
- Pass a pre-employment drug test and physical examination.
- Satisfactorily complete and document the National Express LLC Training Program and any applicable state training requirements.
- Pass a criminal background check, which may include fingerprinting.
- Satisfactorily complete a BTW evaluation by designated evaluators.

### **Staff Qualifications**

The following are qualifications for employment as staff with National Express LLC:

- Be at least 18 years of age.
- Complete a company application for employment including previous employment references that are acceptable to the company.
- Pass a pre-employment drug test.
- Satisfactorily complete and document any applicable National Express LLC Training including DOT Reasonable Suspicion Training.
- Pass a criminal background check.
- Satisfactorily demonstrate job competency throughout the year.

## **2. References**

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[Drug and Alcohol Policy – Appendix A](#)

[ESI Appeal Policy – Appendix I](#)

[DOT Driver Qualifications](#)

# Driver Fitness

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Driver Fitness

#### ***1. Procedure***

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Driver Fitness for Duty means:

- 1) that a driver has all legally required credentials to operate, including license, medical card, and any other state or locally required documents; and
- 2) a driver is physically and mentally prepared to operate a company vehicle.

Local CSC Management and dispatchers will qualify all drivers each time they report for duty to drive a company vehicle. Drivers should be expected to show their license, medical card, and any other state or locally required documents prior to receiving their keys. At this time, drivers will be observed to ensure they are physically and mentally qualified to drive.

#### ***2. References***

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None

# Driver Training

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	July 2, 2019	Update to route familiarization section	Michelle Simon

### Standard Operating Procedure – Driver Training

#### 1. Procedure

All STAR and STRM components are required for all new drivers prior to driving a company vehicle. The following list is taken from the Driver training tracker, Classroom section. If videos and/or quizzes are available they must be utilized in their entirety every time training is presented. All training and videos, quizzes, etc. must be discussed during the training session. Training trackers must be filled out daily and initialed by the trainer and trainee for both the classroom and BTW portions. All trackers and quizzes must be kept in the Driver's training file.

The classroom training tracker must be completed, covering the following listed items located in the [classroom training tracker](#).

Once a Driver candidate has successfully completed the classroom training portion in its entirety and has their commercial driving permit they will begin Behind The Wheel (BTW) Training. BTW Training resources can be found in the STAR and STRM Manuals. The BTW Precision Driving Maneuvers must be successfully mastered before a driving candidate can take a company vehicle on a public roadway.

The required BTW training must be completed in entirety, click here for the [BTW training tracker](#).

A satisfactory BTW Driver Evaluation must be completed in its entirety as a final step of their BTW Training. A 30 Day Driver Evaluation must be completed between a Driver's 30<sup>th</sup> and 45<sup>th</sup> day of employment. Annual Driver Evaluations must be completed thereafter. Annual and 30 Day Evaluations should both include the Zonar checks for Speeding, Pre/Post Trip, and Child Check to ensure compliance. All driver evaluations must be entered into Compass to document the ride as soon as possible, and no later than the month the evaluation was completed.

All drivers must complete a dry run before they do a "live" route. It is recommended that a trainer or supervisor go with a new driver the first day they are "live". An evaluation needs to be completed within 30-45 calendar days of completion of initial training.

#### Video Monitoring

Locations with video monitoring must review video to ensure drivers & monitors are performing their jobs in a safe and professional manner. Locations with Drive Cam are to review at risk behaviors and provide coaching with the drivers as soon as possible or within a week from the event occurring.

[Return To Table of Contents – Standard Operating Procedures](#)

# Driver Training

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	July 2, 2019	Update to route familiarization section	Michelle Simon

### Familiarize new drivers with routes

- To assist new, substitute, or cover drivers in becoming familiar with ever changing assignments; maps of the route must be made available for drivers to review prior to operating the route. An additional person should be assigned to the route to help guide the driver through the route whenever possible.
- Local knowledge of high-risk areas, such as, narrow streets, dangerous intersections, road construction, and other safety hazards, must be documented on road maps and discussed with all drivers, especially drivers on new, substitute, or cover routes.

### 2. *References*

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[Driver File and Training Checklist – Appendix Y](#)  
[Precision Driving STRM BTW Manual – Appendix AC](#)  
[STRM Manual– Appendix AY](#)  
[Entry Level Driver Training](#)  
[US School bus Classroom Training Tracker](#)  
[US School Bus BTW Training Tracker](#)  
[Transit Operator Training Tracker](#)  
STAR Manual – CSC Materials  
[Certificate of Violations](#)

# Driver Evaluations

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Driver Evaluations

#### **1. Procedure**

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#### **DRIVER EVALUATIONS**

##### **New Drivers**

Behind The Wheel (BTW) evaluations will be conducted and documented for all new drivers at the completion of their initial BTW training. All drivers must complete a dry run before they do a “live” route. It is recommended that a trainer or supervisor go with a new driver the first day they are “live”. An evaluation needs to be completed within 30-45 calendar days of completion of initial training.

Behind The Wheel (BTW) evaluations will be conducted and documented for all new drivers at the completion of their initial BTW training and again within 30-45 calendar days of completion of initial training.

##### **Drivers**

Behind The Wheel (BTW) evaluations will be conducted and documented annually, or as required by contract, by a qualified safety trainer or BTW trainer for all employees who are licensed to operate a company owned, leased, or operated vehicle including Maintenance employees. Each employee evaluation will be performed during a regularly scheduled route and include a pre-trip inspection. The Driver's Zonar reports will be pulled for review including Speed, Pre-trip and Child Check. All driver evaluations must be entered into Compass to document the ride as soon as possible, and no later than the month the evaluation was completed.

##### **Video Monitoring**

Locations with video monitoring must review video to ensure drivers & monitors are performing their jobs in a safe and professional manner. Locations with Drive Cam are to review at risk behaviors and provide coaching with the drivers as soon as possible or within a week from the event occurring.

##### **Rehired Drivers**

Any driver who is rehired and has not been evaluated by National Express within 6 months of rehire must receive a BTW evaluation prior to driving any company vehicle.

##### **Drivers Returning from Any Leave of Absence**

Any driver returning from a leave of absence and who has not been evaluated by National Express within 6 months of returning from leave must receive a BTW Evaluation prior to driving any company vehicle.



# Driver Evaluations

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Completion of Form

All Driver Evaluations must be completed according to proper procedures as outlined in the Evaluation Reference Guide.

### Qualified Evaluators

Only personnel who are State/Provincial or Company-Approved to conduct a proper and thorough Evaluation are authorized to perform Driver Evaluations.

## **2. References**

Driver Evaluation Form – Appendix BK  
Evaluation Reference Guide – Appendix BJ  
Transit Operator Evaluation Form

# File Checklist

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	April 30, 2018	Update to application employment history requirements	VP Safety Compliance, Michelle Simon

### Standard Operating Procedure – File Checklist

#### 1. Procedure

When a file is created the appropriate checklist should be used to ensure the file is complete. Files should be reviewed as needed for existing employees.

#### Driver File

##### Driver Qualification File (DOT File)

- Driver's Application for Employment. A complete application includes:
  - Date of birth, Social Security Number, and current address
  - Complete list of employers for the preceding 10 years
    - Candidates that **have not** held a Commercial Driver's License within the last 10 years must enter only 3 years employment history. For any time the candidate wasn't employed, employment status should be entered as Student, Military, Stay at Home Parent, etc.
    - Candidates **with a** Commercial Driver's License within the last 10 years must enter the last 10 years of employment history, including employment status as a Student, Military, Stay at Home Parent, etc.
  - List of all violations of motor vehicle laws during the preceding 3 years
  - Applicant's signature and date of completion
- Copy of driver's current CDL with Endorsements
- Medical Examiner's Certificate
- Driver's Interstate Training Certificate
- DOT Authorization to Release Drug and Alcohol and Accident History (if employed by a motor carrier during the preceding 3 years) OR Exception Form (if not employed by a motor carrier during the previous 3 years)
  - Must include the date sent to previous employer
  - Must include the date received by previous employer or date of "no response"
- Pre-Employment MVR (must be retained for 3 years after employment ceases)
- Signature Page for DOT and Company Drug and Alcohol Testing Procedures

##### Annual File Requirement

- Annual MVR
  - Must be reviewed, signed and dated by reviewing manager
- Annual Driver's Certificate of Violations
  - Must be certified by driver
  - Compare to MVR
  - Must be signed and dated by reviewing manager

[Return To Table of Contents – Standard Operating Procedures](#)

# File Checklist

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	April 30, 2018	Update to application employment history requirements	VP Safety Compliance, Michelle Simon

### Personnel File

- Page 1 & 2 of New Hire Form
- W-4 Form
- Acknowledgment of Receipt of Current Employee Handbook
- Employee Counseling Notices (If applicable)
- Accident / Injury Reports (In addition to separate Accident or Injury files)
- Signed Background Check Authorization Form
- Criminal Record Check
- Fingerprint Record Check (If required)
- ESI Summary w/ Interview Questions Completed

### Medical File

- Physical Exam Reports
- Drug and Alcohol Test Results

### Training File

#### Annual

- Child Check Pledge
- Bloodborne Pathogens
- Hazardous Communications/Right-to-Know
- Lock Out / Tag Out
- Harassment Prevention Training
- All Driver Evaluations

#### Initial Training and as needed

- Driver Safety Classroom Tracker
- STRM Training Required Quizzes
- STAR Training Final Exam
- Special Needs Training Required Quizzes (as applicable)
- BTW Training Tracker
- State or District Required Training Documentation (if required)
- DOT Entry Level Training (if required)

### Non-driver File (Monitor, Fueller, etc)

#### Non-Driver Qualification File

- Non-driver Application for Employment
- Employee Screen
- References (as applicable)
- DOT and Company Drug & Alcohol Testing Procedures Acknowledgement of Receipt

[Return To Table of Contents – Standard Operating Procedures](#)

# File Checklist

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	April 30, 2018	Update to application employment history requirements	VP Safety Compliance, Michelle Simon

### Personnel File

- Page 1 & 2 of New Hire Form
- W-4 Form
- Acknowledgment of Receipt of Employee Handbook
- Employee Counseling Notices (If applicable)
- Injury Reports (If applicable in addition to separate Injury files)
- Signed Background Check Authorization Form
- Criminal Record Check
- Fingerprint Record Check (If required)
- Signature Page for DOT and Company Drug and Alcohol Testing Procedures

### Medical File

- Physical Exam Reports
- Physical Performance Tests (as applicable)
- Drug and Alcohol Test Results

### Training File

#### Annual

- Child Check Pledge
- Bloodborne Pathogens
- Hazardous Communications/Right-to-Know
- Lock Out / Tag Out
- Harassment Prevention Training

#### Other Required Training

- Non-driver Training Syllabus
- STRM Training Required Quizzes
- STAR Training Required Quizzes
- Special Needs Training Required Quizzes (as applicable)
- State or District Required Training Documentation (if required)

### Technician File

#### DOT Qualification File

- Technician's Application for Employment. (Provided by Corporate Recruiting). A complete application includes:
  - Date of birth, Social Security Number, and current address
  - Complete list of employers for the preceding 10 years
  - List of all violations of motor vehicle laws during the preceding 3 years
  - Applicant's signature and date of completion
- Pre-employment MVR (Provided by Corporate Recruiting)
- Copy of driver's current CDL
- Medical Examiner's Certificate

[Return To Table of Contents – Standard Operating Procedures](#)

# File Checklist

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	April 30, 2018	Update to application employment history requirements	VP Safety Compliance, Michelle Simon

- DOT Authorization to Release Drug and Alcohol and Accident History (if employed by a motor carrier during the preceding 3 years) OR Exception Form (if not employed by a motor carrier during the previous 3 years)
    - Must include the date sent to previous employer
    - Must include the date received by previous employer or date of “no response”
  - Signature Page for DOT and Company Drug and Alcohol Testing Procedures
- Annual File Requirement
- Annual MVR
    - Must be reviewed, signed and dated by reviewing manager
  - Annual Driver’s Certificate of Violations
    - Must be certified by driver
    - Compare to MVR
    - Must be signed and dated by reviewing manager

### Personnel File

- Page 1 & 2 of New Hire Form
- W-4 Form
- Acknowledgment of Receipt of Current Employee Handbook
- Employee Counseling Notices (If applicable)
- Accident / Injury Reports (In addition to separate Accident or Injury files)
- Signed Background Check Authorization Form
- Criminal Record Check
- Fingerprint Record Check (If required)
- ESI Summary w/ Interview Questions Completed

### Medical File

- Physical Exam Reports
- Drug and Alcohol Test Results

### Training File

#### Annual

- Child Check Pledge
- Bloodborne Pathogens
- Hazardous Communications/Right-to-Know
- Lock Out / Tag Out
- Harassment Prevention Training
- BTW Evaluations

#### Initial Training and as needed

- Technician Classroom Tracker
- STRM Training Required Quizzes
- STAR Training Required Quizzes
- State or Contract Specific Required Training (if applicable)
- DOT Entry Level Training (if required)

[Return To Table of Contents – Standard Operating Procedures](#)

# File Checklist

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	April 30, 2018	Update to application employment history requirements	VP Safety Compliance, Michelle Simon

### New Technician Training Requirements

- MITS Overview
- Maintenance Safety Hand Book
- Maintenance Safety Handbook Quiz
- Maintenance Policy Hand Book
- EAM Training
- PMX+ Training Documentation Review
- PMX+ Hands-on Training and Certification
- Air Brakes (If Required for Fleet)
- Cummins Warranty Training (If Required for Fleet)
- Noregon Training
- OEM Diagnostic Training
- Maintenance Procedure Training

### 2. *References*

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[Driver File and Training Checklist – Appendix Y](#)

- Driver File DOT Regulation Reference

[Non-driver File and Training Checklist – Appendix Z](#)

[Technician File and Training Checklist – Appendix L](#)

[Maintenance Safety Handbook Quiz](#)

[Maintenance Safety Handbook Quiz Answer Sheet](#)

[Certificate of Violations](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Drug & Alcohol Policy

## Driving Out Harm Global Safety Standard 1, 2, 3 – COMPETENCE & FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	March 14, 2017	Updates to random selection procedure, DOT random testing thresholds updated	Michelle Simon, VP Safety
1.2	January 2, 2018	Updated SAP Referral Letter	Michelle Simon, VP, Safety Compliance
1.3	December 20, 2019	Added Clearinghouse Reporting Requirements	Michelle Simon, VP, Safety Compliance

### Standard Operating Procedure – Drug and Alcohol Policy

#### **1. Procedure**

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Refer to Drug and Alcohol Policy for DOT and Company policies and procedures.

#### **2. References**

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[Drug and Alcohol Policy \(US School Bus\) - Appendix A](#)  
[Drug and Alcohol Policy \(Transit\)](#)  
[Drug and Alcohol Policy \(Canada\)](#)  
[Shy Bladder Protocol](#)  
[Shy Lung Protocol](#)  
[SAP Referral Letter](#)  
[Definitions - Appendix B](#)  
[Contact Names and Numbers - Appendix D](#)  
[Drug Screen Cutoff Levels - Appendix C](#)  
[Missed Test Form - Appendix E](#)  
[Reasonable Suspicion Evaluation Guidelines and Checklist - Appendix F](#)  
[Drug & Alcohol Awareness Information - Appendix G](#)  
[Signature Page - Appendix H](#)  
[FTA Accident Drug and Alcohol Flow Chart](#)  
[FMCSA Accident Drug and Alcohol Flow Chart](#)  
[FTA Random Drug and Alcohol Scheduling Spreadsheet](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Hours of Service

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure - Hours of Service

#### ***1. Procedure***

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Ensure compliance with all federal regulations for drivers' hours.

##### PASSENGER-CARRYING DRIVERS

##### 10-Hour Driving Limit

May drive a maximum of 10 hours after 8 consecutive hours off duty.

##### 15-Hour Limit

May not drive after having been on duty for 15 hours, following 8 consecutive hours off duty. Off-duty time is not included in the 15-hour period.

##### 60/70-Hour Limit

May not drive after 60/70 hours on duty in 7/8 consecutive days.

For Non Home-to-School trips and charters Drivers must complete the hours of service log if required. Hours of Duty Statements must also be available for review.

#### ***2. References***

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[Hours of Service Summary – Appendix AF](#)

[Hours of Service Training – Appendix AH](#)

[Blank HOS Driver's Log – Appendix AG](#)

[49 CFR Part 395 – Appendix AI](#)

[Driver's Statement of on Duty Hours](#)



# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Safe Operation

#### 1. Procedure

Provide vehicle operation guidelines to employees who drive company vehicles.

#### **Vehicle Operations**

Federal, State or Local laws supersede National Express policy, if applicable.

#### **Aisles**

Bus aisles and areas around all exits will be kept unobstructed during operations.

#### **Safe Backing**

Backing should never be executed except when parking at a company yard, in a designated route turnaround, or in an extreme emergency. For the purposes of safe operations, the company recognizes three types of vehicle backing: Designated, Authorized, and Unauthorized.

#### **Designated Backing**

Any location, such as the vehicle parking lot, where it is standard operating procedure for a driver to safely back a vehicle. Though a driver must apply all safe driving techniques, Designated Backing does not require additional approval prior to backing the vehicle.

#### **Authorized Backing**

Any time a driver backs a vehicle in a non-designated location, either by choice or necessity, permission from a supervisor or dispatch must be requested. Except when conducting a "designated backing" maneuver the following steps are required:

1. Prior to backing the bus, all drivers must seek authorization by contacting dispatch to discuss the situation, the hazards, and the possibility of safer alternatives.
2. Before authorizing the maneuver, dispatch must:
  - a. Learn the exact location of the vehicle and the reasons for requesting to back.
  - b. Instruct the driver to get out of their seat and identify all hazards in and around the danger zone. If students are on board the driver is to remain on the bus.

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

Only after all hazards have been discussed and only if it is determined that backing is the only alternative, can the maneuver be authorized.

Before the driver begins the backing maneuver, dispatchers must instruct the driver to:

1. If available, utilize a trained backing marshal/spotter or police officer to assist with the maneuver. Students are never to be used as backing marshals.
2. If possible, verbally communicate his or her intentions to other drivers and pedestrians.
3. Check all mirrors before, during, and after backing the bus.
4. Sound the horn as the vehicle backs.
5. Turn on the vehicle's hazard lights.
6. Contact dispatch when the maneuver is complete.

When the backing maneuver is complete dispatch is to:

1. Instruct the driver to meet with a supervisor to discuss safe route options and reroute if necessary.
2. Document the activity in the dispatch log.

### **Unauthorized Backing**

Any time a driver backs a vehicle without requesting permission, either by choice or necessity, the backing maneuver is considered unauthorized. Even if completed without incident, Unauthorized Backing is not permitted and will result in disciplinary action.

### **Marshalling**





[Return To Table of Contents – Standard Operating Procedures](#)

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

All drivers, monitors, maintenance techs, and office staff are to be trained to properly marshal a vehicle. Follow these signals to safely marshal a vehicle:

	<b>Direction of Travel</b> - Using one arm only, the marshal is to point in the direction that s/he wishes to advise the driver to travel.
	<b>Start/Continue Moving</b> - Using both arms outside of the body (90° from body with palms facing upward), bend and straighten the arms at the elbow (both at the same time) indicating that the driver may continue to move the vehicle in the current direction of travel.
	<b>Distance from Object</b> - Standing sideways to the driver's line of sight with arms straight out from the body indicate with each hand the distance from an object. As the driver approaches the object, reduce the distance between the hands. Never allow a driver to get closer than 1ft/30cm to any object.
	<b>Stop</b> - Facing the driver, the marshal will raise both hands above his/her head and cross them at the wrists keeping their palms forward.

### Bus Doors

All bus doors will remain closed while the bus is in motion and the doors will only be operated by the driver.

### Bus Interior

All loose articles such as bottles, clothing, backpacks, shoes, cleaning materials, etc. will be securely stored under or between the seats prior to the bus being driven. The bus interior will be kept free of all magnets, posters, holiday decorations, and family photographs to ensure optimum visibility for the driver and eliminate flying objects resultant from sudden braking or maneuvers. Portable radios, tape players, CD/cassette players, etc. are not allowed in any company owned or leased vehicle.

### Cellular Phones and Electronic Devices in a Company Vehicle

[Return To Table of Contents – Standard Operating Procedures](#)

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

The use of personal cellular phones, electronic devices, and any other such devices that inhibit hearing, such as earphones or headphones, is not permitted while operating a company vehicle or conducting operational duties.

When operating a company vehicle or conducting operational duties, a driver's and bus monitor's personal cellular phone or other electronic devices must be in the "off" position and put away (company issued cellular phones may be in the "on" position while the vehicle is in operation).

Vehicle operators will not wear portable headphones, earphones, Bluetooth or other such devices while operating company owned or leased vehicles.

Cellular phones on a company vehicle may only be used in the event of an emergency. They may not be used at any time while the company vehicle is in motion or while passengers are loading or unloading.

### Eating and Drinking in a Company Vehicle

Employees must not eat or drink while operating a company vehicle or when students are on board. Any food or beverages transported in a Company vehicle by a Company employee must be contained in a spill-proof container.

### Cleaning Your Vehicle

To maintain a professional appearance your vehicle must be kept clean, inside and out, at all times. Check with your manager for wash schedules and times. Passengers will take pride in a vehicle that is neat and clean, and will be more likely to cooperate in keeping it that way. In order to eliminate slip, trip, and fall hazards the floor should be swept daily. Seats should be dusted and inspected for damage and breakage daily. The side windows, windshield, mirrors, lights and reflectors should be cleaned. Floors should be mopped and driver areas cleaned as needed. Report any at-risk conditions to local management as soon as possible.

### Driver's License

Vehicle operators will be properly licensed for the type of vehicle they are driving. If anything happens which could affect a driver's professional license, certificate, or other items necessary to perform his or her job appropriately (such as legal charges or medical conditions), the driver is responsible for immediately informing his or her supervisor. Any waivers or restrictions must be complied with and kept current at all times.

### Following Distance

All buses will maintain a minimum of four seconds following distance behind another vehicle. Additional space of two or more seconds may be needed to adjust for conditions. When a Company vehicle follows another bus on a highway, expressway or freeway, the Company driver will strive to maintain a minimum distance of one-quarter mile between the vehicles at all times. When a Company vehicle follows another bus on a surface street, the Company

[Return To Table of Contents – Standard Operating Procedures](#)

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

driver will strive to maintain a minimum distance of 500 feet between the vehicles at all times.

### Fueling

To ensure good customer service, vehicles must be kept fueled to a level of at least half-full at all times. This is particularly important in the winter months to avoid condensation forming in the fuel tank. Failure to keep a vehicle properly fueled will result in progressive disciplinary action. Under no circumstances should a vehicle be fueled with passengers on board.

For additional information on Fueling, please see Fueling Standard Operating Procedure.

### Hazard Lights

Hazard lights will be used any time the bus becomes a hazard, when backing, to alert other vehicle operators about a hazard, and at railroad crossings (unless prohibited by state regulations).

### Headlights

Headlights will be on at all times when operating a bus.

### Lane of Travel

Buses will travel in the right lane at all times except when a hazard exists or preparing to turn left.

### Loading Lights

Loading lights will be used according to State laws.

### Location of Bus Stops and Release of Students

Stops will be made only at approved locations unless otherwise approved by local management, the school district (if required), and the law enforcement or regulatory agency (if required). Once students have boarded buses at the school, they may not be released to anyone other than school district personnel or at their regular stop unless prior permission is given. Under no circumstances will a student or students be released at any location other than an approved stop.

### Multiple Turn Lanes

When there are multiple turn lanes at an intersection, drivers should use the lane where turning traffic is only on the left side of the bus.

### No Right Turn on Red

Unless otherwise directed by a law enforcement official, drivers operating buses with a manufacturer designated seating capacity of more than 20 passengers will not make right turns when a traffic light is red.

[Return To Table of Contents – Standard Operating Procedures](#)

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

If extenuating circumstances exist and it is not prohibited by local law, right turns on red may be approved on an exception basis by the Area Director of Safety.

### **Passengers other than Students**

No riders are allowed on the bus except National Express or school district personnel or designees unless approved by local management staff.

Where applicable, children of employees may ride on buses from the origination point (company yard), but must follow the same rules as all other students and comply with state rules on seating. Drivers who bring their children to the company yard are responsible for their safety until such time as the child is on his/her bus or in custody of his/her bus driver or monitor. Refer to the Child Ride Along Standard Operating Procedure for more details.

### **Passing**

Passing will be executed in accordance with state driving regulations.

### **Reading While Driving and Use of Personal Items**

In order to give your full attention to operating the vehicle, reading or the use of personal items is not permitted while operating the vehicle.

All route sheets, log books, clip boards, and personal items must be placed in an area that does not obstruct the view of any windows or mirrors; prevents the use of vehicle controls such as pedals, switches, door handles, or the steering wheel; and does not block the aisle or doorways. Additionally, it is not permitted to hold any of these items while driving as this prevents "hands-on" operation of the vehicle. These items shall be secured in a manner that prevents distractions while driving (placed in door side pocket or console storage area).

We understand that at times it may be necessary to view your route sheet. If you need to review your route sheet the vehicle must be safely parked with the parking brake set.

### **Refusal to Transport a Student**

A driver may not refuse transportation to a student unless there is a clear and present danger to others (e.g. student carrying a weapon). Any occurrences must be reported to management immediately.

### **Route Changes**

All route changes must be approved by the appropriate local operations staff. Any deviations, temporary or permanent, are not permitted without prior approval.

### **Seatbelts**

Vehicle operators must wear seatbelts at all times in compliance with manufacturer design. Bus monitors riding buses equipped with seatbelts must also wear seatbelts at all times in

[Return To Table of Contents – Standard Operating Procedures](#)

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

compliance with manufacturer design. Concerns with proper seatbelt fit must be brought to management attention immediately for resolution.

### **Speed Limit**

The maximum speed limit for buses is as specified by state driving regulations.

### **Speed in Company Yard**

The speed limit in all company yards is 5 M.P.H.

### **Student Stops**

Students will get off the bus only at their regular stop unless they have complied with local procedures for temporary stop changes.

### **Traffic Laws, Signs, and Signals**

All vehicle operators will abide by applicable traffic laws, traffic signs and signals, unless otherwise directed by a law enforcement officer.

### **Use of Company Vehicles**

The use of a company-owned, company-leased or company-operated vehicle beyond the scope of regularly scheduled duties or in any way other than as assigned by the driver's manager is prohibited.

Failure to comply with this policy shall be considered cause for appropriate corrective action, including termination.

### **Use of Personal Global Positioning System (GPS) Unit**

The use of personal GPS units is not permitted while operating any company vehicle designed to transport passengers.

### **Vehicle Inspections**

National Express' commitment to safety will not be compromised. Each driver will inspect his or her assigned vehicle daily. Vehicles are to be inspected in a complete and thorough manner before and after each route, according to established procedure and federal, state and local law. An employee's failure to comply with this policy will be considered cause for corrective action, including termination of employment.

### **Driver's Preschool Children on Vehicle**

Refer to Child Ride Along Standard Operating Procedure for more details.

[Return To Table of Contents – Standard Operating Procedures](#)

# Safe Operation

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

## 2. References

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[Backing Policy & Acknowledgement Form](#)  
[Child Ride along SOP](#)  
[Employee Handbook – Appendix AV](#)  
[Safety of Premises \(Fueling\) SOP](#)  
[Service Animal Policy](#)



# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Child Check

#### 1. Procedure

##### **Child Check Inspection Procedure for Drivers and Monitors/Assistants**

The child check inspection procedure shall be conducted by the driver and monitors/assistants (if assigned/present) for all regular education routes (including high school), special education/need routes, field trips and charters.

When Zonar or other approved electronic monitoring systems are available and functioning properly it shall be utilized by the driver. Monitors/assistants are not permitted to utilize the Zonar handheld or other monitoring devices when conducting their required CC inspections – the driver is the only one permitted to use electronic monitoring systems.

Drivers and bus monitors/assistants shall complete a thorough check of the vehicle for students immediately following the end of each route, immediately following the end of the shift during the post-trip vehicle inspection, and prior to leaving the vehicle unattended at any time.

When local policy and/or applicable laws (i.e. US and Canada) do not require a post trip inspection by the driver at the end of a shift; a Child Check inspection must be completed in its place according to the Child Check Standard.

**Note:** *For routes where the end of route child check inspection is not possible at the school site or immediately after the last student drop off, designate a safe location where the child check inspection can be safely performed.*

To complete a child check inspection, the driver (and monitor/assistant if assigned/present) shall turn on the interior lights of the vehicle and complete a slow and deliberate walkthrough inspection (front-to-back and back-to-front), checking for students on and under all seats and interior spaces.

Prior to leaving the vehicle, the driver shall complete the child check inspection and place the Child Check – This Vehicle is Empty sign (Appendix A) in the back window of the vehicle facing outward to indicate that the vehicle has been checked and is empty, this is still a requirement even when the entire fleet is equipped with an electronic child check monitoring system.

Before driving the vehicle, the Child Check – This Vehicle is Empty sign shall be removed from the back window and stored in the front of the vehicle in a safe place.

The driver is the only person who may place or remove the Child Check – This Vehicle is Empty sign.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

Park-out drivers shall radio dispatch at the end of each route, end of each shift and prior to leaving the vehicle unattended at any time to advise the dispatcher that they have completed a child check inspection. Dispatchers shall note the receipt of the driver's call on the dispatch log including the location, date, and time of when the call was received.

Where the vehicle is equipped with a properly functioning ZONAR unit, the driver may use the electronic device in place of the requirement to radio dispatch at the end of each route if approved by the Area VP of Ops, RM, Area Director of Safety (ADS), local GM and the CSC's ZONAR Child Check Report "total compliance" is  $\geq 95\%$ . The GM shall assign a competent person to review and monitor all ZONAR Child Check completions via the local ZONAR electronic system. The review must be completed and documented just after the end of the morning shift and then again just after the end of the afternoon shift. Any mid-day shifts shall also be reviewed and monitored using the same practice.

- **IMPORTANT:** Any CSC wanting to switch to electronic Zonar tracking must first maintain a compliance rate of  $\geq 95\%$  for no less than a 4 week reporting period. Once achieved, if a CSC falls below a compliance rate of 95% for a period of 2 consecutive reporting weeks, the privilege will be suspended until the CSC maintains a compliance rate of  $\geq 95\%$  for no less than a 6 week period as noted above. The same approval process as above is required for CSC reinstatements with a maximum of 2 reinstatements within a 36 month period without the approval of the VP of Safety and Area VP of Operations.
- **Note:** Even with Zonar tracking and an opt-in to Zonar only reporting, a GM may still require park-out driver(s) to radio dispatch at the end of each route, end of each shift and prior to leaving the vehicle unattended at any time to ensure they have completed a CC inspection. Dispatchers shall note the receipt of the driver's call on the dispatch log including the location, date, and time of when the call was received.

Based on local application, the GM and/or designee shall, at the end of each AM, PM and midday shifts, complete a review of all applicable dispatching Child Check logs and/or ZONAR child check reports to confirm 100% compliance. The GM and/or designee shall take steps to immediately contact the driver and their immediate supervisor for action regarding any identified noncompliance events. CC logs, ZONAR CC reports, and action taken must be documented in writing and retained for 12 months.

### Child Check Sign System

CSCs shall implement the Child Check – This Vehicle is Empty sign system for all vehicles at all locations including the CSC, satellite locations, park-out areas, or any other areas where NE vehicles are parked and left unattended, except for those locations where the entire fleet is equipped with an electronic child check monitoring system.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

Child Check – This Vehicle is Empty signs used shall contain the text and child check logo:  
Child Check – This Vehicle is Empty sign.

The CSC may use any durable sign material (e.g. card stock, laminate, etc.) and fasteners (e.g. magnets, Velcro, etc.) suitable for local climate and environmental conditions.

The Child Check Sign System is mandatory for use in all vehicles except for CSC locations where the entire fleet (i.e. 100% of the vehicles) assigned to the CSC is equipped with a fully functioning electronic child check system integrated into the vehicle horn or alarm system.

### CSC Management Child Check Observations

The CSC management team shall establish a continued presence of managers and supervisors on each yard when drivers are returning from morning and afternoon routes including a schedule of who will monitor the and walk the lot after the morning and afternoon routes to ensure all vehicles have the Child Check – This Vehicle is Empty sign posted in the back window.

While on the yard, CSC management teams shall observe drivers and monitors conducting child checks, providing positive reinforcement for drivers completing child checks and corrective action when necessary, up to and including retraining, written warnings, and termination of employment.

CSCs shall set a target for the number of child check observations to complete each month. The minimum monthly target is 33% of the number of drivers (and monitors/assistants) to ensure child check inspections are completed. Each driver (and monitor/assistant if present) at the CSC shall be observed a minimum of three times per school year.

It is recommended that child check observations be conducted at school sites on a periodic basis.

Observations should be made of park-out drivers at their last stop to ensure they are completing child check inspections. This can be done through real-time observations, verifying that the Child Check – This Vehicle is Empty sign is hanging in the back window of the vehicle or by viewing the bus video if so equipped. Park-out observations can also be conducted at school sites following the last drop off.

All child check observations shall be documented on the Child Check Observation Log and in Compass. The number of observations, written warnings and retraining numbers are to be reported into Compass as they occur and logs are to be kept for one year.

### Child Check Pledge

All drivers and monitors/assistants shall sign the Child Check Pledge indicating they understand and agree to comply with the Standard.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Training

All newly hired drivers and monitors/assistants shall receive initial training on the Standard prior to operating a vehicle to transport students. The training shall include instruction on the following:

- Review of the NE Child Check training DVD;
- Review of the NE Child Check Standard;
- Review of the park-out requirements (i.e. dispatch call-ins); and
- Review of ZONAR Child Check requirements and methods;
- Review of the discipline matrix;
- Successful completion of the Child Check Quiz;
- Review and signing of the Child Check Pledge;
- Demonstrated proficiency of the child check inspection procedure;
- Demonstrate proficiency in the correct use of the electronic child check system (where applicable);

All drivers and monitors/assistants shall receive annual refresher training and individual driver/monitor shall receive retraining after a written warning.

### Communications and Promotions

The status of child check results shall be communicated and posted at the CSC on a monthly basis using the Child Checks Save Lives Poster.

Additional activities including meetings, monthly safety calendars, safety alerts, etc. may be used to promote the importance and success of the child check program.

### Request for Exceptions and Interpretations

Requests for exceptions and interpretations to any requirement outlined in the Standard shall to be submitted to the Vice President - Safety and Vice President - Operations for review and approval on a case-by-case basis. Any exception to the discipline matrix requires CEO approval.

### Monthly Reporting

CSCs shall report their observation activity monthly in Compass.

### Child Check Incident Investigations

All child check incidents will be investigated by the Area Safety Director. The findings will be communicated to NE management for review.

All proposed disciplinary actions that may result in termination of a supervisory employee shall be formally reviewed by Corporate Human Resources prior to taking final action.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

Disciplinary action shall be implemented in accordance with the Child Check Discipline Matrix.

### Customer Participation

CSC management shall notify school administration of NE expectations for driver /monitor child check inspections to occur at the end of each route. Administrators are encouraged to notify the CSC should they observe a driver/monitor not conducting a child check inspection. The Child Check Card may be distributed to administrators for their use.

### Incident Notification and Management

CSC management shall report all child check incidents immediately to the crisis communication hotline in accordance with the NE Crisis Communication Plan. In addition, CSC management shall notify the Area Director of Safety and the Vice President - Operations.

The NE Communications Department shall send an incident alert if the incident meets the criteria for a child check incident.

In addition, the child check incident shall be managed in accordance with the NE Safety Response Guide including the following required actions:

- Arrange for the safe delivery of the child.
- Contact the parent and the district.
- Obtain the student's name, age, and date of birth, and whether the unattended child was regular education or special needs.
- Note the child's home address and phone number.
- Record the driver and monitor names.
- Find out exactly how long the student was left unattended.

### Recognition

The objective of the Standard is to prevent any child from being left unattended on an NE vehicle.

All drivers (and monitors/assistants, if present) shall be recognized by the CEO for finding a child on an NE vehicle as a result of a properly completed and successful child check inspection.

### Child Check Management Certification

Annually, all NE management staff involved with implementing the Standard including all CSC, Area, and Corporate management staff shall review the Standard and sign the Annual Child Check Manager Certification. All signed copies of the certification shall be placed and retained in the management employee's personnel file.

Refer to next page for detailed discipline matrix.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Child Check Program Discipline Matrix

Non-Conformance Scenario	Disciplinary Action
Driver (and monitor/assistant if present) does not comply with the child check pledge or child check procedure at the end of each route, or at the end of their shift during their post-trip inspection, or prior to leaving the vehicle at any time.	1st offense – final written warning <sup>1</sup> 2 <sup>nd</sup> offense – termination
Driver (and monitor/assistant if present) leaves a child unattended on the vehicle regardless of the length of time.	1st offense – termination
Driver (and monitor/assistant if present) does not perform the child check procedure at the end of each route, at the end of their shift during their post-trip inspection AND a child is later found on the vehicle by the driver (or monitor/assistant if present) AND the child was not left unattended on the vehicle at any time.	1st offense – final written warning <sup>1</sup> 2 <sup>nd</sup> offense – termination
Park-out driver fails to notify dispatch that the child check procedure was completed as required.	1st offense – final written warning <sup>1</sup> 2 <sup>nd</sup> offense – termination
Driver (and monitor/assistants if present) is observed not performing the child check procedure during a NE management or school administrator child check observation.	1st offense – final written warning <sup>1</sup> 2 <sup>nd</sup> offense – termination
Driver or monitor/assistant refuses to sign the child check pledge.	1st offense - termination
Management employee refuses to sign the annual certification.	1st offense – termination
CSC Management (GM, Safety Manager, Safety Training Supervisor, or Dispatcher) do not maintain required child check records (e.g. observation logs, signed pledges, training records).	Discipline determined on a case-by-case basis. Discipline up to an including termination.
GM fails to report a child check incident per the NE Crisis Communication Plan.	Discipline determined on a case-by-case basis. Discipline up to an including termination.
GM fails to enforce the discipline matrix for drivers, monitors for that do not comply with the Standard.	Discipline determined on a case-by-case basis. Discipline up to an including termination.

\* NE reserves the right to terminate on the 1<sup>st</sup> offense if there are circumstances that warrant that such action.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Check

## Driving Out Harm Global Safety Standard 1 – DRIVER FITNESS

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

## 2. *References*

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[Safety Policy](#)

[Emergency Response Guide – Appendix X](#)

[Child Check Pledge – Appendix BF](#)

[Child Check Quiz – Appendix AY](#)

[Annual Child Check Management Certification – Appendix BE](#)

[Child Check Observation Log – Appendix BR](#)

# Child Ride Along

## Driving Out Harm Global Safety Standard 7 – RISK ASSESSMENT

Version	Date	Description	Approved By
1.0	October 8, 2015	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Park Out

#### 1. Procedure

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For Company business reasons, certain employees may be permitted to park a Company vehicle at or near the employee's residence. All employees "parking out" must complete the Park-Out Authorization Form and receive management approval on an annual basis. Any change to information reported on the Park-Out Authorization form requires a new form to be submitted and approved. It is the employee's responsibility to notify the Company of an expected change in the facts reported on the Park-Out Authorization form in advance of the change occurring. The Company, at its sole discretion, reserves the right to approve or deny park-out requests, in the best interest of the Company.

Company vehicles are not to be used for personal business. Employees shall park Company vehicles off public streets when possible and in a safe and secure area taking all reasonable proactive measures to ensure the security of the vehicle. Employees must comply with all local ordinances and permitting procedures and must provide a properly completed Permission to Park form to their supervisor if they intend to park their bus on property they do not own.

All employees who park out grant and allow the Company access to the vehicle at all times, regardless of the parking location, in recognition that the vehicle is the property of the Company. All parking locations must provide ample access to the vehicle. Further, employees must comply with any Company request to return the Company vehicle to the CSC. Employees must comply with all other Company policies when parking out.

The Company is not responsible for damage that may occur to an employee's property or parking location as a result of the park-out. Employees will be responsible for any parking tickets issued on a park-out vehicle within the employee's control. Employees are expected to lock and safeguard the vehicle in a prudent manner at all times. The Company requires that no personal items other than incidentals be stored in the Company vehicle. The Company is not responsible for theft or damage to personal items.

For purposes of this policy, employees will be paid for travel time including from their approved park-out location to their first pickup, and their last drop off to their approved park-out location. Employees will not be paid for travel time when the use of the Company vehicle is not required to attend Company functions (e.g. meetings, social events).

This policy shall not be construed to create a contractual right for any employee. The Company, at its sole discretion, reserves the right to alter, amend or terminate this policy in its entirety, or for any individual employee, at any time with or without notice.

The Company reserves the right to discontinue park-out privileges at any time, as corrective action or due to business considerations.

#### 2. References

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[Park-out Authorization Form – Appendix J](#)  
[Employee Handbook – Appendix AV](#)

[Return To Table of Contents – Standard Operating Procedures](#)



# Child Ride Along

## Driving Out Harm Global Safety Standard 7 – RISK ASSESSMENT

Version	Date	Description	Approved By
1.0	October 8, 2015	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Child Ride Along

#### 1. Procedure

To ensure all National Express Corp. locations can effectively service their customers by maintaining full driver and bus monitor staffing, the company may, with customer approval, allow employees to take their own pre-school children (not to exceed 6 years of age) on their routes with them. The company also may also allow employees to bring their own school aged children (currently enrolled as a student in a school that NEC services) to the company yard in order that the child will be able to ride his or her student assigned route. To be eligible for this benefit the employee must be the child(ren)'s parent (having legal custody) or legal guardian. Employees who are primary caregivers for their grandchildren may also be eligible for this benefit provided the child(ren)'s parents (having legal custody) or legal guardian sign the Child(ren) Ride Along Authorization Form.

Any employee seeking authorization to participate in this program must annually:

- request authorization by completing and signing the Child(ren) Ride Along Authorization Form;
- obtain company approval before taking their child(ren) on the bus or bringing them to the company yard; and
- complete the required safety training before taking their child(ren) on the bus or bringing them to the company yard; and
- ensure children in this program view the required "Pride the Safety Dog" video prior to participation.

Participation in this program will be determined on a space available basis. The company may deny authorization to employees if their bus is at, or near, full capacity. The local management team may also exempt specific routes from this benefit (e.g., Special Education routes).

This program applies to home to school routes only and does not extend to field trips or charter trips. The local management team reserves the right to limit the number of employees or children eligible for this program based on facility size, yard layout, or the ability to effectively monitor safety controls. Children who are frequently or repeatedly disruptive will not be allowed to ride on the bus.

Employees authorized to participate in this program must follow all rules regarding child safety, including the use of child safety seats/belts and safety vests. All pre-school children under the age and/or weight limits as required by state, provincial, or federal law must be transported in an approved child safety seat. Child safety seats must be

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Ride Along

## Driving Out Harm Global Safety Standard 7 – RISK ASSESSMENT

Version	Date	Description	Approved By
1.0	October 8, 2015	Approved by VP, Safety	Michelle Simon

provided by the employee and must be secured according to legal requirements. All pre-school children that exceed the age and/or weight limits for a child safety seat must wear a seatbelt while on their employee's bus if the bus is equipped with seat belts. All children must wear a high visibility safety vest at all times on company property. ANSI Z10 high visibility safety vests will be provided by the company.

Employees must escort their child(ren) at all times while on the bus or in the company parking lot. The employee must hold their child(ren)'s hand or carry them as necessary when escort is required. The employee or other designated responsible adult in (accordance with local procedures) must supervise all children at all times while in a company facility.

Employees shall refrain from bringing their children with severe flu symptoms or contagious medical conditions (i.e., head lice, chicken pox) on the bus or to the yard until the condition has been treated and the medical risk has been removed.

Child(ren) may not occupy a vehicle while the employee conducts the pre-trip or post-trip inspection. Before conducting the vehicle pre-trip and post-trip inspection, employees must:

- take their child(ren) to a designated office safe zone monitored by a designated adult; or
- place their child(ren) on a common bus that has been designated as a safe zone and is under the direct supervision of a bus monitor until the employee completes the vehicle inspection.

Employees may not leave children unattended on the bus at any time. Employees may not fuel their buses with children on board. Before fueling the bus, employees must take their child(ren) to a designated safe zone monitored by a designated adult. In the absence of a designated safe zone, the employee must make alternate arrangements with their supervisor to fuel the bus. Children are not permitted in the maintenance shop or fuel island area at any time. Local management may restrict other areas of the property as well.

Child(ren) shall not be allowed to operate any vehicle control, door mechanism, or safety control device (e.g., child check alarm) on a company vehicle. Time spent by the children in the company office and parking lot should be minimized to the greatest extent possible.

### Revocation

If the company determines an employee is not abiding by this policy, then the company may revoke the employee's authorization to participate in the program. The failure to comply with company safety policies in conjunction with this program may result in disciplinary action up to and including termination.

[Return To Table of Contents – Standard Operating Procedures](#)

# Child Ride Along

## Driving Out Harm Global Safety Standard 7 – RISK ASSESSMENT

Version	Date	Description	Approved By
1.0	October 8, 2015	Approved by VP, Safety	Michelle Simon

If company management receives teacher, school, parent, employee, or other feedback that a driver's child(ren) is (are) disruptive on a route, the company may revoke the employee's authorization to participate in the program. The company reserves the right to revoke this benefit at any time on an individual basis or in entirety based on safety or customer service concerns.

### **2. References**

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[Employee's Children Ride Along Authorization Form – Appendix BN](#)

[Employee's Children Ride Along Training – Appendix BM](#)

Child Safety Vest Ordering – [NE4U Safety Page](#)

# Vehicle Inspection

## Driving Out Harm Global Safety Standard 5 – VEHICLE SAFETY

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Vehicle Inspection

#### 1. Procedure

National Express is committed to safety and this commitment will not be compromised. Each driver will inspect his or her assigned vehicle daily. Vehicles are to be inspected in a complete and thorough manner according to established company and regulatory requirements. A vehicle inspection must be performed before the vehicle leaves on route. An employee's failure to comply with this policy will be considered cause for corrective action, including termination of employment.

#### Vehicle Inspection

The vehicle inspection is an important part of a safe and reliable journey, and is a legal requirement for all passenger vehicle drivers. Vehicle inspections also support the maintenance staff in maintaining your vehicle more efficiently.

A complete and effective vehicle inspection ensures that defects will be caught before they impact service levels or become major and expensive breakdowns.

Failure to complete and record a mandatory vehicle inspection, and/or operating with an Out Of Service (OOS) vehicle or with a major defect, are serious violations that will result in immediate termination with cause on the first offense.

Other failures to properly complete a vehicle inspection will result in disciplinary action up to and including termination of employment.

If a defect is found, record the defect in your daily vehicle inspection report or Zonar device. Immediately report it to the office by radio and provide the odometer reading if necessary. The dispatcher will advise you what to do about the problem. If the defect is a "major/out of service item", the vehicle cannot be operated until the defect has been repaired. No one shall operate or permit another person to operate a commercial vehicle if the vehicle or its equipment is in a condition that is likely to cause danger to person or property.

**NOTE:** If a minor defect is not repaired, but the mechanic has signed off in your inspection report, he/she is indicating that he/she is aware of the problem, but safety is not affected. Repairs will be scheduled later.

# Vehicle Inspection

## Driving Out Harm Global Safety Standard 5 – VEHICLE SAFETY

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### 2. References

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[US Approved Pre/Post Trip Form – Appendix P](#)  
[US DOT Regulation Citation Pretrip – Appendix W](#)  
[Zonar Instructions – Appendix Q](#)  
[Zonar Step by Step Driver's Guide – Appendix V](#)  
[Zonar Tags Guide – Appendix R](#)  
[CANADA Pretrip Inspection 20 pax – Appendix S](#)  
[CANADA Pretrip Inspection Big Bus – Appendix T](#)  
[CANADA Schedule 5 – Appendix U](#)

# Personal Protective Equipment (PPE)

## Driving Out Harm Global Safety Standard 8 – PPE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	October 2, 2019	Updated High Visibility to include ANSI requirements	Michelle Simon

## Standard Operating Procedure - PPE

### 1. Procedure

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#### Personal Protective Equipment

The purpose of the Personal Protective Equipment (PPE) is to protect individuals from exposure to work place hazards and the risk of injury. PPE will be used in conjunction with other safety prevention controls. Personal protective equipment will be provided, used, and maintained when it has been determined that its use is required to ensure the safety and health of our employees and that such use will lessen the likelihood of occupational injury and / or illness.

Employees who are required to use personal protective equipment (i.e., safety glasses, high visibility vests, ear protection, goggles, face shields, gloves, shoes, ice cleats, etc.) are responsible to ensure the equipment is in good working condition, fits properly and is worn correctly. If you believe your PPE is damaged or otherwise ineffective, notify your supervisor immediately.

Employees who fail to comply with the PPE requirements may be subject to discipline.

#### Vests

The use of high visibility apparel greatly improves the visibility of individuals which reduces the risks of accidents and improves safety. In an effort to protect our employees, company issued high visibility apparel is required to be worn by all employees, children, vendors and visitors while walking in CSC employee parking areas, bus parking areas and maintenance areas. High visibility apparel is required to be ANSI Z10 compliant, ensuring adherence to our corporate ANSI Z10 certification.

The ANSI ISEA 2004 regulation requires acceptable visibility must occur during day and evening hours and the garment background colors are to be lime green or orange, colors that are considered fluorescent.

High visibility vests should not be worn when exposed to equipment or machinery where vests could get entwined and cause injury. Mechanics are not required to wear high visibility vests in the maintenance shop areas since they wear uniforms with integrated high visibility reflective striping.

All employees (including mechanics) are required to wear high visibility vests when their duties require them to walk on or near a roadway or school loading zone (e.g. motor vehicle accident, break-down, etc.).

High visibility apparel is to be maintained at all times in a clean, serviceable condition and is to be replaced any time it is defective, stained or faded to any extent where their high

[Return To Table of Contents – Standard Operating Procedures](#)

# Personal Protective Equipment (PPE)

## Driving Out Harm Global Safety Standard 8 – PPE

Version	Date	Description	Approved By
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1.1	October 2, 2019	Updated High Visibility to include ANSI requirements	Michelle Simon

visibility effectiveness is reduced. When high visibility apparel is supplemented with a warmer piece of clothing (e.g. non-high visibility coat, rain gear, etc.), high visibility apparel must be layered over the top of the other clothing to ensure high visibility compliance.

Employees who fail to wear the required high visibility apparel, including reporting to work without the company issued high visibility apparel are subject to corrective action as outlined in the employee handbook.

### Footwear

Drivers and Monitors are required to wear only non-skid, flat soled shoes with closed toes and heels (one inch or less) that are of sturdy construction. Any shoes which make it difficult to operate bus pedals should not be worn.

### Maintenance Shoe Policy

Only approved footwear may be worn in the shop. Leather, closed toe work boots/shoes with non-skid, oil-resistant soles must be worn when on duty. Gym shoes are prohibited. Footwear must meet local, provincial, and federal requirements suitable for the task being performed.

### Eye Protection Rules

1. Safety glasses or prescription eyewear with side shields must be worn at all times in the maintenance area.
  2. Cover goggles, welding goggles, welding helmets, etc. must be worn as required by various job tasks.
- Refer to the PPE Matrix for additional details.
3. Visitors and vendors must wear safety glasses when inside of the shop work area.
  4. Receptacles for safety glasses need to remain stocked for visitors.
  5. Prescription safety glasses are available through an authorized vendor per company policy – consult your supervisor.

### Hearing Protection Safety Rules

Shop employees will wear proper ear protection as required by various job tasks. Hearing protection is to be used by all personnel when operating specific high impact power tools such as

air hammers, ¾ inch impact without noise reduction, industrial grinders (bench and hand-held) for extended period of times.

1. Ear protection is available for use for protection against steady and impulse noise levels.
2. Disposable foam ear plugs may be used to accommodate visitors in a hazardous noise area.
3. Only approved earplugs and earmuffs will be used in the shop area.
4. It is necessary to have clean hands when forming and inserting earplugs.
5. No earplugs that have become discolored or disfigured may be used.

### Cleats

[Return To Table of Contents – Standard Operating Procedures](#)

# Personal Protective Equipment (PPE)

## Driving Out Harm Global Safety Standard 8 – PPE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	October 2, 2019	Updated High Visibility to include ANSI requirements	Michelle Simon

In an effort to protect employees from ice related hazards, the company has purchased ice cleats for employees to use. Ice cleats fit over the employee's shoes or boots to improve traction on snow and ice. The ice cleats are company property that will be distributed for the winter weather season and then recollected from the employees in the spring. Local management will determine when ice cleats are required and update the Hazard Warning System appropriately. Employees must wear ice cleats when required.

### PPE Matrix

There are many other PPE areas that our Maintenance employees may encounter. (Example: Eye, Hand, Hearing, Face/Body, Respiratory) For all other Personal Protective Equipment questions that may arise, please refer to the Personal Protective Equipment Matrix in the Maintenance Safety Handbook.

## 2. References

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[Maintenance Safety Handbook – Appendix O](#)

- Personal Protective Equipment Matrix

[Employee Handbook – Appendix AV](#)

[Ice Cleat Checkout Form – Appendix N](#)

[Hazard Warning System – Appendix BB](#)



# Safety of Premises

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Safety of Premises

#### 1. Procedure

##### Housekeeping Safety Rules

Good housekeeping must be practiced at all times. A clean workplace is a safer workplace. All employees and contractors are required to:

- Keep all work areas clean and free of oil, grease, mud, unnecessary tools/equipment, and other materials.
- Clean-up spills promptly with proper absorbing materials and agents.
- Place all garbage and waste materials in appropriate containers.
- Store all oily rags in appropriate fire-approved steel containers. Those cans must be emptied daily into a larger metal container stored outside with a sealed lid.
- The appearance of the yard must also be maintained. Trash and other hazards must be cleaned up as soon as they are identified and on a regular basis. Buses are NEVER to be swept out onto the ground.
- Keep exterior walkways and stairways free of snow, ice and obstacles.
- Keep interior hallways, stairwells and other traffic areas clear.
- Watch for hazards such as grease and oil.
- Ensure that all tools, parts and equipment are put away when not in use.
- Keep all electrical cords, hoses and other cables properly coiled when not in use.
- Do not leave bolts, scrap iron, welding rods or other debris at your job site. Dispose of all debris at the completion of the job. If you are working on an extended job, dispose of the debris at the end of each day.
- Trash cans must be emptied when needed.
- Sensitive documents must be shredded.
- You should immediately clean up all flammable liquid spills to eliminate a fire hazard.
- All propane tanks shall be stored outside. Additional inventory for propane tanks is not permissible.

##### Cleaning Safety Rules

- Cover goggles (or a face shield) shall be worn whenever cleaning solvents, caustic chemicals, acids, compressed air, steam or high-pressure water are used, and whenever rust or any hard and/or brittle materials are removed.
- When using caustic chemicals or acids, additional protection such as rubber gloves and bib apron shall be worn.
- Gasoline is intended for use as a motor fuel only and should never be used for cleaning clothes or equipment, either by itself or mixed with other liquids. Gasoline should never be used for washing hands or any other parts of the body. If gasoline is spilled on your clothes, they should be changed immediately and hung up to dry out in a safe place before placing in the uniform bin.

[Return To Table of Contents – Standard Operating Procedures](#)

# Safety of Premises

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

- Use a shop brush and wear goggles (or face shield) to remove shavings from machines or benches.

### Maintenance Shop Safety

For all questions relating to Maintenance Shop Safety, including the Powerless Vehicle Policy, please refer to the [Maintenance Safety Handbook](#).

### Monthly Facility Inspection

Periodic safety inspections of all locations are a vital part of our overall safety compliance program. The purpose of these inspections is to ensure the safest work environment possible for employees, and other persons visiting our facility. We do this by identifying unsafe conditions and physical hazards prior to the occurrence of a loss, and remove the unsafe condition or physical hazard from the workplace.

The only approved form is the Monthly Facility Inspection Form. Once completed, any exceptions are to be placed on the Safety Action Plan and the completed Monthly Facility Inspection form must be retained in the CSC's records for two years.

### Yard Safety

#### Footwear

Only non-skid, flat-soled shoes with closed toes, sides, and heels (one inch or less) that are of sturdy construction will be worn by employees when operating or riding in a company-owned or leased vehicle. Maintenance personnel must wear work boots with non-skid, oil-resistant soles that are of sturdy construction while on duty. Where applicable, steel toed shoes/boots must be worn.

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#### Speed in Company Yard

To prevent accidents, the speed limit in all company yards is 5mph/8kph.

#### High Visibility Vests

High visibility vests must be worn in compliance with the PPE SOP.

Each CSC is to create and post a **Vehicle Segregation Plan** to ensure regulatory compliance and hazard reduction by identifying and correcting unsafe conditions through inspections of your facility and service area. Identify:

- Slip, Trip, and Fall hazards in the lot
- Vehicle/pedestrian hazards
- Vehicle parking areas
- Correct walking paths
- Vehicle paths
- Bay door entrances/exits

When Complete:

- Add to your Safety Action Plan.
- During new employee orientation, tour the CSC identifying the lot hazards.

[Return To Table of Contents – Standard Operating Procedures](#)

# Safety of Premises

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

- Review during your next Safety Meeting.

Any maintenance safety related yard questions can be answered by referring to the [Maintenance Safety Handbook](#).

### Yard Safety Requirements

If yard hazards are identified (such as uneven surfaces, potholes, posts, light posts, fences, curbs, cords, etc.) these must be addressed and remedied as soon as possible. If a hazard cannot be removed it must be painted for visibility. Cords must be coiled when not in use. Outdoor employee break and/or approved smoking areas must be physically segregated and protected from vehicle traffic.

If Yard Hazards are identified and cannot be immediately remedied the hazard **MUST** be made to be as visible as possible. This means using yellow or orange paint, flags, cones, or flashing lights.

### Fueling

Vehicle fueling is considered any process by which any employee dispenses fuel into a vehicle or approved fuel container. This policy encompasses on-site fuel islands, off-site fueling locations, fueling of approved portable fuel canisters, AST (above-ground-storage) tanks, and fueling from any fuel tanker apparatus.

To ensure good customer service, vehicles must be kept fueled to a level of at least half-full at all times. This is particularly important in the winter months to avoid condensation forming in the fuel tank - Doing this consistently will help to prevent being late or running out of fuel. Failure to keep a vehicle properly fueled will result in progressive disciplinary action. Under no circumstances should a vehicle be fueled with passengers on board.

Employees will be paid for time spent fueling vehicles. If fueling cannot be completed during the established Route Standard, time must be submitted through an Exception Time report. Employees must obtain approval prior to exceeding the Route Standard to fuel the vehicle.

### Fueling Procedures:

- Ensure vehicle is shut off completely with keys removed from the ignition.
- Prior to beginning fueling process, ensure static has been discharged from your person. This can easily be accomplished by touching the vehicle door, vehicle exterior, or static pad on pump if provided.
- At NO time during the refueling process will the employee re-enter the vehicle. If an emergency calls for the need to re-enter the vehicle the employee will ensure static has been released prior to touching the fueling dispenser nozzle.
- No Employee will smoke during or within 100feet/33meters of any refueling station.

[Return To Table of Contents – Standard Operating Procedures](#)

# Safety of Premises

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

- Employees are to remain at the nozzle location at all times during the refuel process.
- Do not top off any tank during refueling.
- Under no circumstances are non-National Express employees authorized to refuel a vehicle.
- In the event a fire does ignite during the refueling process, NEVER remove the nozzle from the vehicle. Look for the nearest emergency shut off switch at the fueling island and notify appropriate personnel on location.

Employees should:

- NEVER step over the hose while fueling is occurring.
- ALWAYS be aware of your surroundings and use three points of contact while entering or exiting the bus to fuel and at all times while in the fuel area.
- Watch out for curbs, posts, uneven surfaces in the area surrounding the fuel island.
- Familiarize themselves with their environment for refueling. This would include having knowledge of where the nearest emergency shut off is for the fuel island.
- If filling an approved gas container please only fill while container is firmly placed on the ground. NEVER fill any container while sitting in a vehicle or bed of a truck.
- Only utilize approved gas containers, do not use any non-approved containment for fuel.
- When fueling, the fuel dispenser nozzle should always maintain a point of contact with the container being filled.
- Only use fuel as an energy source, NEVER utilize fuel as a cleaning agent.

This policy is to be followed by all National Express employees and those under the direct supervision of National Express during any official business, service, or function.

### Premises Emergency Situations

The following items are covered in the Emergency Response Guide:

Important Emergency Phone Numbers	Emergency Release/Spills	Bomb Threats
Crisis Response	Bloodborne Pathogens	Crime in Progress
Emergency Action Plan	Mechanical Breakdowns	Unattended Child
Media Relations	Government Inquiries	Severe Weather
Fire	Work Related Injuries	Winter Driving
Gas Leaks	Radio Usage	Tornadoes
Hurricanes	Bus Evacuation	Active Shooter
Earthquakes	Civil Disturbances	Accident Procedures
Floods	Hi-jacking and Terroristic Threats	Investigation Guidelines

[Return To Table of Contents – Standard Operating Procedures](#)

# Safety of Premises

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### 2. References

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[Maintenance Safety Handbook – Appendix O](#)

[Monthly Facility Inspection – Appendix AD](#)

[Vehicle Segregation Plan – Appendix AE](#)

[Emergency Response Guide – Appendix X](#)

[Site Visit Quick Reference](#)

# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Bloodborne Pathogens

#### 1. Procedure

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##### 3.1 Overview

Blood-borne pathogens are micro-organisms in the bloodstream and other bodily fluids that can cause disease. Two of the most common pathogens are human immunodeficiency virus (HIV) and hepatitis B. Exposure of our employees to blood-borne pathogens is minimized through engineering and work practice controls, training, medical surveillance, and personal protective equipment.

OSHA requires employees who might reasonably anticipate in occupational exposure to blood borne pathogens to be fully trained to avoid such exposure.

##### 3.2 Compliance requirements

Exposure control plan. A written exposure control plan is required to be kept at all locations, a template containing a sample plan can be found in appendix K. This sample plan requires customization as shown in the plan document. The exposure control plan must be reviewed and updated on any annual basis in August each year in whenever there are workplace changes that affect the occupational exposure of employees.

##### Disposable Clean-Up Kits

Each facility, satellite, and school bus must have a body fluid cleanup kit. The *Bodily Fluid Disposal Kit* contains these items:

- Disposable Personal Protective Equipment for the Employee
  - Latex gloves
  - Eye shield/face mask
  - Apron
  - Shoe covers
- Body Fluid Clean-Up Supplies
  - Powdered absorbent material
  - Scoop and scraper
  - Disinfectant/cleaner
  - Paper towels
- Biohazard Disposal Bags with Twist Ties
  - One for disposing of cleanup supplies
  - One for disposing of personal protective equipment

# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

- Exposure Report Form
  - Completed by the employee who cleaned up the body fluid

### Additional Cleanup Equipment

Each facility and Satellite must have cleanup equipment, in addition to the disposable kits, for larger clean-up jobs and to clean up broken glass or other items that may have been contaminated by blood or other body fluid. Buy these items at a local store and keep all items together in a designated place:

- **Plastic bucket (Large enough for mopping and to hold all the cleanup supplies).**
- Gallon jug of bleach (To be used as a disinfectant/cleaner).
- Spray bottle (For spraying the bleach and water solution).
- Plastic dustpan with brush (For sweeping up broken glass or other contaminated items).

*Household cleaning type in assorted sizes*

- Rubber gloves.
- **Permanent marker (Black wide tip marker for labeling bucket and spray bottle).**

### 3.3 Training

All employees with occupational exposure are provided Bloodborne Pathogens Training. The training materials used clearly state the objectives of the training. Trainers are knowledgeable in the subject matter as it relates to our business. All employees have an opportunity for interactive questions and answers with the person(s) conducting the training.

Our training program includes information and explanations of at least the following:

- Epidemiology, symptoms, and modes of transmission of bloodborne diseases
- Exposure control plan we have implemented and how to obtain a copy of the written plan
- Appropriate methods for recognizing tasks and activities that may involve exposure to blood or OPIM
- Use and limitations of methods that will prevent or reduce exposures, including appropriate engineering, administrative or work practice controls, and personal protective equipment (PPE)
- The basis for selection of PPE
- Types, proper use, location, removal, handling, decontamination, and disposal

[Return To Table of Contents – Standard Operating Procedures](#)

# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

of PPE

- Appropriate actions to take and persons to contact in an emergency involving blood or OPIM
- Procedure to follow if an exposure incident occurs, including the:
  - Method of reporting the incident
  - Medical follow-up that will be made available
  - Procedure for recording the incident in the sharps injury log
- Post-exposure evaluation and follow-up that will be made available to employees
- Signs, labels, and/or color codings that are used

### 3.4 Frequency of Training

- Training on Bloodborne Pathogens must be completed upon hire and annually in August each year.
- Additional training is required if new tasks or procedures are introduced, if there are modifications of tasks or procedures.

### 3.5 Recordkeeping

#### Medical Records

Employee medical records are kept confidential and are not disclosed or reported to any person within or outside our workplace unless the subject employee has given his or her express written consent.

Medical records include the employee's name, Social Security number, and a copy of the employee's:

- Hepatitis B series vaccination status and all vaccination dates
- Reports of serological testing
- Documentation regarding the ability to receive the hepatitis B vaccination series, including whether:
  - The complete hepatitis B vaccination series was already given; or
  - Anti-body testing revealed immunity; or
  - The vaccination was contraindicated for medical reasons.
- Results from examinations, medical testing, and follow-up procedures
- Information provided to the health care professional following an exposure
- The health care professional's written post-exposure evaluation

Medical records are maintained for at least the duration of the individual's employment plus 30 years.



# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Training Records

Training records include the employee's name and job title and:

- Dates of the training sessions
- A summary of the training sessions
- Names and qualifications of persons conducting the training

Training records are maintained for three years from the date on which the training began.

### Sharps Injury Log Records

The Sharps Injury Log must be maintained for 5 years from the date that an exposure incident occurred.

### Availability of Records

The records noted below are provided upon request to the following individuals and agencies for examination and copying.

Medical Records

- Provided to employee and person(s) having the written consent of the employee

Training Records

- Provided to our employees and their representative(s)

Sharps Injury Log

- Provided to the Department of Health and Human Services, our employees, and their representative(s)

All records

- Provided to the OSHA and NIOSH as applicable

### Access to Employee Exposure and Medical Records

All records are established, maintained on-site, made available to our employees, and transferred in accord with 8 CCR 3204, "Access to Employee Exposure and Medical Records."

### 3.6 Warning Labels

Warning labels are affixed to containers of regulated waste containing blood or OPIM, and other containers used to store, transport, or ship blood or OPIM. The warning labels are either an integral part of the containers or are affixed as close as is feasible to the containers by string, wire, or adhesive (or other methods) to prevent their loss or unintentional removal. The warning labels (1) are predominantly fluorescent orange or orange-red; (2) have lettering and symbols in contrasting colors; and (3) have the

# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

following words:

BIOHAZARD (with the international biohazard symbol)



or in the case of regulated waste

BIOHAZARDOUS WASTE or SHARPS WASTE

### 3.8 Hygiene

Employees' exposure to blood or OPIM is minimized by ensuring that:

- Handwashing facilities are readily accessible to employees.
- Appropriate antiseptic towelettes or antiseptic hand cleanser along with clean cloths or paper towels are available (when handwashing facilities are not accessible).
- Employees wash their hands and any other skin (as soon as feasible) with soap and running water after (1) using antiseptic towelettes or hand cleansers; (2) removing gloves or other personal protective equipment; or (3) contacting blood or OPIM.
- Employees flush their mucous membranes with water (as soon as feasible) after those body areas have been in contact with blood or OPIM.

### 3.9 Cleaning and Decontamination of Surfaces

All areas that have been contaminated must be cleaned and decontaminated as soon as possible after contact with blood or OPIM has occurred.

# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### 3.10 Regulated Waste – Containers for Disposal

All regulated waste should be placed in designated containers at the CSC as soon as possible after cleanup. Containers from the facility should be handled, stored, treated, and disposed of in accordance with applicable state or federal regulations. CSCs need to contact a certified waste disposal company to dispose of their waste when necessary.

#### Containers for Disposal of Sharps

Containers for contaminated sharps, moved from their area of use for the purpose of disposal, are

- (1) closed immediately prior to their removal or replacement to prevent spillage or protrusion of contents during handling, storage, transport, or shipping; and
- (2) placed in a secondary container if leakage is possible.

#### Containers for Disposal of Other Regulated Wastes and Secondary Containers

Containers for disposal of other regulated wastes (i.e., non-sharps) and secondary containers (for contaminated sharps and other regulated wastes) are closeable and constructed to contain all contents and prevent leakage and protrusion. If outside contamination of a container of regulated waste occurs, that container is placed in a secondary container.

Containers for the disposal of other regulated wastes (i.e., non-sharps) are labeled as follows:

- As a BIOHAZARD with the international biohazard symbol or as BIOHAZARDOUS WASTE
- With the label as an integral part of the container or affixed as close as feasible to the container (e.g., by string, wire, adhesive, or other method) to prevent their loss or unintentional removal
- With predominantly fluorescent orange or orange-red labels and symbols in contrasting colors

Secondary containers for contaminated sharps and other regulated waste are labeled as follows:

- As a BIOHAZARD with the international biohazard symbol or as SHARPS WASTE



# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### 3.11 Sharps

A *sharp* is any object used or encountered that can be reasonably anticipated to penetrate the skin or any other part of the body, resulting in an exposure incident. Sharps include, but are not limited to, needle devices, scalpels, lancets, broken glass and capillary tubes, exposed ends of knives, drills, and burs. An *exposure incident* means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious material that results from the performance of an employee's duties.

A *sharps injury* means any injury caused by a sharp, including but not limited to cuts, abrasions, or needlesticks. A Sharps Injury Log has been established and maintained as a record of *each* exposure incident involving a sharp. Our policy is to maximize the utility of the Sharps Injury Log by filling out the information as completely as possible in easy-to-understand language. The log documents our organization's sharps injury history in sufficient detail to support the development of effective exposure-control strategies.

NOTE: A Sharps Inventory Log Form must be completed as soon as possible but no later than 14 days after a sharps exposure incident.

#### Requirements for Handling Contaminated Sharps

Employees are required to use universal precautions when handling all contaminated sharps. Contaminated sharps are placed immediately (or as soon as possible after use) in containers that are:

- Rigid
- Puncture-resistant
- Leakproof on the sides and bottom
- Easily accessible to employees and located as close as feasible to the immediate area where the sharps are used or can be reasonably anticipated to be found.
- Portable (if necessary to ensure employees' easy access to sharps containers)
- Labeled as follows: BIOHAZARD with the international biohazard symbol or SHARPS WASTE
- Closeable and sealable (if handling discarded sharps that are not to be reused). When sealed, the container is leak-resistant and cannot be reopened without great difficulty.
- Kept in an upright position throughout use where feasible.
- Replaced as needed.

# Bloodborne Pathogens

## Driving Out Harm Global Safety Standard 10 – INCIDENT MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Frequency of the Use of Sharps Involved in Exposure Incidents

Due to the nature of our business, the incidence of sharps involved in exposure incidents is extremely rare. However, an annual review must be conducted at the end of the school year in August each year to determine if there were any sharps involved in exposure incidents. The results of this annual review should be documented on "The Use of Sharps Involved in Exposure Incidents" document stating the year ending date and signature of the Safety Training Supervisor or other designated person conducting the review. If there were no incidents in the preceding year, the document should show "No Sharps Exposure Incidents"

## **2. References**

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[Bloodborne Pathogen Quiz – Appendix B1](#)

[Bloodborne Pathogens Exposure Control Plan – Appendix K](#)

- Evaluation of Circumstances Surrounding Exposure Incidents Form
- Sharps Inventory Log Form
- The Use of Sharps Involved in Exposure Incidents Annual Log

# Hazard Communication

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Hazard Communication

#### 1. Procedure

##### Hazard Communication Standard

The federal government established the OSHA Hazard Communication Standard (HCS) in 1983. The Hazard Communication Standard states that companies that use a hazardous material must provide their employees with information and training on proper handling and use of these materials.

##### **Overview**

Employers that have hazardous chemicals in their workplaces are required by to have a Hazard Communication Standard (HCS) to implement a hazard communication program. The program must include labels on containers of hazardous chemicals, safety data sheets (SDSs) for hazardous chemicals, and training for workers. Each employer must also describe in a written program how it will meet the requirements of the HCS in each of these areas.

##### **Company Policy**

To ensure that information about the dangers of all hazardous chemicals used by each National Express facility is known by all affected employees, a hazardous information program has been established. Under this program, employees will be informed of the contents of the Hazard Communications Standard, the hazardous properties of chemicals with which employees work, safe handling procedures and measures to take to protect themselves from these chemicals.

This program applies to all work operations in our company where employees may be exposed to hazardous chemicals under normal working conditions or during an emergency situation. All work locations of this company must tailor the Hazard Communication Plan template to their location. Copies of the Hazard Communication Plan are available in each location for review by any interested employee.

The General Manager at each CSC is the hazard communication coordinator who has full authority and responsibility for implementing and maintaining this program.

##### **List of Hazardous Substances**

The Shop Supervisor (or lead supervisor if there is no shop supervisor) at each location will prepare and keep current an inventory list of all known hazardous substances present in our workplace. Specific information on each noted hazardous substance can be obtained by reviewing the SDS which is available through the 3E Online Data Sheet Online Access. (see Attachment, "Hazardous Substance Inventory List").

[Return To Table of Contents – Standard Operating Procedures](#)

# Hazard Communication

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

California Locations Only: The Safety Training Supervisor is responsible for obtaining updates of Proposition 65 listed chemicals and providing new information to affected employees. In the case of newly added chemicals to the Proposition 65 list, the necessary warning will take effect 12 months from the date of listing.

### Safety Data Sheets (SDSs)

The Shop Supervisor (or lead supervisor if there is no shop supervisor) at each location is responsible for ensuring that SDSs are available for all hazardous substances, that the SDSs are complete, and maintaining the SDS Inventory Summary and 3E SDS Database system for the location. If there is new or significant information on a product, the shop supervisor will ensure that this information is communicated to the affected employee by additional training sessions, posting of memos, and other means of communication.

SDS copies for all hazardous substances to which employees of this company may be exposed are kept on the 3E SDS Database. SDSs are readily accessible for review to all employees in their work area and during each work shift. Employees can access the 3E SDS National Express online database by opening the link on NE4U under "Business Tools" tab and "Safety Data Sheets." A 3E Online SDS link was also automatically added to all computers in the National Express system and can be found under Internet Favorites.

If SDSs are missing or incomplete or there is a new hazardous substance(s) in use that does not have an SDS, please contact the Shop Supervisor immediately, and a new SDS will be requested from the manufacturer. If anyone has a specific question or needs additional information on an SDS, they should see their Safety Training Supervisor.

Our backup system in the event of failure of the primary SDS retrieval system will be to call 3E Company anytime 24 hours a day, 7 days a week, 365 days a year at 800-451-8346 or 760-602-8703.

### Labels and Other Forms of Warning

Before hazardous substance containers are released to the work area, it is the policy of our company that the Shop Supervisor will verify that all primary and secondary containers (Note: Supervisors will be the ones relied upon to ensure that the secondary containers are properly labeled) are labeled as follows:

# Hazard Communication

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

Label Information	Primary Container	Secondary Container
Identity of the hazardous substance(s)	√	√
Applicable hazard warnings	√	√
Name and address of the manufacturer	√	

**Note:** A secondary container is typically one that is not initially labeled and used to hold material that has been transferred from the original, labeled container that was provided by the supplier.

California Locations Only: To address exposures to Proposition 65 chemicals, the Safety Training Supervisor will provide clear and reasonable warnings to individuals prior to exposure by means of posting signs conspicuously, labeling consumer products, and training employees.

If necessary, the Safety Training Supervisor will arrange for labels, signs, and other warnings to be printed in other languages.

### Employee Information and Training

Employees are to attend a health and safety training session set up by the Safety Training Supervisor prior to starting work. This training session will provide information on the following:

- The requirements of the hazard communication regulation, including the employees' rights under the regulation
- The location and availability of the written hazard communication program
- The hazardous chemicals in the workplace
- How employees can obtain SDSs
- Methods and observation techniques used to determine the presence or release of hazardous substances in the work area
- Protective practices prescribed to minimize or prevent exposure to these substances
- How to read labels and review SDSs to obtain hazard information
- Emergency and first-aid procedures to follow if employees are exposed to hazardous substances, grease and similar cleaners in particular
- Physical and health effects of the hazardous substances, particularly when it comes to use of grease and similar cleaners
- Symptoms of overexposure

[Return To Table of Contents – Standard Operating Procedures](#)



# Hazard Communication

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

- Measures employees need to put into practice to reduce or prevent exposure to these hazardous substances by engineering controls, work practices, and use of personal protective equipment
- California Locations Only: The location and interpretation, if needed, of warning signs or placards to communicate that a chemical known to cause cancer or reproductive toxicity is used in the workplace; Any operation in their work area, including non-routine tasks, where hazardous substances or Proposition 65 carcinogens/reproductive toxins are present and exposures are likely to occur

Employees will receive additional training when a new hazard is introduced into the workplace or whenever employees might be exposed to hazards at another employer's worksite.

### Hazardous Non-Routine Tasks

Periodically, our employees could be required to perform hazardous non-routine tasks. Prior to starting work on such projects, affected employees will be given information by their supervisor on hazards to which they may be exposed during such an activity.

This information will cover:

- Specific hazards of the chemical substance
- Measures taken to reduce the risk of these hazards, such as providing ventilation, ensuring the presence of another employee, providing respiratory protection, and establishing emergency procedures
- Required protective/safety measures

Some non-routine tasks performed/hazardous chemicals used by employees of this location could be as follows:

Non-routine Task	Hazardous Substance
Clearing a stopped drain	Sodium hydroxide
Stripping particularly heavy deposits of grease	(Insert Substance(s) Here)

# Hazard Communication

## Driving Out Harm Global Safety Standard 6 – SAFETY OF PREMISES

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Labeled/Unlabeled Pipes

Above-ground pipes transporting hazardous substances (gases, vapors, liquids, semi-liquids, or plastics) shall be identified. Before employees enter or work in the area, the employee's supervisor must inform them of:

- The location of the pipe or piping system or other known safety hazard
- The substance in the pipe
- Potential hazards
- Required safety precautions

### Informing Other Employers/Contractors

The Shop Supervisor is responsible to provide other employers and contractors with information about hazardous chemicals that their employees may be exposed to on a job site and suggested precautions for employees. In addition, The Shop Supervisor is responsible for obtaining information about hazardous chemicals used by other employers to which employees of our company may be exposed.

Other employers and contractors will be provided with SDSs for hazardous chemicals generated by our company's operations as well as being informed of necessary precautionary measures to protect employees exposed to operations performed by this company. Also, other employers will be informed of the hazard labels used by our company and provided with information to understand the labels used for hazardous chemicals for which their employees may have exposure.

California Locations Only: To address exposures to Proposition 65 chemicals, the Safety Training Supervisor will provide Employers/Contractors with any Proposition 65 chemicals to which they may be exposed while on the job site as well as substances they will be bringing into the workplace

### Program Availability

The General Manager or Safety Training Supervisor will maintain this plan. A copy of this program will be made available to all employees and their representatives.

## 2. References

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[Hazard Communication Quiz – Appendix BC](#)

Hazard Communication Plan – Appendix M

[Hazardous Substance Chemical Inventory List Template - Appendix BQ](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Emergency Response

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Lockout/Tagout

#### 1. Procedure

##### LOCKOUT/TAGOUT PROGRAM

Each maintenance shop is furnished with appropriate equipment to lockout and tagout equipment when performing maintenance functions. Only “Authorized” employees (technicians) may perform lockout / tagout functions. Per OSHA Standard 1910.147(c)(6), a “Periodic Inspection” shall be performed and validated with signature by another “Authorized” employee annually. All “Authorized” employees shall be provided their own lock and tags for performing the lockout/tagout function.

All employees must receive annual training to remain compliant with lockout/tagout procedures. “Affected” employees (i.e. drivers, monitors, and office personnel) are trained to understand how this program applies to the vehicles they operate.

Whenever performing maintenance on a machine or equipment, appropriate measures will be taken to ensure against accidental start-up to include:

##### STEPS TO LOCKOUT/TAGOUT EQUIPMENT

1. **Identify** parts and power sources of all systems needing to be disabled. Determine what switches, equipment, and “affected” personnel will be involved in order to properly disable the equipment.
2. **Notify** all “Affected” personnel in the area a lockout/tagout procedure is being performed. Locks and tags may not be removed except by the “Authorized” employee performing the lockout.
3. **Turn Off** the equipment.
4. **Lock** the energy isolating device (disconnect, clasp, or switch). **Tag** the device at the energy isolating device with the lock. Only Lockout/Tagout Program tags should be used which identify the name of the “Authorized” employee performing the lockout.
5. **Verify** the equipment has been de-energized by testing the equipment for stored energy.

##### STEPS TO RE-ENERGIZE EQUIPMENT

1. **Inspect** the equipment and area for tools and additional equipment which may be present in the area.
2. **Notify** all other authorized and affected employees in the area you are about to return the equipment to service.
3. **Unlock** the equipment by removing the lock and the tag. Only the “Authorized” employee may remove the lock and tag from the equipment. All attempts possible should be taken to find the employee who originally locked out the equipment. Only after all attempts have been made may the authorized employee’s manager override the situation and “Unlock” the equipment.

[Return To Table of Contents – Standard Operating Procedures](#)

# Emergency Response

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
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**4. Restore** and re-energize the equipment by turning on the power to the equipment only after all employees have been cleared away from the equipment to be placed back in service.

### **PLACEMENT PROCEDURES FOR LOCKOUT / TAGOUT (VEHICLE “OUT OF SERVICE” PROGRAM)**

Employees must demonstrate and understand the following requirements:

1. Designate “out of service” vehicles using the “OOS Steering Wheel Cover.”
2. Lockout/Tagout keys must be locked to the brass ring on the steering wheel cover when the bus is in the shop.
3. When a bus is taken “Out of Service” and left outside, the steering wheel cover shall still be used but it is essential the keys be secured inside the shop.
4. Vehicles identified as “Out of Service” shall be designated as such in the dispatch office for operations purposes.
5. Reverse procedures when placing vehicles back into service.

A National Express “OUT OF SERVICE” designation sign will be placed upon the driver’s side of the windshield. The “OOS” sign shall be used in conjunction with the use of the “Lockout/Tagout” wheel cover on any vehicle declared “out of service” by a maintenance technician.

## **2. References**

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[Maintenance Safety Handbook – Appendix O](#)

[Lock Out / Tag Out Quiz – Appendix BA](#)

[LOTO Annual Program Evaluation of Effectiveness Form – Appendix BW](#)

OSHA Standard [1910.147](#)

# Emergency Response

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
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### Standard Operating Procedure – Emergency Response

#### 1. Procedure

The Emergency Response Guide is designed to address emergency situations that could occur in the CSC or out on route.

LIST OF ITEMS THIS POLICY ENCOMPASSES:

Important Emergency Phone Numbers	Emergency Release/Spills	Bomb Threats
Crisis Response	Bloodborne Pathogens	Crime in Progress
Emergency Action Plan	Mechanical Breakdowns	Unattended Child
Media Relations	Government Inquiries	Severe Weather
Fire	Work Related Injuries	Winter Driving
Gas Leaks	Radio Usage	Tornadoes
Hurricanes	Bus Evacuation	Active Shooter
Earthquakes	Civil Disturbances	Accident Procedures
Floods	Hi-jacking and Terroristic Threats	Investigation Guidelines

Please refer to the Guide for details.

The Emergency Response Guide must be updated annually and as needed. It must be accessible in every Management personnel offices and in dispatch.

The National Express Pandemic Response Plan is designed to prepare the company for large scale health related crises. Please refer to the NEPRP using the appendix link below for questions related to large scale health related crises.

The Fire Prevention Plan is designed to inform employees of fire hazards to which they are exposed. A written plan is required. The FPP must be updated annually and as needed. Each CSC must post their FPP in a conspicuous location.

#### 2. References

[Emergency Response Guide – Appendix X](#)

[National Express Pandemic Response Plan – Appendix AW](#)

[Fire Prevention Plan – Appendix AX](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Crisis Management

## Driving Out Harm Global Safety Standard 9 – ACCIDENT INVESTIGATION

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Crisis Management

#### 1. Procedure

**Contact the NE crisis line at 1-855-632-5463 to report any of the following:**

- Fatality
- Vehicle accident causing serious bodily injury (to students, drivers or occupants of other vehicles)
- Any child check incident or missing children
- Assault on bus driver or passengers (horseplay among children should not be reported; however, serious injuries or assaults with weapons need to be reported)
- Serious employee injury (includes: major head/brain injuries, spinal injuries resulting in paralysis, amputation or permanent loss of use of a limb, severe burns, loss of sight, heart attack and loss of consciousness)
- Significant property damage (example: bus hits building or damage involving fire or gas leaks)
- Vandalism of vehicle or company property
- Stolen bus
- Alleged employee or student misconduct, such as sexual or physical assault
- Employee arrested, indicted or questioned by authorities inside or outside of work
- Unique situations that require police notification, such as student management issues, bomb threats, shootings, shots fired at bus, assaults or riots
- Situations where media is at the scene or has made inquiries; this includes media inquiries in non-accident situations
- Anyone threatening to use the media to damage our company's reputation
- Sudden destructive weather or natural disasters impacting operations
- Anyone threatening harm towards the CSC should be evaluated on a case-by-case basis; but generally should not be reported unless the situation would generate significant media coverage
- Bus fire
- Detached wheel or serious failure of wheel security

**This crisis line takes accident and emergency calls from the field 24-hours a day. Regardless of the day or time, you are required to call the NE Crisis Line in the event of a crisis.**

#### 2. References

[What Is A Crisis PDF – Appendix BD](#)  
[Emergency Response Guide – Appendix X](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

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1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	March 14, 2017	Removed post injury drug test requirement to include reasonable suspicion only	Michelle Simon, VP Safety
1.2	January 2, 2018	Removed Medcor process and replaced with Sedgwick Clinical Consultation Program	Michelle Simon, VP Safety Compliance

### Standard Operating Procedure – Accident Management

#### 1. Procedure

##### Definition of Motor Vehicle Accident (MVA)

A vehicle accident is defined as an unplanned event, or series of events, involving a National Express LLC owned, leased or operated motor vehicle, on public or private property (including company facilities), that results in any of the following:

1. Contact with another vehicle,
2. Contact with a fixed object,
3. Contact with a pedestrian, bicycle, or animal,
4. Undercarriage contact with a driveway, inclined entrance, roadway, etc.,
5. A non-collision accident such as overturning the vehicle, or running off the road,
6. A roll-away collision from a parked position,
7. An injury to a passenger inside a National Express LLC operated vehicle due to acceleration, deceleration, stopping, turning, other vehicle movement, or faulty operation,
8. Contact between any vehicle and any pupil (or the school bus driver) while the pupil (or school bus driver) is crossing the road when the school bus flashing red signal lights are required to be operated.

For record-keeping and corrective action purposes, an MVA is defined as a vehicle accident, as defined above, that results in death, bodily injury, property damage or physical damage, regardless of the nature, extent, or dollar amount (i.e., \$1 or more) of injury or damage.

A Motor Vehicle Accident, so defined, is to be investigated, recorded, reported to General Counsel, and requires a drug and alcohol test to be administered to the involved National Express LLC employee. The local Safety Committee must review each MVA. A behind-the-wheel evaluation and retraining is required for any preventable MVA. "Preventable" MVAs count against the employee's work record and safety awards, and will be included in performance ratings and bonus programs. Non-preventable MVAs do not count against the employee's work record or safety awards.

##### For Record Only (FRO)

A vehicle accident, as defined above, that results in contact only with another vehicle or object, but does not result in death, bodily injury, property damage or physical damage. A For Record Only accident is to be investigated, recorded and reported to General Counsel. A drug and alcohol test is not required unless there is reasonable suspicion of use. An FRO

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

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does not require Safety Committee review, and the employee involved is not subject to a behind-the-wheel evaluation or retraining. An FRO does not count against the employee's work record or safety awards, and is not included in performance ratings or bonus programs.

### Preventable Accidents

National Express LLC goal is zero accidents. The company reserves the right to determine appropriate corrective action for a preventable accident, based on cause, severity, injuries, damage, negligence, the employee's safety record or other contributing factors. No employee of National Express LLC is allowed a certain number of preventable motor vehicle accidents.

#### Definition

An accident is considered preventable unless the investigation shows that our driver did everything possible, as an expert driver, to prevent it. The Guide to Determining Preventability must be used to assess preventability.

#### Retraining

Retraining should be based on:

- The primary accident root cause
- Secondary or associated accident causes
- Any deficiencies noted in the post-accident evaluation

It must include behind-the-wheel training, a driver evaluation, and accident scene review. It can include classroom training, safety films, and other training resources or materials. Employees will be paid for retraining.

### Corrective Actions

The following corrective action procedure is the minimum requirement where a motor vehicle accident (MVA) is determined preventable. This procedure does not apply to For Record Only (FRO) vehicle accidents.

#### First Preventable Accident

1. Review results of the drug and alcohol test required by company policy and take appropriate corrective action (see Drug and Alcohol Testing policy).
2. Complete Accident Investigation Form.
3. Review the Accident Investigation Form and employee's overall safety record.
4. Discuss with employee the facts of the accident to gain consensus of the primary root cause and formulate what training is necessary to prevent reoccurrence of a similar accident.
5. Conduct a post-accident driver evaluation to assess current skill level and reinforce the necessary skills and behavior.



# Injury Management

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6. Retraining is mandatory and must be a minimum of 2 hours. Retraining must be based on the results of the Accident Investigation Form. The employee must be removed from safety-sensitive work duties until retraining is completed.
7. A written warning (first notice)\*, accident investigation form, and completed driver evaluation form will be placed in the accident file.

### Second Preventable Accident

1. Review results of the drug and alcohol test required by company policy and take appropriate corrective action (see Drug and Alcohol Testing policy).
2. Complete Accident Investigation Form.
3. Review the Accident Investigation Form and employee's overall safety record.
4. Discuss with employee the facts of the accident to gain consensus of the primary root cause and formulate what training is necessary to prevent reoccurrence of a similar accident.
5. Conduct a post-accident driver evaluation to assess current skill level and reinforce the necessary skills and behavior.
6. Retraining is mandatory and must be a minimum of 2 hours. Retraining must be based on the results of the Accident Investigation Form. The employee must be removed from safety-sensitive work duties until retraining is completed.
7. A written warning (second notice)\*, accident investigation form, and completed driver evaluation form will be placed in the employer's personnel/accident file.

### Third Preventable Accident

1. Review results of the drug and alcohol test required by company policy and take appropriate corrective action (see Drug and Alcohol Testing policy).
2. Complete Accident Investigation Form.
3. Review the Accident Investigation Form and employee's overall safety record.
4. Discuss with employee the facts of the accident to gain consensus of the primary root cause and formulate what training is necessary to prevent reoccurrence of a similar accident.
5. If this is the third preventable accident within a 24 month rolling period, the employee will be terminated\*.
6. If this is the third preventable accident within a 36 month rolling period, the employee will be placed on Administrative Leave for up to five days while the case is reviewed by the driver's STS/STM or General Manager. The driver's STS/STM or General Manager will make a recommendation to the Area Director of Safety who is responsible for making a determination as to whether to retain or terminate the employee\*. Any employee retained after a third preventable accident must complete the training outlined under Second Preventable Accident.

# Injury Management

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\* NOTE: Based on accident severity National Express reserves the right to discipline up to and including termination on a first offense.

### Accident Procedures

- Do not move the vehicle until directed to do so by the authorities.
- If radio-equipped, contact dispatch with the following information:
  - Bus and route number.
  - Location of accident.
  - License plate of other vehicle.
  - Indication of whether there are pupils aboard. (If yes, state and local police must be notified).
  - Description of injuries and whether medical attention is required.
  - Number of students on board.
  - Whether or not emergency vehicles are needed.
  - Do not leave bus unattended.

Get the following information from the other drivers and investigating officers and record it on the On Scene Collision Report:

- Name, address, phone, and driver's license number.
- Insurance company name and policy number.
- Name of investigating officer and agency.
- Hand out the courtesy witness cards to any potential witnesses. THIS IS VERY IMPORTANT.
- Mark all tire positions of all vehicles involved in the accident on the road surface with the yellow tire crayon before permitting movement of any vehicles.
- Do not make statements to anyone other than law enforcement officials or National Express representatives. Give only the following information to the other party:
  - Name, address, phone, and driver's license number.
  - Local business card.
  - Do not admit fault.
- Complete the seating chart for all passengers aboard your vehicle. Use the appropriate seating chart, "Type 1" or Type 2" seating chart for regular home to school vehicles.
- Assist law enforcement officials as necessary.
- When you return to your CSC, report to your supervisor for completion of the collision/injury reports.

### Investigation Guidelines

Using the Accident Investigation Form:

At the Accident Scene

- Make a general assessment of the severity of the accident. Are there injuries? How much property damage?

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

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- Secure the vehicles.
- If medical care is needed, confirm that assistance is in route.
- If our vehicle needs to be moved, photograph the vehicles and chalk the tire positions.
- If passengers are on board during the accident, have the driver complete the student seating chart.
- Gather information on investigating officers and witnesses.
- Take photographs. If possible, take photos before the debris and vehicles are moved.
- Identify all witnesses so we may contact them later.
- Identify all parties: drivers and owners of all vehicles, passengers, police, etc.
- Identify all vehicles: year, make, model, color, license, and old and new damage.
- Interview all witnesses, taking notes to keep facts straight.
- Prepare a field sketch of the accident.
- Take measurements.
- Canvas the local area for additional witnesses not just the obvious ones.

### After Leaving the Scene

- Call the Crisis Line if the accident has media present or there is a possibility of media attention.
- Conduct a detailed interview with the driver and, if applicable, the bus assistant.
- Have driver tested for drug and alcohol as soon as possible. Time limits are within 8 hours for alcohol and 32 hours of the accident for drug testing.
- Ensure that the driver completes a retraining program, if necessary, before returning to work.

### Photographs

- Involved vehicles: Five photos minimum for each vehicle.
- Additional photographs should be taken for the following areas:
  - include all areas of damage and scene from different angles and distances.
  - any signs of alcohol or drug involvement.
  - all skid marks attributed to the accident.
  - old damage on the other parties' vehicle, not attributed to the accident.
- Mark each photo with the correct compass direction and accident number.
- All photos must be either printed or stored in such a way that they are accessible to any management person at the CSC, such as a shared drive or burned to a disc.

### Diagrams

Prepare a field sketch of the accident and scene. This will be used to quickly record information that will later be transferred to the final diagram.

- It is critical that all vehicles and their direction of travel be clearly labeled.
- Mark the compass orientation of the diagram.
- Indicate the number of lanes, one way or two way, divided or not.
- Label all streets and highways with their correct name.

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
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- Indicate the location of the witness, any debris, and point of contact.
- A complete investigation includes the following details. Point of impact, point of rest, traffic controls, vision obstructions, and width of shoulders.

### Reporting

Every accident must immediately be reported to CSC dispatch by radio, telephone. The CSC management team will report each and every accident using the following guidelines:

#### Required Documents:

- Accident Investigation Form
- Repair order/body shop repair estimate
- Photographs
- Police report
- All field notes, investigative reports

Report Accident as soon as possible and within 24 hours of the accident to applicable Third Party Administrator (TPA).

- Online or via Phone

In the event of an emergency crisis situation, consisting of any incident that may show up in the media or opens the company up to a liability situation, refer to Crisis Management SOP for further direction.

### Accident File Checklist

Sedgwick Claim Confirmation Sheet

Accident Investigation Form with Seating Chart, Accident Diagram, Root Cause Analysis and Retraining completed

Chain of Custody and Control Form and Results, if applicable

Corrective Action/Discipline form, if applicable

Police/Driver information Exchange Form, if applicable

Pictures must be available

### DOT Accident Definition (US Only)

An occurrence involving a commercial motor vehicle operating on a highway in interstate or intrastate commerce which results in:

- (i) A fatality;
- (ii) Bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; OR
- (iii) One or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.

### 4. References

[National Express Accident File Checklist](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

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[Accident Level of Investigation Job Aid](#)

[FMCSA Accident Drug and Alcohol Flow Chart](#)

[Drug and Alcohol Missed Test Form](#)

[Drug & Alcohol Policy – Appendix A](#)

[Accident Investigation Form – Appendix AK](#)

[On Scene Collision Report – Appendix AJ](#)

[Post-Accident Inspection Procedures](#)

[Preventable Accident Review and Follow-up 1<sup>st</sup> Occurrence](#)

[Preventable Accident Review and Follow-up 2<sup>nd</sup> Occurrence](#)

[Evaluation Guidelines – Appendix BT](#)

[BTW Evaluation – Appendix BU](#)

[Guide to Determining Preventability – Appendix AU](#)

[Emergency Response Guide – Appendix X](#)

[Claim Capture User Guide – Appendix AO](#)

[Employee Handbook – Appendix AV](#)

[Transit Operator Evaluation Form](#)

[Accident & Injury Definitions](#)

[FTA Post Accident Decision Making Form](#)

[FTA Accident Drug and Alcohol Flow Chart](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

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### ***Standard Operating Procedure – Injury Management***

#### **1. Procedure**

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##### **Definition of Injury**

###### **Work-Related Injuries/Illnesses**

A work-related injury or illness is defined as a personal injury or illness sustained by an employee through his or her role as an employee. The injury or illness must arise out of the employee's job duties or out of a relationship with his or her work. An injury results from an occupational accident; an illness results from job-related exposure to a hazardous substance or condition.

###### First Aid Injury

A work-related injury or illness (as defined above) is one that meets OSHA/MOL's definition of first aid. Injury classification determination will be made using the Injury Investigation Form with information from the treating physician (when applicable). This is a less serious injury than a workers' compensation injury.

###### Workers' Compensation

A work-related injury or illness (as defined above) is one that meets OSHA/MOL's definition of a recordable injury or illness. Injury classification determination will be made using the Injury Investigation Form with information from the treating physician. This is a more serious injury than a first aid injury.

###### Modified Duty Policy

When an employee sustains a work-related injury that results in work restrictions but not total disability, company policy is to provide a temporary modified work assignment for the injured worker. This must be documented on the Modified Duty Letter and signed by the employee and General Manager or designee.

##### **Procedures for Injuries**

###### **First aid**

- Every work-related injury or illness should be reported immediately to CSC management by radio, telephone, or upon return to the CSC.
- Any one-time treatment and any follow-up clinic visit for the purpose of observation.

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

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- Report all injuries to your supervisor.
- Walk, do not run, to the location of the injured person.
- Take a portable first aid kit.
- Depending on the extent and degree of the injury, Personal Protective Equipment (PPE) may be needed, and if needed must be used.
- Assess the injuries and the need for further medical assistance. If further medical assistance is needed contact the clinic.
- Render immediate first aid to the injured person.

### Handling a Major Injury

If a major incident occurs that results in serious injury to an employee, visitor, or customer follow these guidelines:

- Every work-related injury or illness should be reported immediately to CSC management by radio, telephone, or upon return to the CSC.

Attend to the injured parties. Employees must use latex gloves, mask, and clothing cover, if blood or other body fluids are present. Use the Bloodborne Pathogen Kit to clean up bodily fluids.

- Quickly determine if emergency medical treatment is necessary (any treatment beyond first aid).
- Obtain the names of the emergency personnel for reporting purposes.
- Submit the appropriate forms and reports to risk management.
- Concentrate on finding facts. Do not attempt to find fault or liability.
- Take photographs of the scene.
- Obtain names, addresses, and work and home phone numbers of all witnesses or people in the general area of the incident.
- Contact Area Director of Safety.  
Contact the Crisis Hotline.
- Contact immediate supervisor.

### Additional requirements include:

- Drug and alcohol testing if there is reasonable suspicion. Injury testing in reasonable suspicion circumstances is always Non-DOT. (US Only)
- Work related injury clinic visits are not scheduled through HireRight. Work related injury clinic visits are paid through the Third Party Claims Administrator.
- Safety committee review.
- Post-injury retraining.

Forward the following documents to your worker's compensation third-party adjuster for your state within 24 hours of the injury:

- Employer's first report of work injury.

[Return To Table of Contents – Standard Operating Procedures](#)

# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

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- Forward all bills, medical reports, request for treatment authorization, and all other correspondence as it arrives at your location to risk management or third-party adjuster as appropriate.

### Investigation Guidelines

Use the Injury Investigation Form.

### Reporting

Every injury must immediately be reported to CSC management. The CSC management team will report each and every injury using the following guidelines:

- Complete Injury Investigation form with employee
- Complete Employee's Report of Work Injury Form
- Complete Supervisor's Report of Work Injury Form
- Triage the non-life threatening or non-severe injury using Sedgwick Clinical Consultation program (see reference)
- Provide employee with Temporary Prescription Services ID (US Only)
- Provide employee with Physical Capacities Evaluation/FAF (If Medical treatment is sought)
- In the event medical treatment is provided and there is reasonable suspicion a Non-DOT alcohol and drug test must be administered.
- Report Injury as soon as possible and within 24 hours of the injury to applicable Third Party Administrator – currently Sedgwick.
  - Online or via Phone

In the event of an emergency crisis situation, consisting of any incident that may show up in the media or opens the company up to a liability situation, refer to Crisis Management SOP for further direction.

### Injury File Checklist

- Injury Investigation Form
- Employee's Report of Work Injury (US Only fax to corporate)
- Supervisor's Report of Work Injury (US Only fax to corporate)
- Modified Duty Letter (If Applicable) (US Only fax to corporate)
- Witness Statements (If Applicable) (US Only fax to corporate)
- Police report (US Only fax to corporate)
- Alcohol Test Result (US Only)
- Drug Test Chain of Custody & Drug Test Result (US Only)

\*\*\*If the injury meets the definition of an OSHA Recordable Injury, the corresponding forms will be generated by our third party claims management company. Contact your Area Director of Safety if a situation arises where you need to present OSHA Documentation (US Only).

[Return To Table of Contents – Standard Operating Procedures](#)



# Injury Management

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon
1.1	March 14, 2017	Removed post injury drug test requirement to include reasonable suspicion only	Michelle Simon, VP Safety
1.2	January 2, 2018	Removed Medcor process and replaced with Sedgwick Clinical Consultation Program	Michelle Simon, VP Safety Compliance

### Return-To-Work Process

When an employee sustains a work-related injury that results in work restrictions but not total disability, company policy is to provide a temporary modified work assignment for the injured worker. This must be documented on the Modified Duty Letter and signed by the employee and General Manager or designee. The modified work assignment must be of a meaningful nature and whenever practical, aid the individual in a return to full duties.

Employees returning from a medical or disability leave will be required to provide a return-to work release from their treating physician certifying their ability to perform their work duties safely and satisfactorily.

### Clinic Communication Process

Lines of communication (phone/fax) must be established between the CSC and their Work Related Injury treatment provider.

US Requirements: CSC management must visit their designated clinic at least once per year. The provider must be supplied with job descriptions and understand that we want to accommodate any restrictions that are assessed.

Clinic understands that they must provide the work update with any applicable restrictions.

## 2. References

[Sedgwick Clinical Consultation Program Reference](#)  
[Work Comp File Checklist \(US Only\) – Appendix AP](#)  
[Employee Report of Work Injury – Appendix AR](#)  
[Supervisor Report of Work Injury – Appendix AS](#)  
[Modified Duty Letter – Appendix AM](#)  
[Light Duty Job List](#)  
[Prescription First Fill Directions](#)  
[Physical Capacities Evaluation](#)  
[Worker's Compensation Quick Reference Guide](#)  
[Drug & Alcohol Policy – Appendix A](#)  
[Injury Investigation – Appendix AN](#)  
[Emergency Response Guide – Appendix X](#)  
[Claim Capture User Guide – Appendix AO](#)  
[HireRight NEC Training Guide – Appendix AQ](#)  
[First Aid and Other Medical Care](#)  
[Accident & Injury Definitions](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# OSHA Recordkeeping and Reporting

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – OSHA Recordkeeping and Reporting

#### 1. Procedure

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##### Reportable Events

##### 1. Definitions of Reportable Events

- a. Under the OSHA Recordkeeping rule, the following types of employee injuries or illnesses must be reported to OSHA
  - A work-related death within 24 hours of the event
  - The in-patient hospitalization of an employee within 24 hours of event
  - An amputation injury within 24 hours of the event
  - An injury involving the loss of an eye within 24 hours of the event

- b. In-patient hospitalization

OSHA defines in-patient hospitalization as a formal admission to the in-patient service of a hospital or clinic for care or treatment.

- In-patient hospitalization that involves only observation or diagnostic testing **does not** get reported. You must only report to OSHA each in-patient hospitalization that involves care or treatment.

##### 2. Motor Vehicle Accident

- If an employee death, in-patient hospitalization, amputation or loss of eye was the result of a motor vehicle collision employers **are not required to report** events which occurred on a public street or highway.

*\*\*\*Please note six States have requirements to report these events even when caused by a motor vehicle collision:*

- California
- Oregon
- Washington
- Alaska
- Kentucky
- Utah

##### 3. Report result of a medical event (e.g. heart attack or stroke)

- If the event occurred at the workplace or during work-hours and was caused by a heart attack, stroke, or other natural cause, **the event must be reported**. Your local OSHA Area Office director will decide whether to investigate the event, depending on the circumstances.

[Return To Table of Contents – Standard Operating Procedures](#)

# OSHA Recordkeeping and Reporting

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### 4. Time-frames to notify OSHA of reportable events

- A work-related death – 8 hours
- In-patient hospitalization, amputation or loss of eye – 24 hours<sup>1</sup>
- Reporting “timeclock” begins when you or any of your CSC Management and Supervisory Staff Members (agent(s)) learn of the reportable event

### 5. Methods of Reporting

You must report the fatality, in-patient hospitalization, amputation, or loss of an eye using one of the following methods:

- Immediately contact Area Director of Safety and National Express Crisis Hotline by phone.
- Area Director of Safety, with direction of VP of Safety where possible, will report event details to OSHA:
  - By telephone to the OSHA toll-free central telephone number, 1-800-321-OSHA (1-800-321-6742).

**-OR-**

- Online at <https://www.osha.gov/pls/ser/serform.html>

### 6. Information to report

You must give OSHA the following information for each fatality, in-patient hospitalization, amputation, or loss of an eye:

- The establishment name;
- The location of the work-related incident;
- The time of the work-related incident;
- The type of reportable event (i.e., fatality, in-patient hospitalization, amputation, or loss of an eye);
- The number of employees who suffered a fatality, in-patient hospitalization, amputation, or loss of an eye;
- The names of the employees who suffered a fatality, in-patient hospitalization, amputation, or loss of an eye;
- Your contact person and his or her phone number; and
- A brief description of the work-related incident.

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<sup>1</sup> **Alaska, Washington and Utah** each require notification of in-patient hospitalization of any employee within 8 hours. **Oregon and Kentucky** require notification within 8 hours of an event which resulted in the in-patient hospitalization of 3 or more employees, or within 72 hours for the in-patient hospitalization of 2 or fewer employees.

# OSHA Recordkeeping and Reporting

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Recordable Events

- You must record information about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid.
- You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. Contact your Area Director of Safety for clarification as needed.
- You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in 29 CFR 1904.8 through 1904.12. You must complete the Log of Work-Related Injuries and Illnesses (OSHA Form 300). Feel free to use two lines for a single case if you need to.
- You must complete an injury and illness incident report (OSHA Form 301) for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your Area Director of Safety or local OSHA office for help.
- You must print and display the Summary of Work-Related Injuries (OSHA 300A) and Illnesses form annually. Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

(NOTE: In most states, the company's Third Party Administrator of claims, currently Sedgwick will provide the OSHA 300 and 300A as needed. For states under a State Plan, please check and comply with the State Plan reporting requirements.)

All OSHA Recordable events must be recorded within 7 days of the event.

## 2. References

[OSHA Workbook \(300 form\) – Appendix AB](#)  
[Recordkeeping 29 CFR 1904.8 - 1904.12 – Appendix AA](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# First Aid Kits

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE AND MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – First Aid Kits

#### 1. Procedure

Identify the requirements for first aid kit supplies and maintenance at the CSC.

- OSHA requires a first aid kit(s) to be easily accessible to each work area. The first aid kit(s) must be adequate for the particular area and operation and be inspected and replenished at regular intervals.
- National Express' first aid supplies are purchased through a national account with an approved vendor that offers an approved standard fill list. Each location is responsible for ordering the appropriate fill kit for their location, and ensuring first aid supplies are properly stocked and maintained.

#### CSC First Aid Kit Inventory

	Product Description	Quantity	Product Description
1	Kit, Utility, Metal Empty	1	Antiseptic Aerosol 3 oz
1	Cabinet, Med, Indst, Empty	1	Tape, Tri-cut, Waterproof 2" x 5 yds
1	Clean Wipes 50/bx	1	Ctn Tip Applicator Ster 3" 24/bx
1	Blood Clotting Aerosol 3 oz	1	Eye Wash, Sterile 4 oz
1	Spray-on Bandage 3 oz Aerosol	1	Eye/Skin Buf Flush Sol 8 oz Ster
1	Bndg, Fingertip Xlg 25/bx	1	Gauze Pads Ster 4" x 4" 10/bx
1	Bndg, Fingertip 40/bx	1	Telfa Pads Ster 2" x 3" 12/bx
1	Bndg, Knuckle 40/bx	2	Elastic Roller Gauze N/S 3" x 4.5 yds
1	Elastic Strip 7/8" x 3" 50/bx	1	Zee Flex 3" x 5 yds
1	Bndg, Lg Patch 2" x 3" 25/bx	1	3 in 1 Antibiotic Oint, .9GM 25/bx
1	Burn Septic Aerosol 3 oz	1	Bndg, Compress w/ Telfa 4" 1/UN
1	First Aid Guide	1	Latex Gloves 2 PR/BG N/S
1	Ice Pack, Deluxe, Large (Zee)	1	Water-Jel Burn Drs 4" x 4" Ster Pad
1	Bndg, Triangular 40" N/S 1/UN		

# First Aid Kits

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE AND MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

First Aid Kits on buses are regulated by each state. All CSCs must comply with state or local requirements as applicable for First Aid Kits on buses.

#### **4. References**

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[First Aid & Medical Care Policy](#)

# Safety Action Plan

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE AND MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Safety Action Plan

#### **1. Procedure**

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Safety Action Plans are to be living documents that are updated frequently and contain a wide variety of CSC activities and compliance areas.

Topics could include:

- File Audit
- Safety Program Audit items
- Monthly Facility Inspections
- Safety Meetings
- Recognition Activities
- Child Check Activities
- Training Activities
- Accident and Injury Initiatives based on trend analysis/KPI
- Bus Inspections
- Staffing related recruitment activities
- Safety Culture development activities and processes
- Targeted Completion of Driver Evaluations, number

Safety Action Plans are to be updated a minimum of once per month and posted on the Safety Communication Board.

#### **2. References**

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[Safety Action Plan template – Appendix BL](#)

# Safety Audit

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE AND MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

### Standard Operating Procedure – Safety Audit

#### 1. Procedure

The purpose of the Safety Audit at National Express is to ensure CSC location compliance to company and regulatory standards.

#### Standards Operation Procedures for conducting Safety Program Audits

Priority Locations will be audited annually. All other locations will be audited every 2 years unless the previous audit score attained was equal to or greater than 95%. In the case of a 95% or better previous audit score the location will fall to an every 3 year audit cycle. If the location fails to maintain the 95% or better audit score, they will revert back to the 2 year cycle.

Locations will be given no more than 2 weeks' notice of the date(s) the audit will take place.

Audit notification will be made to the Region Manager, General Manager, Region Maintenance Manager, Maintenance Supervisor and Safety Supervisor, if applicable.

Upon arrival at the CSC to audit, a pre-audit conference should be held with the GM and Safety Supervisor, if applicable. The purpose of this is to give a brief summary of what will be audited. The table below should be helpful in this task.

For regulatory items, audit exceptions will be all or nothing to receive credit for the question. (For example: One missing MVR means no credit.) For non-regulatory items, exceptions of less than 10% will still count as a Yes.

Any missing audit item which can be produced by the end of the same business day will be counted for credit. All others will not be counted. (For example: A copy of drug results which existed in HireRight, but had not been printed.) A CSC may NOT create the missing item that same day for credit. (For example: A driver with more than one year of service who has not received an annual evaluation.)

Premise Observations and Inspection will take place no fewer than 2 times per day for each day the audit is taking place. At least one observation should be during driver departures or returns.

Safety Director must have the audit results completed and sent out within 2 business days of the close of the audit.

Post-audit results will be sent to the COO, Safety SVP and VP, Safety Director of Audit, Region Manager, General Manager, Region Maintenance Manager, Maintenance Supervisor and Safety Supervisor.

Post-audit conference calls will take place for all audits with a score of 94% or less. These calls should take place within one week of the close of the audit. All exception items found on all audits must be placed on the location's Safety Action Plan, which must be updated by the date of the post Audit conference call. Action plans are also to be turned in monthly thereafter to their Safety Director.



# Safety Audit

## Driving Out Harm Global Safety Standard 10 – INCIDENT RESPONSE AND MANAGEMENT

Version	Date	Description	Approved By
1.0	May 1, 2016	Approved by VP, Safety	Michelle Simon

#### **4. References**

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Safety Program Audit – Appendix BT

# Close Circuit Television Evaluation

## Driving Out Harm Global Safety Standard 1, 2, 3 – Competence and Fitness

Version	Date	Description	Approved By
1.0	October 13, 2016	Approved by VP, Safety	Michelle Simon

### 1. *Procedure*

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#### CCTV Driver Evaluations

##### Drivers/Monitors

CCTV Driver/Monitor Evaluations will be conducted and documented for all drivers (and monitors) on an annual basis. Depending on the size of the CSC, some people may receive multiple CCTV Driver/Monitor Evaluations and coaching sessions. A coaching session will follow the observation of CCTV footage which may result in retraining.

##### CSC Management

CSC Management (General Managers, Assistant General Managers, Operations Supervisors, Site Supervisors, Safety Training Supervisor, or employee designate required by contract) will observe CCTV video feed and document observations for employees who are licensed to operate a company owned, leased, or operated vehicle.

The following level of monitoring will be carried out at CSCs where CCTV cameras are installed on operational vehicles:

1. **At CSCs with 60 or less vehicles fitted with cameras**, each driver/monitor who operates a vehicle fitted with CCTV should be monitored for 10 minutes per month (not including coaching time) during the operational school year.
2. **At larger CSCs (over 60 vehicles fitted with CCTV)**, a minimum of 1 hour of monitoring and coaching of CCTV must be carried out per day by CSC Management during the operational school year. During the one hour of CCTV monitoring and coaching, video footage of at least 10 minutes should be monitored for each driver/monitor under review. Coaching session times will vary. A minimum of three employees will be monitored per day.
3. General Managers will be expected to put in place proportionate monitoring during the summer period dependent on the level of summer routes/charters being run.
  - The use of the word "Driver/Monitor" is a generic term and includes any person licensed to drive including maintenance and office staff.
  - All evaluations and follow up coaching must be documented on the appropriate forms.
  - A coaching session will follow the observation – and should take place no later than two working days following the date of the CCTV that was monitored. Coaching must be in person and not by written memo. Even in exemplary driving, positive feedback must be given to the driver to reinforce behavior.

[Return To Table of Contents – Standard Operating Procedures](#)

# Close Circuit Television Evaluation

## Driving Out Harm Global Safety Standard 1, 2, 3 – Competence and Fitness

Version	Date	Description	Approved By
1.0	October 13, 2016	Approved by VP, Safety	Michelle Simon

- Where appropriate re-training will be given.
- COMPASS and Track It (where available) will be used to track CCTV Driver/Monitor evaluations.

### **CCTV Driver/Monitor Evaluation – Camera Placement**

The CCTV video observation is limited by the positioning of the camera(s) placement.

The CCTV Evaluation Form is designed to capture driver and monitor behavior, passenger management and at-risk behaviors dependent upon where the camera(s) is placed.

### **CCTV Driver/Monitor Evaluation – Documentation and Coaching**

CSC Management will document the results of the review and the Driver/Monitor coaching session on the CCTV Evaluation Form. All CCTV Driver/Monitor Evaluations must be completed according to the proper procedures as outlined on the CCTV Evaluation form.

- If coaching an at-risk behavior it is recommended to review the CCTV footage with the driver.
- If the behavior observed is egregious in nature, immediate action must be taken in accordance with the company policies and collective bargaining agreements. CSC Management will consult with the Area Human Resource Manager.

### **CCTV Driver/Monitor Evaluation – Tracking and Auditing**

The CCTV Driver/Monitor Evaluation will be retained by adding it to the employee file in the training folder.

- CSC Management will enter the CCTV Driver/Monitor Evaluation into COMPASS/TrackIt immediately following the coaching session. Entering the CCTV Evaluation into COMPASS/TrackIt will ensure all employees are evaluated.
- COMPASS/TrackIt will be used to audit CCTV Driver/Monitor Evaluations as they are being conducted in accordance with this policy.
- Area Directors of Safety and Transit Safety Managers will audit and review CCTV Evaluation forms monthly.
- Area Directors of Safety and Transit Safety Managers will audit and review compliance to the policy as a part of the CSC biannual safety audit.

### **Completion of Form**

All CCTV Driver/Monitor Evaluations must be completed according to proper procedures as outlined on the CCTV Evaluation Form.

[Return To Table of Contents – Standard Operating Procedures](#)

# Close Circuit Television Evaluation

Driving Out Harm Global Safety Standard 1, 2, 3 – Competence and Fitness

Version	Date	Description	Approved By
1.0	October 13, 2016	Approved by VP, Safety	Michelle Simon

## **2. References**

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[CCTV Evaluation Form](#)

[Return To Table of Contents – Standard Operating Procedures](#)

# Motorcoach Application of Safety Standards

## Driving Out Harm Global Safety Standard 1, 2, 3 – Competence and Fitness

Version	Date	Description	Approved By
1.0	November 18, 2019	Approved by VP, Safety	Michelle Simon

## Standard Operating Procedure – Motorcoach Application of Safety Standards

### 1. Procedure

#### Operator Screening – Sub contractor driver qualifications

Sub-contracting work is a common occurrence in North American Motorcoach industry. To help ensure National Express safety standards are maintained, a local review process must be established to verify:

- Driver has active license with appropriate license class and endorsements
- Driver has current DOT medical certification
- Driver is compliant with DOT requirements to include HOS/ELD reporting

#### Operator Training

Motorcoach operators are required to complete the applicable Motorcoach Training syllabus, in addition to training on the following protocols as needed:

- Daily check in procedures from remote locations using smartphone technologies such as FaceTime or Skype
- CSC protocols for immediate reporting and repairs of vehicle pre/post trip inspection deficiencies
- CSC protocols for immediate reporting of accidents and injuries for response directives from local management team
- Proper use and placement of GPS technologies
- Reporting requested itinerary changes to dispatch prior to accepting allowing for an hours of service impact review
- Safety Meeting content delivery from remote locations

#### Operator Oversight

Motorcoach operators and management will comply with all applicable North American operator oversight protocols. CSC's must create, communicate and execute local standard processes allowing for:

- Fit for duty checks to be conducted by daily check in for duty via Skype or iPhone Face Time video conferencing applications
- Immediate reporting of accidents to dispatch and injuries for remote response guidance from local management team
- Remote behavior coaching to include speed management, driver scorecard and DriveCam events via Skype/Webinar type service
- Managing hours of service impact of itinerary changes

[Return To Table of Contents – Standard Operating Procedures](#)

# Motorcoach Application of Safety Standards

## Driving Out Harm Global Safety Standard 1, 2, 3 – Competence and Fitness

Version	Date	Description	Approved By
1.0	November 18, 2019	Approved by VP, Safety	Michelle Simon

### Route Familiarization

When a driver receives an assignment to a destination where they have not provided Commercial Motor Vehicle service, a review of the planned route and loading/unloading locations needs to be completed prior to service delivery.

Due to the potential for unknown road closures when performing interstate trips and the potential for limited detour/route deviation in a CMV, GPS Technologies can be used as a risk mitigation system where allowed by state and federal law.

GPS technologies are to be deployed for interstate use only, and only in compliance with current FMCSA Exemption disposition “FMCSA–2018–0098” outlined below:

- GPS devices mounted:
  - not more than 100 mm (4 inches) below the upper edge of the area swept by the windshield wipers; or
  - not more than 175 mm (7 inches) above the lower edge of the area swept by the windshield wipers;
  - and outside the driver’s sight lines to the road and highway signs and signals

The FMCSA GPS exemption has been adopted by and accepted for use on interstate trips originating in Michigan, New York, Texas, Tennessee, Ohio, New Jersey, and Illinois. Before utilizing GPS technologies on trips beyond this scope, clarification can be provided by your Area Director of Safety.

Where GPS technology is deployed, the device shall be of consistent feature and functionality across Motorcoach operations and provide:

- Minimum viewing screen of 6” for ease and clarity of viewing
- Be a commercial motor vehicle device for accuracy with bridge and street mapping
- Have customizable routing to allow for itinerary mapping

## 2. References

[Motorcoach Training Syllabus](#)

Recommended GPS Device: Garmin dēzl 780 LMT-S GPS Truck Navigator, 010-01855-00

[Return To Table of Contents – Standard Operating Procedures](#)


1

Pre-Accident Conditions							
V1		V2		V1		V2	
Posted Speed	_____		_____	<input type="checkbox"/>	<input type="checkbox"/> Going Straight	<input type="checkbox"/>	<input type="checkbox"/> Turn Signal
Estimated Speed	_____		_____	<input type="checkbox"/>	<input type="checkbox"/> Making Right Turn	<input type="checkbox"/>	<input type="checkbox"/> 4-Way Hazard Lights
<b>Direction of Travel V1</b>		N S E W		<input type="checkbox"/>	<input type="checkbox"/> Making Right on Red	<input type="checkbox"/>	<input type="checkbox"/> Exiting Bus Stop
<b>Direction of Travel V2</b>		N S E W		<input type="checkbox"/>	<input type="checkbox"/> Making Left Turn	<input type="checkbox"/>	<input type="checkbox"/> Entering Bus Stop
<b>Unusual Road Conditions</b>				<input type="checkbox"/>	<input type="checkbox"/> Make Left on Red	<input type="checkbox"/>	<input type="checkbox"/> Slowing or stopped
<input type="checkbox"/> Holes/Deep Rut		<input type="checkbox"/> Construction Zone		<input type="checkbox"/>	<input type="checkbox"/> Making U-Turn	<input type="checkbox"/>	<input type="checkbox"/> Stopped in Traffic
<input type="checkbox"/> Obstruction in road		<input type="checkbox"/> Loose material on road		<input type="checkbox"/>	<input type="checkbox"/> Changing Lanes	<input type="checkbox"/>	<input type="checkbox"/> Parked
<input type="checkbox"/> Flooded		<input type="checkbox"/> No unusual conditions		<input type="checkbox"/>	<input type="checkbox"/> Merging	<input type="checkbox"/>	<input type="checkbox"/> Avoided Object in Road
<input type="checkbox"/> Reduced road width		<input type="checkbox"/> Other _____		<input type="checkbox"/>	<input type="checkbox"/> Lights On	<input type="checkbox"/>	<input type="checkbox"/> Passing

Accident Type			Police Dept Responding:	
<input type="checkbox"/> Bus Contacts Other Vehicle	<input type="checkbox"/> Backing	<input type="checkbox"/> Mirror-Right	Officer Name & Badge No.:	
<input type="checkbox"/> Other Vehicle Contacts Bus	<input type="checkbox"/> Sideswipe	<input type="checkbox"/> Mirror-Left	Report No.:	
<input type="checkbox"/> Roll-Away (Bus not Secured)	<input type="checkbox"/> Passing	<input type="checkbox"/> Sudden Stop	Citations given to:	
<input type="checkbox"/> Other _____	<input type="checkbox"/> Merging	<input type="checkbox"/> Backing	Violation:	
	<input type="checkbox"/> Head-On	<input type="checkbox"/> Tail Swing	Vehicles Towed:	

Accident Description  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Using the following symbols, in the area below, draw a complete diagram showing each vehicle, affected property, and contributing object or hazard. Include points of contact, points of rest, street names and directional indicators on the compass.



Compass


X  
Point of Impact

O  
Stop Light

□  
Stop Sign

△  
Yield Signs

☆  
Witnesses



"Insured Vehicles"  
and "Other  
Vehicles" labeled  
IV1, IV2, OV1, OV2

Additional Comments & Observations at Scene/Witness Statements  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Witness Names & Contact Info  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



### ROOT CAUSE ANALYSIS

#### CONTRIBUTING FACTORS

Employee Mindset	Employee Action
<p>This is to determine "employee mindset" issues and is not to be used in determining disciplinary actions. Mark the appropriate box with an "X".</p> <div> <input type="checkbox"/> Rushing <input type="checkbox"/> Attitude </div> <div> <input type="checkbox"/> Fatigue <input type="checkbox"/> Complacency </div> <div> <input type="checkbox"/> Frustration <input type="checkbox"/> Unfamiliar Route/Changes </div> <p>Comments/Other:</p>	<p>This is to determine "employee error" issues and is not to be used in determining disciplinary actions. Mark the appropriate box with an "X".</p> <div> <input type="checkbox"/> Eyes not on task <input type="checkbox"/> Balance </div> <div> <input type="checkbox"/> Speed <input type="checkbox"/> Traction/Grip </div> <div> <input type="checkbox"/> Line of Fire/Path of Hazard <input type="checkbox"/> Overexertion </div> <p>Comments/Other:</p>
Facility & Equipment	Hazard Identification & Communication
<p>Mark the box with an "X" if a contributing factor</p> <div> <input type="checkbox"/> Equipment Defect <input type="checkbox"/> Facility Layout </div> <div> <input type="checkbox"/> Work Area Design <input type="checkbox"/> ZONAR Concern </div> <div> <input type="checkbox"/> Preventative Maintenance Issue <input type="checkbox"/> Improper Equipment Use </div> <div> <input type="checkbox"/> Storage Design <input type="checkbox"/> Guards Removed/Modified </div> <p>Comments/Other:</p>	<p>Mark the box with an "X" if a contributing factor</p> <div> <input type="checkbox"/> Hazard not Identified <input type="checkbox"/> Un-level Surface/Pot Hole </div> <div> <input type="checkbox"/> Hazard not Communicated <input type="checkbox"/> Tripping Hazard </div> <div> <input type="checkbox"/> Hazard not Eliminated <input type="checkbox"/> Unsafe Equipment </div> <div> <input type="checkbox"/> Changed Work Condition not Communicated </div> <p>Comments/Other:</p>
Task Demands	Environment
<p>Mark the box with an "X" if a contributing factor</p> <div> <input type="checkbox"/> Weight of Item <input type="checkbox"/> Poor Decision Process </div> <div> <input type="checkbox"/> Multiple Tasks Involved <input type="checkbox"/> Short Staffed </div> <div> <input type="checkbox"/> Repetitive Action <input type="checkbox"/> New Employee </div> <div> <input type="checkbox"/> Improper Training <input type="checkbox"/> Competence Test Absent </div> <p>Comments/Other:</p>	<p>Mark the box with an "X" if a contributing factor</p> <div> <input type="checkbox"/> Weather <input type="checkbox"/> Poor Repair Quality </div> <div> <input type="checkbox"/> Noise <input type="checkbox"/> Roadway Issues </div> <div> <input type="checkbox"/> Lighting <input type="checkbox"/> Housekeeping Issues </div> <div> <input type="checkbox"/> Air Quality </div> <p>Comments/Other:</p>



Based on Incident Description ask the "WHY" behind each response. Continue to ask "WHY" until you can go no further. You must start with why the incident occurred to identify Root Cause.

**WHY?** (example: Child left behind – child check not complete)

**WHY?** (example: driver immediately entered the facility after parking the bus in the lot)

**WHY?** (example: driver had to use the restroom)

**WHY?** (example: driver prepared for day by filling up a 64oz jug of water due to extreme temperatures)

**WHY?** (example: driver failed to maintain proper hydration throughout the week leading to overcompensation)

### POST-ACCIDENT RETRAINING

(MINIMUM OF 2 HOURS COMBINED BEFORE DRIVER RETURNS TO SERVICE)

Identified Root Cause:

Preventability:

Previous Accidents/Violations:

Video File Location:

**Classroom Training:** Select and Administer STAR or STRM Classroom Retraining from the categories below to address the root cause of the accident. Identify specific segments utilized in the retraining in the "Training Administered" section—see example.

<input type="checkbox"/> Pre & Post Trip Inspections/Go-No Go	<input type="checkbox"/> LLLC Defensive Driving	<input type="checkbox"/> Danger Zones
<input type="checkbox"/> Mirror Adjustments/Reference Points	<input type="checkbox"/> Intersections	<input type="checkbox"/> Safe Bus Stops
<input type="checkbox"/> Check Your Brakes	<input type="checkbox"/> Safe Backing	<input type="checkbox"/> Emergency Evacuations
<input type="checkbox"/> Safety Basics/Risk Assessment	<input type="checkbox"/> Railroad Crossings	<input type="checkbox"/> Post-Accident Procedures

Date	Training Administered	Duration	Administered By	Signature Acknowledging Receipt
4/19/2020	STAR Sec 3.3—Backing Ref. Point	15 Minutes	Trainer Extraordinaire	Renewed Driver Extraordinaire
/ /				
/ /				
/ /				

**BTW Training:** Select and Administer STAR or STRM BTW Retraining from the categories below to address the root cause of the accident. Identify specific segments utilized in the retraining in the "Training Administered" section—see example.

<input type="checkbox"/> Precision Driving Behind-the-Wheel Training	<input type="checkbox"/> Driving - Putting It All Together	<input type="checkbox"/> Driving - LLLC & Basics of Safety
<input type="checkbox"/> Driving - Backing, Bus Stops & Danger Zones	<input type="checkbox"/> Driving - Intersections and Turns	

Date	Training Administered	Duration	Administered By	Signature Acknowledging Receipt
4/19/2020	Precision Driving—Reference Points	90 Minutes	Trainer Extraordinaire	Renewed Driver Extraordinaire
/ /				
/ /				
/ /				

**BTW Evaluation:** Administer BTW Evaluation to insure comprehension of skills shared about, and evidence of behavior change to address root cause.

Date	Testing Administered	Duration	Administered By	Signature Acknowledging Receipt
/ /	BTW Evaluation			

**Accident Collision Review:** Administer written review to insure documentation of expectations and consequences have been clearly communicated to all pertinent

Date	Documentation Administered	Administered By	Signature Acknowledging Receipt
/ /	Accident Collision Review		

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Safety Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

GM Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*By signing above, in part or whole, all parties acknowledge all statements made herein are accurate and true.