

Transportation Operating Procedure

Management Commitment

Brevard Alzheimer's Foundation, Inc., is committed to providing safe, secure, clean, reliable, and efficient transportation services to its clients. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transportation services.

In the interest of safety and security, and in order to comply with the statutory requirements Brevard Alzheimer's Foundation, Inc., has developed and adopted this Transportation Operating Procedures (TOP) that complies with established safety standards set forth in the State Management Plan. The TOP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation services provided, including drivers' selection, emergency procedures, operations, maintenance, etc.

Brevard Alzheimer's Foundation, Inc., management is responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management has responsibility for maintaining and implementing the TOP and complying with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators, if any, are charged with the responsibility of adhering to this TOP. Any violation of safety and security practices is subject to appropriate administrative action. Management is ultimately responsible for enforcing the TOP and maintaining a safe and secure system.:

Timothy Timmermann (Electronic Signature)

12/27/2018

FDOT Requirements – Approval and Recertification

The TOP must be provided to the FDOT District Office for review and approval prior to receipt of grant award.

The TOP must be provided to the FDOT District Office for review and approval biennially, no later than February 15th of the submittal year.

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, Brevard Alzheimer’s Foundation, Inc., agrees to comply with the following rules and guidelines set forth by the Department of Transportation regarding vehicle maintenance and transit operations described in the Transportation Operating Procedure (TOP).

**Board of Directors
 Executive Committee**

Chair
 Wilson Sims

Vice Chair
 George Casimiro

Secretary
 Benjamin M. Inghram

Treasurer
 Karen Chambless, Ph.D.

Directors
 David Diesel
 Marty Eyster-Mercado
 Richard Lewis
 Melba Lockmandy
 Janet Rooks
 Shane Robinson
 David Steinm

Timothy Timmermann, Jr.
 Executive Director

Russell Sell
 Operations Director

Sean Odle
 Outreach Director

MISSION: Our mission is to provide quality community and facility based Adult Day Health Care with integrity and compassion with an emphasis on Alzheimer’s & Dementia-related diseases. We embrace our responsibility to create an environment where those who cannot care for themselves can flourish.

VISION: Our vision is all adults and caregivers will have improved quality of life, be healthier, happier and age with dignity and grace.

CORE VALUES: Integrity, Excellence, Compassion and Teamwork.

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www.brevardaf.org
www.wmahemi.org
www.cycle4all.org

Brevard Alzheimer’s Foundation, Inc. is a 501(c)(3) nonprofit organization. 100 percent of all contributions received go to the organization. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling (toll-free) 800-HELP-FLA (435-2352) within the state or on-line at www.FloridaConsumerHelp.com. Registration does not imply endorsement, approval, or recommendation by the State of Florida. CH-07626



12/26/2018

District Five
 Florida Department of Transportation
 Attn: Diane Poitras, Transit Programs Administrator
 420 W. Landstreet Road
 Orlando, Florida 32824

**RE: Annual Certifications
 49 U.S.C. 5310**

To: District Five

This letter provides certification that Brevard Alzheimer’s Foundation, Inc. is in compliance with the following criteria:

1. The Section 5310 vehicle continues to be used for the purpose for which the grant was approved.
2. The vehicle and equipment do not exceed that which is needed for operations.
3. The vehicle has not been sold, damaged, or otherwise taken out of service.
4. There has not been a reduction in local contributions made to the project.

OR

5. Agency receives operating funds and is in compliance with 5310 Procedure 725-030-010-k and provisions set forth in the Joint Participation Agreement (JPA) or Public Transportation Grant Agreement (PTGA) with the Department.

Sincerely,

Timothy Timmermann, Jr.
 Executive Director





Transportation Operating
Procedures Manual Last Edited
August 16, 2022



TRANSPORTATION SERVICES, POLICIES AND PROCEDURES



All Brevard Alzheimer's Foundation, Inc. (BAFI) drivers who operate a company owned, leased, or rented vehicle shall be provided a copy of an approved Transportation Policies and Procedures Manual. Drivers shall read the manual and certify that they have read, understand and will comply with the policies and procedures contained therein. Training on the policies and procedures will be provided on a regular basis. A clear and concise policy and procedures manual provides answers to driver questions regarding BAFI transportation services, operations, maintenance, and performance expectations.

Revisions

Original Issue Date	February 2010
Revised	March 1, 2011
Revised	March 17, 2011
Revised	April 22, 2013
Revised	July 1, 2014
Revised	July 25, 2014
Revised	December 29, 2014
Revised	July 24, 2015
Major Revision	February 1, 2018
Revised	March 14, 2018
Revised for Annual Certification	December 27, 2018
Final Revisions	January 2, 2019
Revised post review	February 26, 2019
Adjustments post CAP Review	February 19, 2020
Policy Update	August 25, 2021
Policy Update	October 20, 2021
Policy Update	August 16, 2022



Vehicle Inventory

Dated: 08/25/21

Name	Owner	License Plate	Vin	Last Odometer	Last Ride	Location	Control Number	Year	Make Size Type	Ramp/Lift	Seats	Prev Mileage	Expected Retirement	Donated	Source	Title Holder	Date Aquired	Cost	Fed Percent	Use	Condition
Chevy 50057	FDOT	IX62VM	1HA6GV8G9KN015286	15907	2021-08-20	Melbourne	50057	2020	2020 Ford Cutaway	Lift	12+2	0	2026-12-31	N	5310 Active	FDOT	2021-01-01	72582.00	80	Daily	Excellent
Dodge Caravan 95518	FDOT	BZG3863	2C7WDGC7HR781457	63564	2021-08-19	Melbourne	95518	2017	Dodge Caravan	Ramp	6+2	22738	2025-12-31	N	5310 Active	FDOT	2017-03-31	51512.00	80	Daily	Good
FDOTFord	Agency	X35178	1FNHR11W26DA03562	124646	2021-08-18	Melbourne	NONE	2006	Ford Ecoline	None	9	105415	2020-12-31	N	5310 Retired	BAFI	2008-03-01	0.00	0	Daily	Poor
Ford 50043	FDOT	CMG2280	1FDFE4F83KDC39640	52932	2021-08-20	Micco	50043	2019	2019 Ford Cutaway	Lift	12+2	0	2025-12-31	N	310 Active	FDOT	2019-07-15	72582.00	80	Daily	Excellent
Ford 50049	FDOT	CMS2756	1FDFE4F83KDC39643	47649	2021-08-20	Melbourne	50049	2019	2019 Ford Cutaway	Lift	12+2	0	2025-12-31	N	310 Active	FDOT	2019-08-26	72582.00	80	Daily	Excellent
GMC - Chevy Express	FDOT	CDG0581	1HA3GR8G5HN008385	56359	2021-08-20	Melbourne	95542	2017	GMC Chevy Express	Lift	8+2	15409	2025-12-31	N	310 Active	FDOT	2018-03-01	66326.00	80	Daily	Good
Soul1	Agency	309HEY	KND3N2A24F7140053	77149	2021-08-20	Melbourne	NONE	2015	Kia Soul	None	4	46926	2025-12-31	N	Agency Purchase	BAFI	2015-01-07	0.00	0	Daily	Good
Soul2	Agency	390TIY	KNO3N2A25F7127313	74012	2021-08-20	Melbourne	NONE	2015	Kia Soul	None	4	44201	2025-12-31	N	Agency Purchase	BAFI	2015-01-07	0.00	0	Daily	Good
VPSI81982	Lease	TI4143	1FDE86PG5LKA85489	7984	2021-08-25	Titusville	81982	2020	2020 Ford Cutaway	Lift	14	2	0000-00-00	N	Lease	Brevard County Commissioners	2021-06-25	0.00	0		

Brevard Alzheimer’s Foundation, Inc. (BAFI) Transportation Services, Policies and Procedures Manual

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Introduction

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, Brevard Alzheimer's Foundation, Inc. agrees to comply with the following rules and guidelines set forth by the Department of Transportation regarding vehicle maintenance and transit operations.

Brevard Alzheimer's Foundation, Inc.'s Transportation Operating Procedures (TOP) addresses the following maintenance, operations, and safety requirements:

1. Vehicle Maintenance
2. Qualifications for the selection of their agency's vehicle drivers
3. Driver License requirements and checks
4. Vehicle driver training. This includes training on equipment for transporting wheelchair patrons.
5. Wireless communications plan, policy, and training
6. Required employee and driver background checks
7. Drug Free workplace requirements
8. Drug and Alcohol testing for required for CDL drivers
9. Medical examination standards for CDL drivers
10. Hours of service requirements
11. Investigations of agency vehicle accidents

The intent of this manual is to consolidate into one publication, general information, rules and current operating procedures that will enable each driver who may operate a BAFI owned, leased, or rented vehicle, to perform his or her job effectively, uniformly, and with the utmost professionalism. When it is necessary to amend or make additions to this manual, corrected pages will be issued. Revisions or additions will be inserted into the manual in the proper place and the outdated pages removed. It is the responsibility of each authorized driver to be familiar with the contents of this manual. By being fully aware



of the information contained in this manual, each driver will be able to provide for safe operation of BAFI vehicles, and for the safe, dependable, and courteous service our passengers deserve.



Vehicle Maintenance

The vehicle fleet inventory maintained by Brevard Alzheimer’s Foundation, Inc.
 includes: As of August 25, 2021

Name	Owner	License Plate	Vin	Last Odometer	Last Ride	Location	Control Number	Year	Make Size Type	Ramp/Lift	Seats	Prev Mileage	Expected Retirement	Donated	Source	Title Holder	Date Acquired	Cost	Fed Percent	Use	Condition
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Transportation Mission Statement

A. Mission Statement:

Our mission is to provide quality community and facility based Adult Day Health Care with integrity and compassion with an emphasis on Alzheimer's & Dementia-related diseases. We embrace our responsibility to create an environment where those who cannot care for themselves can flourish.

B. Our Vision

Our vision is all adults and caregivers will have improved quality of life, be healthier, happier and age with dignity and grace.

C. Core Values

Integrity, Excellence, Compassion and Teamwork

Code of Ethics

BAFI drivers who are authorized to operate BAFI vehicles shall, to the extent possible:

- a. Conduct all business with professional competence, fairness, impartiality, efficiency and effectiveness.
- b. Respect the structure and responsibilities of the BAFI organization.
- c. Provide facts and advice as a basis for making policy decisions, and to uphold and implement policies adopted by BAFI management.
- d. Conduct organizational and operational duties with positive leadership through communication, creativity, dedication and compassion.
- e. Eliminate all forms of discrimination and fraud.
- f. Demonstrate the highest standards of personal integrity, truthfulness, honesty and fortitude in all activities in order to inspire confidence and trust in BAFI.
- g. Serve in such a way as to not realize undue personal gain from the performance of professional duties.
- h. Respect and protect privileged and confidential information accessed in the course of official duties.
- i. Strive for personal and professional excellence.

Identification

Drivers providing transportation services for clients shall wear shirts with the Brevard Alzheimer's Foundation logo, if issued, and shall display identification (ID) badges at all times.

A. Identification Badges

Drivers will be provided with an identification badge upon employment. The ID badge shall be visibly worn at all times the driver is performing work related activities. Each driver will be responsible for keeping the badge in good condition. Normal wear and

tear is expected; badges may be re-issued as needed. The ID badge shall be clipped onto the collar of the uniform shirt or on a lanyard in plain sight. A badge that is lost or stolen shall immediately be reported to the Senior Transportation Coordinator or The Chief Compliance & Operating Officer.

B. Identification to Passengers

Drivers are required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each passenger, group of passengers, or representative, guardian, or associate of the passenger, except in situations where the driver regularly transports the passenger on a recurring basis. Each driver shall display photo identification that is in view of the passenger.

Licenses and Certifications

In order to operate a BAFI vehicle, drivers shall:

- a. Have a valid Florida Driver's License (CDL license not required).
- b. Be at least 25 years of age or older.
- c. Have a minimum of five years current and uninterrupted licensed driving experience.
- d. Not have more than one moving violation or at fault accident in the past 12 months.
- e. Not have more than two moving violations or at-fault accidents in the past 36 months (or any combination thereof).
- f. Not have any record of convictions for serious offenses in the past 72 months such as:
 - Excessive speed (20 mph or more over posted speed limit).
 - Operating to endanger.
 - Reckless or careless driving.
 - Driving under the influence of alcohol or drugs.

- Operating a motor vehicle with a suspended or revoked license.
 - School bus stopping or passing violations.
 - Leaving the scene of an accident involving personal injury or property damage.
 - Motor vehicle homicide.
- g. Upon request, get an annual physical and a written physician's report stating the driver is physically able to safely operate a commercial vehicle with passengers.

Drivers who operate a BAFI vehicle shall immediately (before end of business day) report:

- a. Any traffic citation received for violations incurred while operating a BAFI vehicle. (Drivers are required to personally pay any fines resulting from a traffic citation while operating a BAFI vehicle.)
- b. Any licensing or certification that has expired, or been revoked, or suspended. Any driver who operates a vehicle after loss or suspension of their driver's license or required endorsement may be terminated.
- c. All traffic citations received while in a personal vehicle, that results in a fine and/or points on their driving record, or which may have an impact on their license status or insurability of BAFI vehicles.

All such reports shall be made to the Senior Transportation Coordinator or Chief Compliance & Operating Officer.

Only Enterprise Approved Drivers May Operate a Enterprise Vehicle

Road Safety

Vehicles shall be operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated. BAFI takes its obligations with respect to road safety seriously and requires all vehicle operators on BAFI business to:

- Observe all traffic regulations and legislation.
- Drive within the speed limits for any given road.
- Keep an appropriate distance from the vehicle in front.
- Take extreme care when passing another vehicle.
- Have due regard for oncoming traffic when emerging at intersections and use vehicle indicators appropriately.
- Consider other road users and pedestrians.

Operating any BAFI vehicle in reverse is prohibited, except in situations where there is no other option. Drivers who have an accident while operating a BAFI vehicle in reverse (backing up) may:

- Result in termination of employment, depending on the circumstances involved; and/or,
- Be required to reimburse BAFI for the cost of the insurance deductible.

Time At The Wheel

Drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes. To minimize the risk of accidents as a result of fatigue, the following guidelines shall be followed:

- a. Drivers are not permitted to drive more than 8 hours in a 24 hour period and are not permitted to be on duty more than 72 hours in any period of 7 consecutive days.

- b. Drivers should not drive any BAFI vehicle for a period of six hours or more without a rest period of at least 30-minutes.
- c. If delays in a driver's schedule will result in exceeding the six hour limitation, the driver shall contact the Senior Transportation Coordinator for instructions.
- d. If, at any time, a driver becomes too sleepy or fatigued to safely drive, the driver shall stop at the earliest opportunity and take a break. The driver shall contact the Senior Transportation Coordinator for instructions.
- e. Drivers shall not operate any BAFI vehicle if they:
 - Feel they are not fit to do so.
 - Have been advised by a doctor not to drive.
 - Are on medication that may affect their ability to drive safely.

Driving For Economy

Fuel costs represent a significant part of the total operational cost of running the BAFI fleet. To the extent possible, drivers should seek to conserve fuel and minimize wear and tear on vehicles. To improve vehicle efficiency and reduce wear and tear, drivers should:

- a. Not leave the engine running while parked.
- b. Drive smoothly.
- c. Avoid harsh acceleration and heavy braking.
- d. Avoid long periods of idling to warm the engine.
- e. Maintain correct tire pressure.
- f. Observe posted speed limits and reduce speed in adverse weather conditions, or in any condition that warrants reduced speed.
- g. Switch off unnecessary electrical equipment.
- h. Pre-Plan all trips to reduce unnecessary mileage (drive the shortest route possible from point to point).

Vehicle Out of Service

Drivers assigned to a BAFI owned leased vehicle are responsible for ensuring that all vehicle doors and windows are locked and secured any time the vehicle is left unattended. Circumstances, which the vehicle may be left unattended, include, but are not limited to:

- Downtime.
- Breaks.
- Lunch.
- Out of Service.
- Back-up Status.

NOTE: Upon completion of each trip, and prior to placing a vehicle out of service, each driver shall IMMEDIATELY check to ensure that no passengers have been left in the vehicle.

At the end of assigned shifts, drivers will return the vehicle to the appropriate BAFI office and ensure that it is parked in an assigned area. All doors and windows will be closed, locked and secured. All switches will be turned to the "OFF" position. All applicable run sheets and trip logs will be removed and placed in the van log holder in the office. All trash or debris will be removed and discarded. All items left behind by passengers shall be turned in for recovery. A post-trip vehicle inspection shall be completed. All vehicle keys shall be returned to the appropriate storage lock box.

Parking

Vehicles shall be parked in such a manner so as not to interfere with the normal flow of traffic and shall not be parked in any area deemed inappropriate (fast food restaurants, lounges, adult themed locations, etc.). Parking is prohibited in the following designated areas:

- On the roadway side of another parked vehicle (double parking).
- On crosswalks.
- On sidewalks.
- In bicycle lanes.
- In front of driveways.
- By curbs painted yellow or where “No Parking” signs are posted.
- Within intersections.
- Within 15 feet of a fire hydrant.
- Within 20 feet of an intersection.
- Within 20 feet of the entrance to a fire, ambulance or rescue squad station.
- Within 50 feet of a railroad crossing.
- On the hard surface of a highway where parking spaces are not marked.
- On any bridge or overpass or in any tunnel.
- Within 30 feet of a rural mail box on a state highway between 8 a.m. and 6 p.m.
- Within 30 feet of any flashing signal, stop sign or traffic signal.
- In such a way that blocks or creates a hazard for other vehicles.

Parking lights shall be used at night on any vehicle parked on a roadway or shoulder. Driving with parking lights only (in place of headlights) is against the law.

Parking Reserved For People With Disabilities

Accessible parking spaces for people with disabilities allow motorists with disabilities to have safe and equal access to goods and services. It is illegal for any vehicle to park, stop, or stand in these spaces unless it displays a Parking Permit, a Specialty License Plate with the ISA symbol issued by the Florida DMV, or a similar permit or plate issued by another state. In addition, the vehicle shall actually be transporting the person with the disability who owns the permit or registration. BAFI vehicles do not meet the criteria for parking in these spaces.

Drivers shall not park BAFI vehicles in spaces reserved for people with disabilities.

Driver's Trip Log/Trip Sheet

Every scheduled driver will receive trip sheets that list scheduled passenger pickups for their shift. Each driver is responsible for developing a travel plan to ensure the most efficient and cost-effective route for each passenger pickup. Consult a GPS, area street maps and/or other drivers for input if necessary.

Each trip log contains areas for data entry by each driver. Entries shall be accurate and legibly written. At the end of each shift, the vehicle trip log and any miscellaneous accompanying paperwork must be submitted to the BAFI office.

Drivers are required, at a minimum, to keep track of the following information:

- Driver name.
- Fleet number of the vehicle(s) used for the shift.
- Reason for trip (route, doctor, etc.).
- Start and end odometer reading for each trip.
- Start and end time for each trip.
- Applicable refueling information (odometer reading, gallons purchased, etc.)
- Miscellaneous notes.

Drivers are responsible for accurately completing trip logs and inspection sheets; incomplete or sloppy documents will not be accepted. All transportation records are subject to Federal, State and County review. Drivers are responsible for completing any other forms used to document the trip. Drivers cannot change passenger destinations as stated on the trip sheets without prior coordination and approval.

Trip logs will be kept for at least seven (7) years and will be disposed of through shredding in order to remove any identification of passengers.

Prohibited Activities (Driver)

The following activities are prohibited or restricted in BAFI vehicles:

- a. Smoking or chewing tobacco in any vehicle.
- b. Drivers may smoke outside of the vehicle under the following conditions:
 - On an approved break or waiting for the next passenger pickup.
 - In a designated smoking area as prescribed by municipal law or building code.
 - No passengers on board the vehicle.
 - Only when the passengers are not with the driver and are out of view.
 - Driver shall be at least 30 feet away from the vehicle.
- c. For safety and cleanliness, drivers are not permitted to eat or drink, at any time, while the vehicle is in motion. (DRIVERS ARE NOT PERMITTED TO EAT OR DRINK IN A BAFI VEHICLE ANYTIME PASSENGERS ARE ON-BOARD.) Drivers may eat or drink in the vehicle during their breaks, downtime, or lunch – if taking a break while on the road away from the office.
- d. No driver shall use obscene, profane, or indecent language.
- e. Drivers are not permitted to use electronic devices while operating a BAFI vehicle. (See Cellular Phone Usage policy for guidance on cellular telephones.)
- f. No driver and/or person associated with BAFI is allowed to solicit for any contributions on behalf of any organization or purpose while on BAFI property during business hours, exclusive of break time/lunch.
- g. No driver may have firearms or any other objects defined as or intended to be used as a weapon on the vehicle or in any BAFI facility.
- h. No notices, circulars, displays or signs shall be posted at any time by any person or driver while on BAFI premises or vehicles without prior authorization.

Personal Use of BAFI Vehicles

Personal use of BAFI vehicles is prohibited. Drivers may use BAFI vehicles to go to lunch due to time constraints or out of County trips that do not allow the driver to return to the office for their own personal vehicles. Remember, BAFI vehicles are a billboard for BAFI, and should not be parked in inappropriate areas. Drivers shall not use BAFI vehicles to run personal errands.

Confidentiality

The indiscriminate or unauthorized review, use, or disclosure of protected health and/or other information, personal or otherwise, regarding any passenger or staff member is expressly prohibited. Each driver is expected to maintain the confidentiality of all fellow drivers, clients or passengers at all times. Drivers are prohibited from discussing confidential information pertaining to fellow drivers, clients or passengers without prior consent. Any questions regarding the confidential status of specific driver, client or passenger information should be directed to the Chief Compliance & Operating Officer. All information pertaining to passengers or staff is considered confidential and will not be released without written authorization.

Vehicle Evacuation

The first priority for every driver in any emergency situation is to protect and provide for the safety of his or her passengers. In the event of a fire, collision, or some other event that requires evacuation of the vehicle, drivers shall know and execute the following steps:

- a. Stand (if vehicle height permits), open the doors (ensure that exits are open and usable), face the passengers, and get their attention. Explain that there is an emergency and that they shall evacuate the vehicle immediately.
- b. Give clear directions to the passengers, telling them which exit to use and pointing to the exit(s).

- c. Direct the evacuation advising, if necessary, not to push.
- d. Ask an able-bodied passenger, if available, to stand outside the front door to account for the passengers and to assist them if necessary (offer a hand, do not pull anyone out).
- e. Ask another able-bodied passenger, if available, to take the passengers to a safe place that you designate, at least 100 feet (approximately 40 paces) from the vehicle.
- f. Keep the passengers in a group and safely away from the vehicle, traffic and any other hazards.
- g. Assist passengers with disabilities.
 - 1) You should evacuate a passenger in a wheelchair only if it is more dangerous to leave them in the vehicle (e.g. fire, fuel leak, explosion, traffic hazard, physical peril).
 - 2) Use the lift or ramp if available (you may have to use the manual function of the lift).
 - 3) If assistance is not available, or time does not allow, lift or drag the passenger (depending on passenger size relative to your individual strength) through one of the emergency exits. It may be best to check with the passenger as to how they feel you can best accomplish this maneuver.
- h. Check the vehicle to ensure that no one is left behind.
- i. Remain calm during the evacuation proceedings. Your passengers will look to you for direction, and they will be less likely to panic if you remain calm.
- j. If you have not done so by now, call for assistance. If you are unable to make the call, direct one of your passengers or a bystander to call 911 for assistance.
- k. If safe to do so, and if a fire is involved, attempt to put out the fire with the fire extinguisher.
- l. If able to access them, position the emergency road reflectors.

Seat belt Policy

All drivers and passengers are required to correctly wear safety belts while operating or riding as a passenger in any BAFI vehicle. Each passenger shall have his or her safety belt securely fastened before the vehicle is permitted to begin movement. If the seatbelt is not long enough to be secured, manufacture's seatbelt extensions will be used. Passengers seated in wheelchairs will be secured via an approved four-point restraint system and should harness. (See the Wheelchair Securement policy.)

The safety of our passengers and drivers is BAFI's paramount consideration and the reason for this policy, as traffic conditions may require the driver to make sudden stops, turns, or maneuvers. The wearing of a seatbelt with a shoulder strap ensures a safer ride and minimizes the potential for injuries to passengers and drivers.

Passengers refusing to wear seatbelts or seatbelt/shoulder harnesses will not be transported.

Injury on the Job

BAFI's drivers are responsible for exercising maximum care and good judgment in preventing accidents. Each driver shall:

- a. Report all unsafe practices, conditions, incidents, or accidents to the Senior Transportation Coordinator or the Chief Compliance & Operating Officer.
- b. Use proper judgment to avoid injury or accidents.
- c. Participate in all safety training.
- d. Become familiar with, and operate within, all safety policies and procedures.
- e. Notify the Senior Transportation Coordinator when taking medications which may impair physical or mental alertness and affect ability to perform a job safely.

- f. Use or wear protective equipment at all times and obtain replacements for such equipment when damaged or otherwise unserviceable.
- g. Notify appropriate emergency services for all injuries requiring immediate medical attention.
- h. Accurately complete an accident/incident report and submit to the Senior Transportation Coordinator or to the Chief Compliance & Operating Officer immediately.

Additional requirements, including seeking medical attention are addressed in the BAFI Policy and Procedure Manual.

Blood Borne Pathogens Protection

Blood borne pathogens are potentially infectious microorganisms that are present in human blood and can cause disease in humans. These pathogens can result in the development of the acquired immune deficiency syndrome (AIDS), hepatitis, and other diseases.

Standard (Universal) Precautions: All blood and bloody body fluids shall be considered potentially infectious for blood borne pathogens. Blood borne Pathogens are the pathogens which are present in human blood and can cause diseases in humans.

Examples:

- Human Immunodeficiency Virus I & II (HIV).
- Hepatitis B Virus (HBV).
- Hepatitis C Virus (HCV).
- Contaminated sharps - any contaminated.

In the event of a biohazard spill as a result of a vehicle accident or onboard injury, first aid for injured passengers, along with notification of appropriate emergency medical

assistance should be the first priority. Additionally, a biohazard spill may occur as a result of bleeding, vomiting or loss of bladder control. Anytime the driver administers first aid, latex gloves and other personal protective equipment should be used.

Contaminated items should be carefully placed in the designated biohazard disposal bag.

Following first aid administration, where necessary, the vehicle shall be cleared of the spill. The following steps should be followed:

- a. Contact the Transportation Coordinator and describe the situation.
- b. If you are instructed to wait for assistance, secure the vehicle and wait.
- c. Locate the biohazard kit in the vehicle. Avoid stepping in the fluid spill.
- d. Follow the detailed instructions printed on the biohazard kit.
- e. If the cleanup includes broken glass or other sharp objects, take extra precautions. Use mechanical means rather than using your hands to pick-up the objects and dispose of them in the leak proof, puncture proof container.
- f. Carefully discard all clean up materials including gloves in the biohazard bag.
- g. Double bag the biohazard bag immediately if there is any possibility of it ripping or tearing.
- h. Ensure that all biohazard materials are disposed of properly.
- i. Thoroughly wash hands with soap, disinfectant and running water as soon as possible.
- j. Complete all required incident documentation.

Any potential exposure to any blood borne pathogen shall immediately be reported to the Senior Transportation Coordinator or to the Chief Compliance & Operating Officer.

Blood borne Pathogen/First Aid Kits

Hazardous Material kits (a.k.a. haz-mat kits) are available in each vehicle and are equipped with the necessary supplies for cleaning vomit, blood, and other bodily fluids. Hazardous Material kits are located in the front of each Enterprise vehicle, in the rear cargo area of each minivan, and in the trunk of each sedan.

First aid kits are located in each vehicle. Each driver shall become familiar with the location of the kit in each vehicle and assure the kit is in the assigned vehicle during the pre-trip inspection.

When performing the weekly vehicle inspection, the Maintenance Coordinator will ensure that each haz-mat and first aid kit has all the necessary materials. If any kit needs supplies (e.g. supplies used, damaged, missing, or otherwise unusable) inform the Senior Transportation Coordinator immediately. Gloves shall be replaced regularly due to deterioration caused by prolonged storage periods.

Safety Reflectors (triangles)

Each vehicle has red safety reflectors (triangles). The reflectors may be used both day and night.

One (1) reflector should be placed:

- a. At the side of the vehicle on roadway side - a safe distance from the vehicle and oncoming traffic.
- b. Approximately 40 paces or 100 feet to the rear of the vehicle. If there is a hill or curve, the distance should be greater, but no farther than 300 feet.
- c. If a third reflector is available, place it approximately 40 paces or 100 feet in front of the vehicle, again using greater distances if conditions warrant. Instructions on where to place the triangles are also on the triangle container.

Use of a Fire Extinguisher

All vehicles are equipped with a fire extinguisher. All BAFI fire extinguishers shall be inspected as part of the weekly maintenance inspection. All certification tags associated with fire extinguishers should be up-to-date.

Drivers are not required to fight a fire. If there is the slightest doubt about control of the situation, **DO NOT FIGHT THE FIRE.**

Use a mental checklist to make a Fight-or-Flight Decision. Attempt to use an extinguisher only if ALL of the following apply:

- a. Emergency personnel have been contacted.
- b. The vehicle is evacuated.
- c. The fire is small, contained, and not spreading beyond its starting point.
- d. The exit is clear, there is no imminent peril, and driver can fight the fire with their back to the exit.
- e. Driver can stay upwind or low and avoid smoke. Smoke inhalation shall be avoided since only a small amount of toxic smoke can render the driver unconscious.
- f. The proper extinguisher is immediately at hand.
- g. Driver knows how to use the extinguisher.

If you have any doubt about personal safety, or if the fire cannot be extinguished, close off the area (close the vehicle windows and doors, but DO NOT lock them) leave the immediate area to a safe zone.

When fighting a fire with the vehicle fire extinguisher, direct the extinguisher at the base of the flames and implement the following P.A.S.S. method described below:

<u>PULL</u>	<u>AIM</u>	<u>SQUEEZE</u>	<u>SWEEP</u>
Pull the pin on the extinguisher handle.	Aim the hose at the base of the flames from a safe distance. Keep in mind that the farther away from the base of the flames, the less effective the extinguishing material.	Squeeze the handle of the extinguisher. Do not squeeze the handle until the entire canister has emptied; rather two to three second bursts as needed.	Sweep from side to side. It is important not to aim the nozzle at one point, rather spread the material over the entire effected area.

Note: Extinguisher material is expelled at a very low temperature. Avoid inhaling material, prolonged exposure with skin, or contact with eyes.

The Maintenance Coordinator will make arrangements for recharging any discharged extinguisher immediately after use. If an extinguisher is discharged (even just a tiny bit) or the pin pulled for any reason, arrange for a replacement.

BAFI Client No Call/No Show Procedure

BAFI will charge clients for one-way transportation when:

- A van travels to a residence to pick up a client; and,
- The client is not home or is not going to BAFI; and,
- The client is taken home and the caregiver is not home; and
- The client or caregiver did not call in advance to cancel transportation.

In the event of a No Call/No Show, the caregiver will be charged the equivalent of a one-way trip to BAFI. The driver shall clock in the client and change the take home section to caregiver and show the client as a No Call/No Show in Transportation Changes.

Driver Procedure: If a driver has not been notified that a client has canceled and will not be attending BAFI, and:

- a. The driver goes to a residence to pick up a client; and,
- b. The client is not home or is not going to BAFI;
- c. Annotate the van log with No Call/No Show;
- d. Upon arrival at the club, clock in the client as if the client had been transported;
- e. After all clients have been clocked in, wait at least one minute and clock out the client, but change the take home mode of transportation going home to Caregiver; and
- f. In the "Make Transportation Change" section of the "Clockme" computer program, make an entry using the drop down menu showing the client as a "No Call/No Show."

Van Loading/Unloading Procedures

A. Loading/Unloading Procedures

It is BAFI's policy that if a passenger uses a cane, walker or wheelchair, or if there are any other concerns for the safety of the passenger on the stairs of the van, a wheelchair lift SHALL be used.

For the safety of all concerned, a van driver operating a wheelchair lift shall remain on the ground while the lift is being raised or lowered. If a passenger is unsteady or requires assistance while riding a lift up or down, the caregiver is responsible for assisting the passenger while on the lift. If too unsteady, or if the caregiver is unable to assist, a wheelchair shall be used to make the transition onto and off of the van.

Van drivers shall not ride on the lift with a passenger

When passengers are in a wheelchair and will be transferred onto or out of a van seat, caregivers are responsible for transferring the passenger between the wheelchair and the van seat. If a caregiver is unable to assist, and the passenger can stand and pivot on their own, the van driver may assist in the transfer. However, if the passenger cannot stand and pivot, and the caregiver is unable to assist, the client must be transported in a wheelchair. If a passenger is being transported to/from BAFI in a wheelchair, no assistance is required from a caregiver.

Passengers who walk onto the lift during the loading process should board the lift facing inward. Passengers must not be allowed to use any mobility device, like a walker or cane, during the operation of the lift. The only exception to this policy is for passengers who have walkers with seats that may be used in lieu of a wheelchair. When the passenger is secure, either by holding the yellow hand rails or with the help of a caregiver, the lift may be placed into operation. The caregiver/CNA will

stand in front of the passenger during the travel of the lift.

Passengers who walk onto the lift during the unloading process should board the lift facing outward. Passengers must not be allowed to use any mobility device, like a walker or cane during the operation of the lift. The only exception to this policy is for passengers who had walkers with seats that may be used in lieu of a wheelchair. When the passenger is secure, either by holding the yellow hand rails or with the help of a caregiver, the lift may be lowered to the ground level. The caregiver/CNA will stand in front of the passenger during the travel of the lift. Once firmly on the ground, mobility devices may be returned to the passenger.

Drivers are prohibited from leaving passengers unattended in the van. Caregivers/CNA are responsible for escorting passengers to and from the van. Drivers will wait while caregivers assist with the passenger between the residence and the van.

B. Mobility Aids

Mobility aids, such as wheelchairs and walkers will not be transported with the passenger, except by special arrangement. Passenger may keep their canes, if it does not pose a safety risk.

C. Schedules

Passenger pickup and drop off times will vary daily depending on the number of passengers riding on any given day. While we strive to maintain an accurate schedule, the arrival time at a residence varies daily depending on attendance at BAFI, and other outside influences.

Loading/Unloading Procedures For Caregivers

The following caregiver procedures are for passengers who require assistance.

A. General

Caregivers/CNAs are responsible for:

- 1) Pick Up: Bringing the passenger from the residence to the van and assisting in the loading process.
- 2) Drop Off: Assisting in the unloading process and taking the passenger to the residence.

B. Passengers Using the Lift

- 1) Passengers using wheelchairs, walkers or canes shall use the lift. The only exception to this policy is in those instances where a caregiver requests the passenger be allowed to use the steps, and accepts liability in writing.
- 2) Passengers who are too unsteady to use the van stairs shall use the lift.
- 3) Passengers may ride up or down on the lift, unassisted, if they are steady enough to do so. However, caregivers/CNAs are responsible for riding on the lift with passengers who are unsteady and require assistance.
- 4) If a passenger is too unsteady to ride the lift unassisted and the caregiver is unable to assist on the lift, a wheelchair shall be used as described below.

C. Wheel Chairs

- 1) The driver will load and unload wheelchairs onto or off of the lift platform and operate the lift.

- 2) If the passenger *can stand and pivot* and will transition between the wheelchair and the van seat, the caregiver/CNA should transfer the passenger. If the *caregiver is unable* to assist in transferring the passenger, the driver may assist the passenger in making the transfer.
- 3) If the passenger *cannot stand and pivot* and the *caregiver can* assist, the caregiver must transfer the passenger into or out of a van seat. The driver is not responsible for transferring a passenger who cannot stand and pivot. However, a van driver may assist the caregiver, if required.
- 4) If the passenger *cannot stand and pivot*, and the *caregiver cannot* transfer the passenger into or out of the van seat, the *passenger must be transported in a wheelchair*.
- 5) Only drivers and staff that have successfully completed wheelchair securement training can fasten wheelchairs. Drivers are responsible for ensuring the wheelchair is secure before operation of the vehicle.
 - a) How to secure a passenger seated in a wheelchair: <https://youtube.com/clip/UgkxNo4RDveYcy6V9jR865x436lURjpN7uxU>

NOTE: The lift shall be operated from the ground by the driver. Drivers shall not ride on the lift with a passenger.

Wheelchair Securement

Passengers shall correctly wear safety belts at all times. All passengers using wheelchairs shall be secured using a four-point tie-down system with the appropriated lap belts and shoulder straps. BAFI does not transport electric scooters.

When a wheelchair is difficult to secure properly, the driver is expected to make every effort at securing before requesting that the passenger transfer to a regular seat. The driver may request the passenger transfer to a regular seat, but will not be permitted to require the passenger transfer if proper securement is not possible.

A. General Information About Securing Wheelchairs

- 1) Proper securement of a wheelchair and the passenger are two of the most important duties a driver has when transporting a person in a wheelchair.
- 2) A 7-point system shall be used: 4 points floor locks to secure the wheelchair; 3 points to secure the passenger. The shoulder belt shall be attached to the vehicle. The lap belt can be attached to the wheelchair 4-point system on to the vehicle.
- 3) Wheelchair shall be secured forward-facing:
 - a) The securement system is designed to be used with the wheelchair facing forward.
 - b) Wheelchair securement positions are inherently safer and wheelchairs and the human body are better capable of surviving a frontal crash when facing forward.
 - c) Lap and shoulder belt restraint systems are designed to be most effective in the frontal impact position. Wheelchairs are stronger in frontal loading conditions as opposed to side loading.

B. Procedures for Securing the Wheelchair

- 1) The wheelchair shall be secured forward-facing.
- 2) Center the wheelchair with the anchorages on the floor.
- 3) Set the wheelchair brakes on both sides.
- 4) Use one manufacturer's tie-down system for each wheelchair.
- 5) The wheelchair shall be anchored at four (4) points, as per the manufacturer's instructions.
- 6) Secure the hooks at the end of the straps to appropriate position on the front and rear of the wheelchair frame, as per the manufacturer's instructions.
- 7) The locks/straps are attached properly when:
 - They are at as close to a 45 degree angle as possible.
 - The angle is no less than 30 degrees and no more than 60 degrees.
 - They are not attached to the wheels or any detachable portion of the wheelchair.
 - They do not bend around any object.
 - They are away from sharp edges or corners.
 - They don't crisscross.
 - They are not twisted.
 - There is no forward or reverse movement.
- 8) Never use the 4-point system without the 3-point lap and shoulder belt.

C. General Information About Securing the Passenger in a Van Seat

- 1) Always use a 3-point system to secure the passenger.
- 2) The passenger restraint system is separate from the wheelchair securement and is attached to vehicle anchorage points.

- 5) Follow manufactures guidelines.
- 6) Position the lap belt:
 - a. Over the pelvic bones, not the abdomen.
 - b. Inside the armrests, between the side panels and the seat cushion.
 - c. Adjust the lap belt so it is snug.
- 7) Position the shoulder belt:
 - a. So that it does not cross the passengers face or neck.

 - b. Never under the passenger's arm where it would cross the rib cage.

 - c. Adjust the shoulder belt to achieve firm but comfortable tension.

 - d. Never twist the belts.
- 8) Belts should always lie flat against the body.

D. Reminder

- 1) Store loose tie-down straps when not in use.
- 2) Keep tracks clean and free of dirt and debris.
- 3) Pull a wheelchair downhill and push when moving uphill.
- 4) Immediately report any malfunctions with lift equipment to the Maintenance Coordinator so that repairs can be scheduled as soon as possible.

Passengers with Portable Oxygen Breathing Aids

Drivers will be aware of the features and problems associated with portable oxygen aids. All drivers, who may be required to transport passengers with oxygen, will receive training on the features of portable oxygen tanks during new hire training. The following general procedures will apply to most portable oxygen aids:

- a. Drivers shall secure all oxygen containers during transportation by the most secure means available.
- b. Containers commonly secured to a mobility device may stay in those securements.
- c. Containers attached to mobility aids such as walkers shall be separately secured to the vehicle by the most secure means available.
- d. Spare tanks shall be secured to the vehicle by the most secure means available.

Drivers are not permitted to connect hoses, disconnect hoses, or change oxygen tanks.

Van Lift Operation Procedures

Wheelchair lifts are potentially hazardous equipment and shall be maintained and operated properly. Considerable caution and awareness is required when operating a lift. No one but the vehicle driver should operate the wheelchair lift. The driver is fully responsible for all aspects of the vehicle operation.

A. Loading Passengers Who Use Wheel Chairs

- 1) Upon arriving at your destination:
 - a) Stop on flat, level ground.
 - b) Make certain there is room for the lift platform to open without hitting obstacles.
 - c) Put vehicle in Park; the lift will not work unless the transmission is in Park.
 - d) Set the parking brake.
- 2) Opening doors: Open lift doors from outside vehicle.
- 3) DO NOT allow any person to board the van (using the stairway) while the lift is in operation.
- 4) Deploying the lift:
 - a) The lift shall always be operated, by the driver, from the ground.

- b) DO NOT operate the lift (raise or lower the platform) from inside the vehicle or while standing on the lift.
 - c) Lower the lift platform until it rests entirely on the ground.
 - d) Ensure the front roll stop fully unfolds.
- 5) Getting a wheelchair onto the lift platform:
- a) Assist the passenger in getting onto the lift platform. (At all BAFI locations, nurses/nursing assistants will assist in the loading process while the driver operates the lift.)
 - b) If the passenger will remain seated in the wheelchair, the passenger should ride up on the lift facing away from the vehicle.
 - c) If the passenger will transfer to a van seat, the passenger should ride up on the lift facing the vehicle.
- 6) Lift operation:
- a) Wheelchair shall not be touching the front or back roll stop.
 - b) Wheelchair shall be centered on the platform.
 - c) Set the wheelchair locks.
 - d) Have the passenger hold on the handrails, if able.
 - e) Remind the passenger to keep arms and hands within the lift area and clear of moving parts.
 - f) DO NOT allow any person, other than the wheelchair passenger, on the lift while the lift is in operation. (SAFETY ISSUE: Braun Millennium Series 2 lifts are designed for a wheelchair and its occupant; they are not designed for additional passengers.)
 - g) Stand on ground with one hand on the wheelchair while operating the controls.
 - h) Raise the platform only a couple of inches.
 - i) Check the front safety barrier to make sure it is closed locked.
 - j) Continue raising the lift platform to the floor level of the van.
- 7) Transferring to the vehicle:

- a) Put lift controls in secure position with one hand while holding onto the wheelchair with the other.
- b) Enter the vehicle.
- c) Release the wheelchair wheel locks.
- d) Pull the wheelchair into the vehicle.
- e) Lock the wheels.
- f) If the passenger is transferring into a van seat:
 - i. The caregiver or, if at BAFI, nurses/nursing assistants will assist the passenger into the van seat. (Drivers will assist but are not responsible for transferring passengers in or out of wheelchairs.)
 - ii. Remove the wheelchair from the vehicle.
- 8) If the passenger is being transported in the wheelchair, secure the wheelchair with four locking devices, and secure the passenger with a lap belt and shoulder strap. (Vehicle operator is responsible for ensuring all passengers are properly secured.)
- 9) Fold the lift into the travel position and shut the doors.

B. Unloading Passengers Who Use Wheel Chairs

Use a logical reversed sequence for unloading.

C. Boarding Walking Passengers on the Lift

- 1) Loading: The procedures for loading a walking passenger are similar to those used for loading a passenger in a wheelchair. Passengers should board the lift facing inward. The passenger should be release any mobility device, like a walker or cane, and grasp the hand rails. When the passenger is secure, either by holding the hand rails or with the help of an assistant,

all mobility devices shall be removed from the lift during its operation. Once the lift is raised and level with the floor of the vehicle, the passenger should be instructed to move into the vehicle and be seated. For passengers loading at BAFI, a nurse/nursing assistant may ride up on the lift with the passenger and may assist in seating and securing the passenger. (Driver is responsible for ensuring all passengers are properly seated and secured.)

- 2) Unloading: The procedures for unloading a walking passenger are similar to those used for unloading a passenger in a wheelchair. Passengers should board the lift facing outward. Passenger shall not be allowed to use any mobility device, like a walker or cane during the operation of the lift. When the passenger is secure, either by holding the hand rails or with the help of an assistant, the lift may be lower to the ground level. Once firmly on the ground, mobility devices may be returned to the passenger. For BAFI passengers, a nurse/nursing assistant may ride down with the passenger.

D. Mobility Aids

When transporting passengers with mobility aids, the driver is responsibility for storing the walking aid in a safe and secure place. (For passengers going to or from Joe's C and/or securing, mobility aids will not be transported with the passenger, except by special arrangement.) If a passenger is using a cane, he or she may keep it with them, if it does not pose a safety risk.

E. Power Chairs and Scooters

SAFETY ISSUE: Power chairs and scooters are permitted on BAFI vehicles with pre-approval by the Transportation Director.

F. Manual Operation of the Lift

Braun Millennium Series 2 lifts are equipped with a hydraulic pump located within the plastic motor housing on the side of the lift. A steel pump arm is found on the outside of the housing or the lift frame. (For complete instructions, review the Braun Instruction Manual and training videos.)

In the event of a malfunction on board the vehicle, it may be necessary to operate the lift manually by following these instructions:

- 1) Locate the manual operation instructions on or near the pump cover.
- 2) To load/unload a passenger from the vehicle using the manual method, locate the hand pump handle (during your Pre-Trip Inspection always check to make sure the manual handle is present).
- 3) Place the slotted end of the pump handle into the pump, release bleeder valve, and turn it counter-clockwise one-half turns.
- 4) Let platform fully unfold until it reaches floor level then turn the pump release valve clockwise to stop the platform. The valve shall be tight; making sure not to over tighten.
- 5) Place the passenger or wheelchair on the lift platform within the yellow boundary markings.
- 6) Turn the pump release valve one-half turn counter clockwise until the platform reaches the ground and the roll stop fully unfolds.
- 7) For wheelchairs, release the brakes and move the passenger off the lift.
- 8) To stow the platform back into the vehicle, insert the slotted end of the pump handle into the pump valve and turn it clockwise one-half turns. Remember not to over tighten the valve.
- 9) Remove the pump handle from the release valve and place it into the back-up pump and stroke until the platform reaches floor level.

NOTE:

- 1) In the event of a mechanical malfunction, the lift may not be usable, depending on the nature of the problem.
- 2) Only BAFI personnel trained in the operation of wheelchair lift equipment are permitted to control the lift platform.

32. Procedures For Loading/Unloading Passengers

Drivers shall not leave passengers unattended in the vehicle except while assisting other passengers with loading/unloading.

A. Arrival at BAFI with Passengers

The following procedure will be followed when arriving at BAFI with passengers:

- 1) Press door bell, to alert nursing staff of arrival.
- 2) Drivers will wait until nurses/nursing assistants come out to assist with passengers. One nurse/nursing assistant will take lead role on the van itself. The lead aid will remain on the van while the passengers leave the van with the assistance of a second aid (or the driver) at the bottom of the stairs. Passengers shall be unencumbered while walking down the stairs. The lead assistant will hold the personal items of the passenger and will hand off to the second assistant. Having an assistant or driver on the van and at the bottom of the stairs will act as a safety measure in case of a fall in either direction.
- 3) If the passenger uses a cane, walker or wheelchair, or if there are any other concerns of the safety of the client on the stairs, a lift SHALL be used.
- 4) The lead aid will assist in using the lift from inside the van for the client. The driver will operate the lift from the ground. The second aid will assist the member into the club.

- 5) The driver is responsible for printing the admission labels of the passengers from the van, once the passengers are safely in the daycare.
- 6) Before leaving the unloading area, check to ensure that no passengers have been left on the vehicle.

B. Loading Passengers at BAFI

The following procedure will be followed when loading passengers at BAFI:

- 1) Driver will notify the nurses/nursing assistants, through the office door, that the van is ready to load. Driver will provide a list (may be written or verbal) or order of passengers in the sequence in which they are to board the van.
- 2) Nurses/nursing assistants will assist passengers to the van, in the order requested. One assistant will take lead role on the van, while a second assistant will assist passengers at the bottom of the stairs. Passengers shall be unencumbered while walking up the stairs. Assistants will hold personal items of the passengers and will hand off the items to the lead assistant on the van. Having an assistant on the van and at the bottom of the stairs will act as a safety measure in case of a fall in either direction.
- 3) If the passenger uses a cane, walker or wheelchair, or if there are any other concerns of the safety of the client on the stairs, a lift SHALL be used. The lead aid will assist in using the lift from inside the van for the client. The driver will operate the lift from the ground.
- 4) Once all the passengers are on the van, the driver will check that all passengers are safely buckled in and prepared for travel.
- 5) When the last passenger has been delivered to their destination, the driver shall check to ensure that no passengers have been left on the vehicle.

Driver Training Requirements

All training will be documented in the driver's personnel file. Drivers are required to attend

periodic safety training and update meetings, and complete on-line training classes. See Attachments D and E.

Following is the BAFI training curriculum:

- a. New Hire Orientation: Newly hired drivers will receive orientation training on the following:
 - 1) BAFI Policy and Procedures Manual.
 - 2) BAFI Policy Manual.
 - 3) Scheduling.
 - 4) Paperwork Requirements.
 - 5) Training Requirements for Drug and Alcohol Program.
 - 6) Vehicle Familiarization of all vehicles.
 - 7) Basic Operations and Maneuvering.
 - 8) Pre- and Post-Trip Inspections.
 - 9) Adverse Weather Conditions and Notifications.
 - 10) Blood borne Pathogens.
 - 11) ADA Requirements.
 - 12) Federal and State Requirements.
 - 13) Enterprise Safety Video, "The Vanpool Difference," shall be completed prior to operating a Enterprise vehicle.
- b. First Aid and CPR: Drivers may be required to be certified on First Aid and CPR. Refresher courses will be conducted, as required to maintain certification. Initial training and all re-certifications will be taught at no cost to the driver.
- c. Vehicle Evacuation: Drivers will be trained in vehicle evacuation procedures, to include the placement of triangles.
- d. Backing-up Vehicles: Drivers will be trained in backing-up procedures.
- e. Loading/Unloading Passengers: Drivers will be trained on the proper procedures for safely loading/unloading passengers. Training will include stopping, starting,

special situations, and hazardous conditions on steps, wheelchair lifts, or outside the vehicle.

- f. Lift Procedures and Wheelchair Securement: Drivers will be trained on the proper procedures for the safe use of all wheelchair accessible equipment, four-point securement devices, loading/unloading, and manual lift operating procedures. Topics will include lift deployment, manual lift operations, proper securement techniques, and various mobility aid securement techniques.
 - 1) How to Operate a Wheelchair Lift: <https://www.youtube.com/watch?v=vDLdUXcotEc>
 - 2) How to properly secure a wheelchair: <https://www.youtube.com/watch?v=7AJBf226gXA>
 - 3) How to secure a passenger riding in a wheelchair: <https://youtube.com/clip/UgkxNo4RDveYcy6V9jR865x436IURjpN7uxU>
- g. Passenger Assistance Training: Drivers operating wheelchair lifts, ramps, or otherwise assisting disabled persons shall receive specialized training and supervised practice on safe and proper techniques prior to offering such assistance. Drivers shall also be prepared to deal with mechanical failures of lifts or other emergencies that may arise.
- h. Passenger Relations: Training will be conducted on effective interaction and communication with passengers.
- i. On Road Driver's Training: Drivers shall complete an on-the-road training program covering all aspects of driving duties. New drivers will be assigned to an experienced driver for orientation, training and observation. New drivers are required to have 20 hours of training before being permitted to operate a vehicle without a trainer. Only when the driver is deemed to be fully trained and certified will he or she be permitted to operate a vehicle without a trainer.
- j. Defensive Driving. As part of the initial and on-going driver training. Defensive driving is a standard that must be taught before completion of training.

Trip Fees

When a trip donation is received, the driver will ensure it is placed in a sealed envelope with the passengers name on it. The driver will verify with the passenger that checks have been made out to Brevard Alzheimer's Foundation. Checks made out to BAFI will not be accepted. At no time are drivers permitted to make change. At no time are drivers permitted to fill out checks for passengers. The Senior Transportation Coordinator will collect trip fees and turn them over to the accounting department for deposit.

Tips/Gifts from Passengers

BAFI recognizes that from time-to-time a passenger may wish to recognize a driver for special kindnesses, birthday, Christmas, or other customary gift-giving occasions. However, drivers may not accept gifts, tips or gratuities from passengers, families or caregivers.

Passenger Notification Of A Pick-up

- a. Doctor Appointment Confirmation: One working day prior to a scheduled pick-up, passengers will be contacted to verify the appointment and the scheduled time of pick up.
- b. Notification of Pick-Up Delay for Any Passenger: When a driver first becomes aware that he or she will be late for a scheduled pick-up by 15 minutes or more, the driver will either notify the passenger or the designated caregiver directly, or contact the BAFI office. The driver must make sure the vehicle is in park before contacting the caregiver/office. In no case should a passenger be left wondering if they will be picked up at the specified time.

Wait Time Policy

Drivers will wait for passengers at the initial point of pick up for 10 minutes (5 minutes for BAFI clients) beyond the scheduled pick-up time. Every attempt shall be made to contact the passenger. Passengers who do not make themselves available within that window will be considered a no-show. When a passenger is a no-show, the driver will notify the BAFI office upon arrival. When a passenger has been determined to be a no-show, the driver will proceed to the next pickup or return to the office. In some cases, the driver may be redirected to assist other drivers.

Passenger Drop-off And Wait Time Policy For Life Sustaining Appointments

When dropping off passengers at the appointment destination, the driver will provide the passenger with his or her contact information for pick up when the appointment is complete.

- a. **Paying Passengers:** For passengers required to pay a “trip fee,” the driver will provide a trip fee envelope with his or her name and telephone number written on the back side. The driver should advise the passenger that he or she will either be waiting at the point of appointment or will return to the location within 15 minutes of receiving a call for pick up. When the driver is called to pick up a passenger at the point of appointment, the driver will give the caller an approximate time of arrival.
- b. **Non-Paying Passengers:** For passengers who do not pay a trip fee, Coventry clients, contract clients, etc., the driver will provide a call card with the driver’s name and telephone number. The driver should advise the passenger that he or she will either be waiting at the point of appointment or will return to the location within 15 minutes of receiving a call for pick up. When the driver is called to pick

up a passenger at the point of appointment, the driver will give the caller an approximate time of arrival. Under no circumstances should a non-paying passenger receive a trip fee envelope.

c. When providing a life sustaining trip, the driver will wait no longer than one hour. If the appointment will be longer than one hour the driver must return to the club.

Passenger Assistance

BAFI normally provides curb-to-curb service; however, in some cases, door-to-door service is also provided.

A. BAFI Assistance

- 1) **Curb-to-Curb Service:** Transportation service wherein drivers are required only to arrive at a destination to allow for boarding and exiting of the vehicle at the curb. Boarding assistance is to be provided, as required.
- 2) **Door-to-Door Service:** Transportation service wherein drivers are permitted to assist passengers from the threshold of a structure until the passenger has safely boarded the vehicle and vice versa for exiting. If a passenger requires additional assistance to the curb, door-to-door service shall be requested at the time of reservation. BAFI does not provide door-to-door service for passengers with a personal care attendant.
- 3) **Prohibited Entry Into A Residence:** Drivers are strictly prohibited from entering the passenger's home or any private residence. If entry is needed, a driver must get pre-approval from the Transportation Director. Authorization to cross the threshold of a residence shall be noted on the driver's trip sheet.
- 4) **Other Types Of Assistance:** Other instances of assistance could include passengers with:

- Impairments requiring guidance.
- Dementia.
- Mobility aids, such as canes, crutches or walkers.
- Unseen balance problems or who are frail or in weakened condition.
- Passengers in an ambulatory post-surgical status.

B. Passengers Requiring Caregiver Assistance

Passengers requiring total assistance or who have undergone a surgical procedure requiring any type of anesthesia shall be accompanied by a caregiver. BAFI shall be notified at the time the reservation is made that a condition exists that requires the assistance of a caregiver.

BAFI drivers are encouraged to exercise professional customer service by offering assistance to all passengers. The driver will provide passengers with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door service category, the driver may be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access shall be in a dignified manner. Drivers may not assist a wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, caregiver, and driver.

Prohibited Activities (Passengers)

The following are activities and behaviors that are prohibited on the BAFI vehicles.

- No smoking or chewing tobacco.
- No eating or drinking allowed.
- No physical or sexual contact with drivers or other passengers.
- No objects defined as or intended to be used as a weapon.
- No use of obscene, profane, or indecent language.
- No playing of any audio devices without the use of earphones.
- No hazardous materials.
- No passenger is allowed to solicit for any contributions.
- Do not open windows while heating or air conditioning vehicles are in operation.
- Refusing to follow reasonable directions given by BAFI drivers, especially those that relate to the safety and security of the passengers.
- Shirt and shoes shall be worn at all times.

The driver shall make one request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area and contact the office for further assistance. Law enforcement authorities will be contacted for any criminal behavior.

The driver will document all incidents using Incident Report Form at the end of his or her shift.

Scheduling

The BAFI office hours for trip reservations are Monday-Friday 10:00 a.m. to 2:00 p.m. at 321-253-4430. Appointments can be scheduled from 5:30 a.m. to 6:30 p.m. window. BAFI requires a 1-week advance notice for scheduling trips. Trips are scheduled on first come, first scheduled basis. Trip requests cannot be left on

voice mail. In the event of overbooking, doctor appointments will have priority.

The passenger will be required to provide name, address of pick-up, requested time of pick-up, address of destination, appointment time (if applicable), any special needs (i.e. wheelchair accessible vehicle, caregiver required, etc.), and any other pertinent information. Requests for service outside of BAFI hours or service area will not be accepted.

The passenger will be given the approximate time of the pick-up when scheduling. Passengers will be reminded of the pick-up window.

Personal Care Attendants

Personal Care Attendant – Persons eligible under Americans with Disabilities Act (ADA) regulations shall be allowed a personal care attendant. A personal care attendant is someone designated or employed specifically to help the eligible individual meet his or her personal needs. A disabled passenger may have one personal care attendant ride with them at no charge.

To ensure sufficient seating capacity, the passenger should inform the Scheduler when making a reservation that a personal care attendant is required and will be accompanying the passenger.

The personal care attendant is expected to care for the passenger while enroute to the destination. The personal care attendant shall furnish any care over and above routine passenger assistance provided by the Driver. Use of the personal care attendant is the discretion of the passenger.

BAFI does not provide door-to-door service for passengers with a personal care attendant.

Service Animals

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for himself/herself. "Seeing eye dogs" are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. There are service animals that assist persons with other types of disabilities in their day-to-day activities.

Service animals are permitted to accompany individuals with disabilities in BAFI vehicles. The passenger shall be in direct control of the service animal at all times.

It is the responsibility of the passenger to inform the scheduler when scheduling a ride that a service animal will be present. This information is then relayed to the driver through a notation on the trip sheet. In accordance with ADA, BAFI may:

- a. Ask the following questions:
 - 1) Is the animal a pet or a service animal?
 - 2) What service has the animal been trained to perform?
- a. NOT ask the following questions:
 - 1) What is the passenger's disability?
 - 2) Does the passenger have proof of certification or other documentation for the service animal?

Trip Denials Log

To comply with Americans with Disabilities Act of 1990, a trip denial log will be maintained in order not to deny service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience BAFI drivers or passengers.

A trip denial occurs when a passenger's trip request cannot be accommodated due to capacity constraints. Trip times may be negotiated with the passenger within one hour prior or one hour past the requested time. If the requested trip can only be accommodated outside of this "window," it is a trip denial.

BAFI Preventive Maintenance Plan

BAFI had developed and comprehensive Preventative Maintenance Plan is to provide safe, reliable, clean, and well-maintained vehicles. The function of the maintenance plan is to provide a consistent systematic program which will enable BAFI to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. It is designed to keep vehicle repair and maintenance costs to a minimum. Good preventative maintenance requires accountability for specific roles and is a result of all drivers working together as a team. See Attachment – BAFI Preventative Plan.

The goal of the BAFI maintenance program is to operate a proactive, preventative maintenance program, as opposed to reactive. Scheduling service and maintenance allows time and resources to be managed easier than having unpredictable maintenance costs and vehicle downtime. This plan has been adopted to make these goals attainable.

This plan includes schedules and reports that will be updated periodically to reflect changes in maintenance policies, equipment, and program improvements.

The goals of the BAFI maintenance plan include:

- An effective preventive maintenance program.
- Defect reporting.
- The proper management of fleet assets.
- A warranty recovery program.
- Quality assurance.

All drivers shall read and be familiar with the policies and procedures in the BAFI Preventative Maintenance plan.

Road Calls/Vehicle Breakdowns

In accordance with Florida motor vehicles laws, drivers involved in a minor accident and where the vehicle is blocking the flow of traffic shall move it. If the vehicle cannot be moved, it shall be towed. This is also true anytime a vehicle is blocking the flow of traffic whether it has been involved in a crash or not.

A. Road Call

A road call is any situation which requires mechanical assistance at the vehicle location from the BAFI Maintenance Coordinator (i.e., malfunctioning wheelchair lift), or a contracted roadside service company (i.e., flat tire).

- 1) Should a vehicle act erratically or a breakdown is suspected, or occurs, safely guide the vehicle off the road onto the right shoulder or into a parking area.
- 2) Immediately engage emergency flashers and position emergency reflectors. (See Triangles Policy of this manual.) Notify the BAFI office. Indicate whether there are passengers on board, give a brief description of the problem, and vehicle location.

- 3) If available, another vehicle will be dispatched to the designated location for the transfer of passengers. The driver shall ensure that passengers are kept as safe and comfortable as possible.
- 4) If passengers are enroute to their home location, the driver will call the designated caregiver and give an approximate time to expect them to be delivered.
- 5) If available and if appropriate, passengers may be moved into a public building if the disabled vehicle is in a high accident area or if hot weather endangers passengers. Removing passengers is not favored unless they will be safer than staying in your vehicle.
- 6) Sometimes, it becomes imperative to remove the vehicle from the flow of traffic. Passenger illness, such as vomiting, vision impaired by rain or fog, are valid reasons for temporarily pulling clear of the road. Use directional signals and steer off the street exiting from the right lane onto the right shoulder or parking area. Engage hazard lights immediately.
- 7) Do not leave passengers unattended, unless it is an extreme emergency.

B. Vehicle Breakdowns

The following is a procedure that shall be followed in the event of a vehicle breakdown:

- 1) The driver will notify the Transportation Coordinator or Maintenance Coordinator and provide the following information:
 - The location: provide as much information as possible.
 - Vehicle ID number.
 - Problem with the vehicle.
 - If you have passengers on board.
- 2) If there are passengers on board, another vehicle will be dispatched immediately, if available.
- 3) The driver will provide the BAFI office with as much information as possible

- concerning the problem.
- 4) The Maintenance Coordinator will determine if the vehicle will need to be towed. If the vehicle needs to be towed, the Maintenance Coordinator will contact the appropriate towing company.

Vehicle Fueling

Drivers are responsible for monitoring the fuel level in assigned vehicle at all times. After your last drop-off, your assigned vehicle shall be refueled, if needed, before returning it to the BAFI office. If the fuel pumps at designated locations will be closed after your last drop-off, the vehicle shall be refueled prior to beginning the trip, if the vehicle will have $\frac{3}{4}$ tank of fuel or less at the end of each day.

- a. Vehicles may be fueled between runs, but never when a passenger is on board.
- b. Vehicles are to be filled, but never topped off.
- c. All vehicles are to be fueled at designated Brevard County fuel sites operated by Brevard County Fleet Services.

When fueling the vehicle, observe the following safety procedures:

- a. Set the parking brake.
- b. Place the transmission in park.
- c. Shut off the engine.
- d. Vehicles should not be fueled with passengers onboard.
- e. Never leave the vehicle unattended while at the fuel pump.
- f. Do not use the mobile phones while fueling.

Vehicle Clearances

Drivers shall know the height, width, and length of the vehicle being driven. Drivers shall:

- a. Whenever possible, park in spaces where backing up is not required.
- b. Allow extra space on both sides of the vehicle when approaching a gas pump or making turns in a parking lot.
- c. Approach overhead clearances with caution; some vehicles require extra clearance.
- d. Proceed slowly.

Vehicle Cleaning

The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All maintenance issues will be reported to the Maintenance Coordinator. Vehicles will be cleaned on the inside on a daily basis and the outside on a monthly basis, or as needed IF sooner.

It is the primary responsibility of EACH driver to assure the interior of the vehicle they are operating is cleaned before and after each run.

Scheduling Procedures

The Senior Transportation Coordinator is the primary contact for drivers when they are operating a BAFI vehicle. The following information will be communicated to the drivers as soon as possible:

- Any same day trip changes.
- Trip cancellations.
- Known or expected traffic delays or accidents.
- Adverse weather conditions.
- Changes in the issued daily passenger trips.

Drivers will assist with detailed instructions for emergency situations including, but not limited to:

- Accidents.
- Abusive/disruptive passengers.
- Unsafe road conditions.
- Weather
- Driving directions.
- Vehicle breakdowns.

Daily Pre-trip/Post-Trip Inspections

As defined in the BAFI Preventative Maintenance Plan, all drivers are required to perform a pre-trip inspection of their assigned vehicle prior to use. The pre-trip inspection shall be performed at the beginning of each driver's shift prior to departure from the BAFI office; and, a post-trip inspection shall be performed after the last run of the day for that vehicle. See Attachment E - Pre/Post-Trip Daily Vehicle Inspection.

The vehicle inspections will be part of all new driver orientation and training. A refresher course will be conducted every two years to ensure all drivers are familiar with the process

and to ensure that all vehicles are given the most thorough inspection possible.

As required by ADA regulations, all lifts shall be cycled during the pre-trip inspection. Any problems with the operation of the lift shall be reported immediately to the Maintenance Coordinator. All vehicle defects are to be recorded on the pre-trip inspection form. Any defects that affect the operational safety of the vehicle are to be reported immediately so arrangements can be made to repair the defect immediately.

Drivers are never to operate a vehicle with questionable safety issues.

All drivers shall read and be familiar with the policies and procedures in the BAFI Preventative Maintenance plan

Brevard Alzheimer's Foundation, Inc. maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections.

Pre- and Post-Trip Inspections

Brevard Alzheimer's Foundation, Inc, maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections:

Pre-Trip Inspections

Vehicles receive a daily or pre-operational inspection that includes the following items:

- Lighting Devices
- Windshield wipers
- Interior Gauges and Warning System
- Climate Control
- Mirrors
- All Lights, Mirrors, Wipers and Warning Devices
- Parking Brakes
- Service Brakes
- Steering
- Horn
- Fire extinguisher
- Emergency Exit Windows and Door
- Passenger Doors
- Tires and Wheels
- Exhaust System
- Interlock System, if equipped
- Wheelchair Lifts and Ramp, if equipped

- Belts and Securement Devices, if equipped
- First Aid Kit, if equipped
- Flares and Triangles, if equipped
- Fire Suppression System, if equipped

These inspections are performed by the driver by completing an agency form with items on the list for pre and post trip inspection. Forms are documented with the driver's signature and a check in each box to ensure whether items are "OK" or a defect is found. Details of the defect are noted in the comments section. Completed pre-trip inspection forms are submitted to Transportation Manager or other designated staff and reviewed before the vehicle begins service. If a defect is found during the pre-trip inspection, the vehicle is repaired before returning to service. Once a defect is repaired it will be acknowledged in one of the following ways:

- The repair is noted on the pre-trip inspection form, along with a signature and date of repair; or
- A completed work order form describing the repair is attached to the pre-trip inspection form.
- Pre-trip inspection forms are kept on file for a minimum of 14 days.

During scheduled trips and at the conclusion of transportation service the driver will note any defects on a post-trip inspection checklist to be turned in to (Transportation Manager or other staff) at the end of the day. Defects that are consistent with the safety sensitive items listed on the pre-trip inspection are repaired before the vehicle returns to service. Defects that are not safety related are scheduled for repair at a later date.

Preventative Maintenance Inspections

Vehicles receive scheduled preventative maintenance inspections every 6000 miles. Vehicle mileages are tracked using manual methods (visual) to schedule upcoming preventative maintenance inspections. When a vehicle is due for inspection, it is taken out of service until the inspection and all necessary repairs are completed. A preventative maintenance inspection checklist is used to inspect components in a progressive method. See attached. The inspections are performed in an A,B,A,C sequence every 6000 miles to ensure vehicle safety.

Brevard Alzheimer's Foundation, Inc, uses the following outsource maintenance facilities to conduct the preventative maintenance inspections and repairs:

Name: Gatto's Auto Service

Address: 2965 Bush Dr, Melbourne, FL 32935

Phone number: (321) 421-6600

Upon completion of the preventative maintenance inspection, the maintenance facility provides Gatto's Auto Service with a completed preventative maintenance inspection checklist form and a receipt for purchased services. This information is filed in the vehicle history file located transportation office.

All repairs that are considered to be safety related are made before the vehicle returns to service. Cosmetic repairs and repairs that are not safety related are scheduled for repair at a later date.

Maintenance Policies and Procedures

Vehicle History Files

Vehicle history files are maintained for each vehicle for the life of that vehicle. Each file includes the following:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle;
- The name and address of any business firm performing an inspection, maintenance, repair or lubrication;
- List additional documents that appear in vehicle history files, if applicable

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift is performed during the operators' pre-trip inspection. The operators report, by the most immediate means available, any lift failures.

The lifts are serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operation of the lift or ramp are carried or displayed in every accessible vehicle.

Information Management

Maintenance activities are regularly monitored and analyzed by the Transportation Manager. This information is used to adjust the preventative maintenance program as needed.

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by Brevard Alzheimer's Foundation, Inc. All warranty paperwork is filed Transportation Office.

Warranty repairs are identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it is checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program are kept on file to guarantee the cost of the defects under warranty is paid by the equipment manufacturer and not the agency.

Transit Operations ***Driver Qualifications and Training***

Brevard Alzheimer's Foundation, Inc., requires the following qualifications when hiring drivers to operate transit vehicles:

>>Applicant must have a valid driver license, and or a CDL if necessary.

For current/quick status of a driver license, the agency/driver could use the following site at no cost: <https://services.flhsmv.gov/dlcheck/>

>>Must require that drivers who operate vehicles designed to carry 16 or more passengers (including the driver) have a CDL

>>To obtain a copy of a driving record (background check) please visit the following site for "Driver License Record Request Form" and appropriate "Driver History Records fee": <http://www.flhsmv.gov/ddl/abstract.html>

>>Applicant may be required to obtain a medical certification if applicable

>>Applicant must receive a background check(Level I or Level II)

Brevard Alzheimer's Foundation, Inc., will ensure that all drivers continue to maintain a valid driver license while operating vehicles. Brevard Alzheimer's Foundation, Inc., shall not permit a driver to operate transit vehicle when such driver's license has been suspended, cancelled, or revoked Brevard Alzheimer's Foundation, Inc., shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice. Brevard Alzheimer's Foundation, Inc., uses SCAT and Enterprise to confirm driving records.

Training is provided to ensure the driver has adequate skills and capabilities to safely operate each type of vehicle being operated. This training includes:

- Van equipment familiarization
- Basic operations and maneuvering
- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving
- Distracted driving

Vehicle and equipment inspections are trained on initial employment and reviewed every six months.

FDOT Requirements -Substance Abuse Management

Brevard Alzheimer's Foundation, Inc., will ensure at a minimum the agency has established a substance abuse management policy that includes the following statements:

- A statement that compliance with the agency's substance abuse policy is a condition of employment.
- Description of the effects and consequences of illicit drug use and alcohol misuse on the employee's health, safety and the work environment
- Prohibits the possession, sale, manufacturing and consumption of illicit drugs classified in Schedule 1 of the US Controlled Substances Act
- Prohibits the consumption of alcohol in any form, including medication containing alcohol, while on agency property and while performing any agency-related duty
- Identity of an employer representative for the confidential, voluntary reporting of an employee's prescription drug abuse, illicit drug use or alcohol misuse
- Available local resources for employee assistance and/or community hotline number, if available
- Consequences of policy violation. Brevard Alzheimer's has a zero-tolerance policy on substance abuse.

FMCSA Drug and Alcohol Testing Requirements

The Federal Motor Carrier Safety Administration regulation: "Controlled Substances and Alcohol Use and Testing," codified as 49 CFR Part 382, is applicable to employers who require an employee, as part of job duties, to operate a vehicle that requires a commercial driver's license (CDL) to operate. Only the employees operating the CDL-required vehicles are covered by the regulation. If vehicles are acquired that require CDL drivers, this TOP will be amended to incorporate the requirements. Testing of covered employees must be performed in accordance with USDOT rule USDOT rule 49 CFR Part 40, Procedures for Transportation Workplace Drug and Alcohol Testing Programs.

Please visit <http://sam.cutr.usf.edu/training/> for training opportunities.

Safety

Drivers are not permitted to drive more than 8 hours in a 24 hour period and are not permitted to be on duty more than 8 hours in any single period. of 7 consecutive days. Staffing is monitored by the transportation director and human resources.

Drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes. Drivers with impairment must be cleared by staff charge nurse. Staffing is monitored by the transportation director and human resources.

Vehicles are operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated.

Event Investigations

Brevard Alzheimer's Foundation investigates events involving vehicles and resulting in:

- a. Fatalities, where an individual is confirmed dead within 30 days of an agency related event, excluding suicides and deaths from illnesses
- b. Injuries requiring immediate medical attention away from the scene for two or more individuals,
- c. Property damage equal to or exceeding \$25,000.

When these events occur, Brevard Alzheimer's Foundation Inc. completes reports describing the event and documents corrective action plans when necessary. This information is submitted to the Department of Transportation along with additional requested documentation. Accidents. All documentation and related reports will be kept on file for 7 years.

All accidents are tracked by the frequency, type, and which party was at fault through incident reports that are completed within 12 hours of the time of the incident. In the event that there are no accidents for a time period, documentation must be provided, a

simple spreadsheet is sufficient.

Accident Investigation Reports are completed with the following information:

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions
- In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers.

The agency shall notify their FDOT district office within 24 hours of any accident involving an agency vehicle.

Emergency Situations

Brevard Alzheimer's Foundation, Inc. provides driver training specific to handling emergencies in accordance with agency policies and procedures. These policies and procedures include:

If there is an on-scene emergency, drivers may pull over to the nearest safe location to contact the BAFI office or other emergency services agency through the use of a wireless communications device.

Vehicle Evacuation

The first priority for every driver in any emergency situation is to protect and provide for the safety of his or her passengers. In the event of a fire, collision, or some other event that requires evacuation of the vehicle, drivers shall know and execute the following steps:

- h. Stand (if vehicle height permits), open the doors (ensure that exits are open and usable), face the passengers, and get their attention. Explain that there is an emergency and that they shall evacuate the vehicle immediately.
- i. Give clear directions to the passengers, telling them which exit to use and pointing to the exit(s).
- j. Direct the evacuation advising, if necessary, not to push.
- k. Ask an able-bodied passenger, if available, to stand outside the front door to account for the passengers and to assist them if necessary (offer a hand, do not pull anyone out).
- l. Ask another able-bodied passenger, if available, to take the passengers to a safe place that you designate, at least 100 feet (approximately 40 paces) from the vehicle.
- m. Keep the passengers in a group and safely away from the vehicle, traffic and any other hazards.
- n. Assist passengers with disabilities.
 - 4) You should evacuate a passenger in a wheelchair only if it is more dangerous to leave them in the vehicle (e.g. fire, fuel leak, explosion, traffic hazard, physical peril).
 - 5) Use the lift or ramp if available (you may have to use the manual function of the lift).
 - 6) If assistance is not available, or time does not allow, lift or drag the passenger (depending on passenger size relative to your individual strength) through one of the emergency exits. It may be best to check with the passenger as to how they feel you can best accomplish this maneuver.
- m. Check the vehicle to ensure that no one is left behind.
- n. Remain calm during the evacuation proceedings. Your passengers will look to you for direction, and they will be less likely to panic if you remain calm.
- o. If you have not done so by now, call for assistance. If you are unable to make the call, direct one of your passengers or a bystander to call 911 for assistance.

- p. If safe to do so, and if a fire is involved, attempt to put out the fire with the fire extinguisher.
- q. If able to access them, position the emergency road reflectors.

Drug Free Workplace

Brevard Alzheimer's Foundation, Inc. has met the Federal Drug Free Workplace requirements of 41 USC 702 (see Appendix C).

If Brevard Alzheimer's Foundation, Inc. operates vehicles which require a CDL to operate, the employees operating those vehicles are covered by the Federal Motor Carrier Safety Administration (FMCSA) Controlled Substances and Alcohol Use and Testing regulation, 49 CFR Part 382 and the USDOT Procedures for Workplace Drug and Alcohol Testing, 49 CFR Part 40.

BAFI has instituted policies and procedures that establish the workplace as drug free to increase the safety and health of drivers and their families. Drug and alcohol policies are established by the **BAFI Drug Free Workplace Program Policy, dated January 2015, as amended and is required reading by all drivers**. In accordance with established policies, BAFI drivers shall not:

- a. Use illegal drugs, at any time; or,
- b. Be under the influence of alcohol while on duty; or,
- c. Be under the influence of prescription medications, while on duty that could affect his or her ability to work safely.

Employees in positions who operate BAFI vehicles are designated as "safety-sensitive" employees and are required to meet mandatory federal Department of Transportation (DOT) policies and procedures prohibiting drug use and alcohol misuse. For the purpose of this policy:

- a. BAFI vehicles are defined in this policy as any vehicle owned, leased or borrowed by BAFI.
- b. Safety-sensitive employees are defined as employees who:
 - Operate a BAFI vehicle; or,
 - Control the movement or dispatch of a BAFI vehicle; or,
 - Maintain a vehicle or equipment used on BAFI vehicles.

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the DOT published regulations prohibiting drug use and alcohol misuse by employees who perform safety-sensitive functions and require organizations to test for prohibited drug use and alcohol misuse. Titles 49 Code of Federal Regulations (CFR) Part 655, as amended, and 49 CFR Part 40, as amended, "Controlled Substances and Alcohol Use and Testing" establishes programs designed to help prevent accidents and injuries resulting from the use of controlled substances or misuse of alcohol by employees in safety-sensitive positions. DOT regulations prohibit the operation, scheduling and maintenance of motor vehicles when there is a positive drug or positive alcohol test result or an employee refuses to submit to required drug or alcohol testing.

Copies of Parts 655 and 40 are available on request through the Chief Compliance & Operating Officer, or they may be found on the internet at the Office of Drug & Alcohol Policy & Compliance's website.

- a. Part 655: <http://www.gpo.gov/fdsys/granule/CFR-2012-title49-vol7/CFR-2012-title49-vol7-part655/content-detail.html>
- b. Part 40: <http://www.dot.gov/odapc/part40>
- c. Visit the DOT website at www.dot.gov/ost/dapc for answers to frequently asked questions.

In addition, employees who operate vehicles owned by the Space Coast Area Transit Authority (SCAT) are subject to SCAT's drug and alcohol policies and testing program,

as mandated by the Federal Omnibus Transportation Employee Testing Act of 1991, as administered by Enterprise on behalf of SCAT. SCAT mandates that all BAFI employees who perform any of the following on SCAT vehicles are subject to their drug and alcohol testing:

- a. Operates a revenue service vehicle, in or out of service; or,
- b. Controls the movement or dispatch of a revenue service vehicle; or,
- c. Maintains a revenue service vehicle or equipment used on revenue service vehicles.

Employees, on or off duty, are strictly prohibited from engaging in the manufacture, distribution, dispensing, possession, using, buying selling or transferring of prohibited substances (controlled substances, illegal drugs) on or off of BAFI property, and during both working and non-working hours. The use, possession, purchase, sale or transfer of alcohol during regular work hours, including breaks or meal periods, is strictly prohibited. This includes in BAFI vehicles or while in BAFI uniform, working under the influence of drugs or alcohol, or using drugs or alcohol on their own time in a way which causes them to report for work under the influence of drugs or alcohol.

Driver Safety Scheduling

Brevard Alzheimer's Foundation, Inc. does not permit drivers to drive more than 8 hours in a 24- hour period and be on duty more than 72 hours in any period of 7 consecutive days. This is monitored by human resources.

Brevard Alzheimer's Foundation, Inc. drivers are not permitted to operate a vehicle when his or her ability is impaired, or likely to be impaired by fatigue, illness, or other causes.

Agency vehicles are operated in compliance with applicable traffic regulations,

ordinances, and the laws of jurisdiction in which they are being operated. This is enforced by random ride-alongs and ride-behinds of all drivers.

Brevard Alzheimer's Foundation, Inc. has adopted a wireless communication device policy that prohibits the use of wireless communication devices while the transit vehicle is in motion and requires that all personal wireless communications devices are turned off with any earpieces removed from the driver's ear while occupying the driver's seat of an agency vehicle (See Appendix D).

Brevard Alzheimer's Foundation, Inc. investigates events involving vehicles and resulting in:

- Fatalities, where an individual is confirmed dead within 30 days of an agency related event, excluding suicides and deaths from illnesses
- Injuries requiring immediate medical attention away from the scene for two or more individuals,
- Property damage equal to or exceeding \$25,000

When these events occur, Brevard Alzheimer's Foundation, Inc. completes reports describing the event and documents corrective action plans when necessary. This information is submitted to the Florida Department of Transportation, District 5 Model Development Office along with additional requested documentation. In the instance any of the three above incidents occur BAFI will utilize a police report, the Transportation Director will obtain this report, and forward it to the FDOT District Office within 24 hours.

Accidents

In the event of an accident, the primary responsibility of all staff is to ensure the safety of the passengers.

Drivers shall immediately report medical emergencies, accidents, incidents, vehicle damage, or theft/vandalism of any vehicle to the Senior Transportation Coordinator who will, in turn, notify BAFI management and either Enterprise or the BAFI insurance company, if appropriate. Upon return to the BAFI office, the driver involved shall immediately complete an incident or accident report form. All accidents involving 5310 FDOT vehicles will be reported to District 5 field office within 2 hours. For Enterprise vehicles, all accidents, incidents, vehicle damage or acts of theft/vandalism

shall be reported to the local Enterprise office within 24 hours. Each driver is responsible for filing any report form(s) that may be required in the jurisdiction in which the accident occurs. Each Enterprise vehicle contains reporting instructions to follow. These instructions include a sample report form illustrating the important information which shall be obtained from the scene of an accident or incident. Accident reporting instructions can be found within the Enterprise vehicle in the blue and white zippered bag labeled *Important Vanpool Documents*.

If required, local Enterprise office personnel will assist in the removal of the Enterprise vehicle from the accident scene (if not drivable) and arrange for alternate transportation. In the event of an accident involving injuries, the Enterprise headquarters at 1-800-223-8774, extension 3540 (Insurance Manager), will be immediately contacted, 24 hours a day, 7 days a week.

For BAFI vehicles, the Senior Transportation Coordinator will contact Patty Miron at Brown and Brown Insurance by calling 386-239-7287.

A. Accidents

Drivers shall not discuss the facts of the accident with anyone other than law enforcement. NEVER ADMIT FAULT; simply tell law enforcement your observations.

An accident is defined as, any collision with another vehicle, pedestrian, property, or stationary object, whether the van is parked or mobile.

What to do at the scene of an accident involving a BAFI vehicle:

- 1) STOP immediately, but do not obstruct traffic.
- 2) CALL 911 and summon emergency medical personnel and local law enforcement.

- 3) ASSIST injured. Have someone call police. Repeat after 5 minutes.
- 4) SECURE names, phone numbers, addresses of other drivers, witnesses, injured person(s).
- 5) SECURE make, model license numbers of all cars involved.
- 6) MAKE rough drawing of scene, showing position of cars and other details.
- 7) DON'T hastily accept claim settlements at scene of accident.
- 8) REMAIN calm, courteous and consistent in your version of accident.
- 9) NOTIFY your insurance agent as soon as possible.

Any driver involved in an accident shall perform the following actions:

- 1) Check for personal injury.
- 2) Check all passengers for injury.
- 3) To the extent possible, consistent with training and the welfare of other passengers, render first aid.
- 4) For all accidents involving secondary vehicles, check the driver and passengers of second vehicle for injury.
- 5) If vehicle(s) is in operational condition, move to a safe area not obstructing the flow of traffic.
- 6) Notify local law enforcement and emergency services personnel.
- 7) Notify the Transportation Coordinator of the accident.
- 8) If passengers are on board, request a back-up vehicle.
- 9) Cooperate with law enforcement. Do not leave the accident site until the investigating agency has completed its inquiry and officially released you.
- 10) If necessary, contact the Transportation Coordinator or Maintenance Coordinator and make tow arrangements.
 - a) If a BAFI vehicle requires tow services, the transportation Coordinator or Maintenance Coordinator will make arrangements.

- b) If an involved secondary vehicle(s) requires tow services, the driver/owner of that vehicle will be responsible for their own arrangements.
- 9) Complete any required accident investigation documentation required by BAFI and/or Enterprise.
- 10) Report for any required drug and alcohol testing as outlined in the BAFI substance abuse policy in accordance with BAFI Drug and Alcohol Policies and Procedures.

B. Incidents

Incidents include, but are not limited to:

- 1) Medical emergencies while a passenger is being transported.
- 2) Occurrences such as a passenger falling or being hurt within the vehicle or while entering/exiting the vehicle.

Drivers and managers shall report all accidents/incidents to the Senior Transportation Coordinator as soon as possible. When a passenger has a medical emergency, stop the vehicle in a safe location and immediately summon emergency medical personnel and local law enforcement (call 911).

Any driver involved in an incident shall perform the following actions:

- 1) Stop immediately and park in a safe location; do not obstruct traffic.
- 2) For medical emergencies, CALL 911 and summon emergency medical personnel.
- 3) To the extent possible, consistent with training and the welfare of other passengers, render first aid.
- 4) Notify the Transportation Coordinator.

- 5) Complete any required incident investigation documentation required by BAFI and/or Enterprise.

C. Theft/Vandalism

Damages resulting from vandalism, unknown causes, and thefts shall be reported to local law enforcement. Any required incident investigation documentation required by BAFI and/or Enterprise will be completed.

- Drivers reports to the scene of any accident, as applicable based on severity of the event
- Transportation Director is responsible for recording the accident on the incident report
- For at-fault accidents, Operation Director is assigned the responsibility to investigate whether a vehicle defect or failure caused the accident
- Operation Director is responsible for assigning corrective actions, including a remedial training or discipline
- Operation Director monitors corrective actions

Brevard Alzheimer's Foundation, Inc. tracks all accidents by the frequency, type, and which party was at fault through incident reports that are completed within 12 hours of the time of the incident. Operation Director completes an Accident Investigation Report for each event with following information (See Appendix E):

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

Agency reports, police reports, drivers' statements/reports, supervisor reports, and post-accident review process documents shall be maintained on file by the agency for a period of no less than four (4) years from the date of the completion of the investigation. The agency shall notify their FDOT district office within two (2) hours of any accident involving an agency vehicle.

Appendices

Appendix A: Organizational Chart

Appendix B: Pre- and Post-Trip Inspection Form

Appendix C: Drug Free Workplace Policy

Appendix D: Wireless Communications Policy

Appendix E: Accident Investigation Report Form

Appendix A: Organizational Chart

Russell Sell
Joe's Club Administrator

Tiffani Anderson
Foundation Administrator & Fundraising Manager

VACANT
Clinical Director

Cherylann Cronin
Lead Case Manager, Recreation Director

Sean Odle
Compliance Director

Karlee McDaniels
Meals of Love

Kevin Buchner
Facilities

Meaghan Lewis
Finance

Christy Tucker
EHEAP

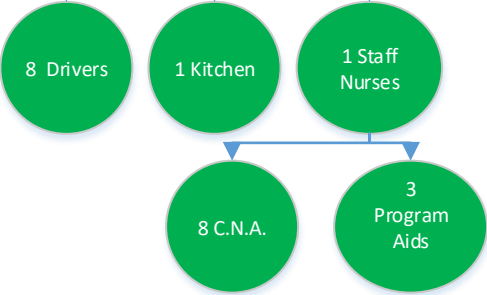
Lori Kocks
Reception / JoesStuff

Robin LaFrance
Project R.E.L.I.E.F.

Day Care Centers

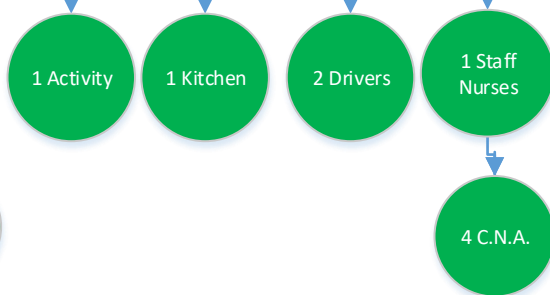
Melbourne

Cynthia Bland, LPN
Center Manager



Titusville

Nikki Sanguiliano
Center Manager



Micco

Wendy Nelson, LPN
Center Manager



2020-2021 Board of Directors

Executive Committee
Janet Rooks, MSW
Karen Chambliss, PhD
Shane Robinson

Directors
George Cusimano, Col. Ret.
Richard Lewis
Melba Lochmandy
Dr. Ross Clevens
David Palmbach, CRPC
Whitney Waite
Jason Steele

Kristie Meade
Scott Molitor
Barbara Pierce
Amy Van Fossen, Esq.
Ruth Rhodes, Esq.

Consultants
Laura Lewis, Beachside Books, Finance
Eric Smith, Indian River Networks, IT

June30, 2021

Appendix B: Pre- and Post-Trip Inspection Form



**BREVARD ALZHEIMER'S FOUNDATION
Pre-trip/Post-trip Inspection Form**

Agency Brevard Alzheimer's Foundation, Inc.

Unit ID # _____

Pre-trip Inspection

Date _____

Post-trip Inspection

Mileage _____

Vehicle Component	OK	Defective	Comment
Headlights			
Tail/Brake lights			
Back up Lights			
Back up Alarm			
Turn Signals			
Clearance Lights			
Windshield Wipers			
Interior Lights			
Interior Gauges and Warning System			
Climate Control			
Mirrors			
Parking brakes			
Service brakes			
Steering			
Horn			
Fire extinguisher			
Emergency Exit Windows and Door			
Passenger Doors			
Overall cleanliness			
Fresh body damage			
Tires and Wheels			
Exhaust System			

If Equipped:

Interlock System			
Wheelchair lift and ramp			
Belts and Securement Devices			
First Aid Kit			
Flares and Triangles			
Fire Suppression System			

Driver's Name

Manager's Name

Technician's Name

Repair Notes:

Appendix C: Drug Free Workplace Policy

BAFI has instituted policies and procedures that establish the workplace as drug free to increase the safety and health of drivers and their families. Drug and alcohol policies are established by the **BAFI Drug Free Workplace Program Policy, dated January 2015, as amended and is required reading by all drivers**. In accordance with established policies, BAFI drivers shall not:

- d. Use illegal drugs, at any time; or,
- e. Be under the influence of alcohol while on duty; or,
- f. Be under the influence of prescription medications, while on duty that could affect his or her ability to work safely.

Employees in positions who operate BAFI vehicles are designated as "safety-sensitive" employees and are required to meet mandatory federal Department of Transportation (DOT) policies and procedures prohibiting drug use and alcohol misuse. For the purpose of this policy:

- c. BAFI vehicles are defined in this policy as any vehicle owned, leased or borrowed by BAFI.
- d. Safety-sensitive employees are defined as employees who:
 - Operate a BAFI vehicle; or,
 - Control the movement or dispatch of a BAFI vehicle; or,
 - Maintain a vehicle or equipment used on BAFI vehicles.

Pursuant to the Omnibus Transportation Employee Testing Act of 1991, the DOT published regulations prohibiting drug use and alcohol misuse by employees who perform safety-sensitive functions and require organizations to test for prohibited drug use and alcohol misuse. Titles 49 Code of Federal Regulations (CFR) Part 655, as amended, and 49 CFR Part 40, as amended, "Controlled Substances and Alcohol Use and Testing"

establishes programs designed to help prevent accidents and injuries resulting from the use of controlled substances or misuse of alcohol by employees in safety-sensitive positions. DOT regulations prohibit the operation, scheduling and maintenance of motor vehicles when there is a positive drug or positive alcohol test result or an employee refuses to submit to required drug or alcohol testing.

Copies of Parts 655 and 40 are available on request through the Chief Compliance & Operating Officer, or they may be found on the internet at the Office of Drug & Alcohol Policy & Compliance's website.

- d. Part 655: <http://www.gpo.gov/fdsys/granule/CFR-2012-title49-vol7/CFR-2012-title49-vol7-part655/content-detail.html>
- e. Part 40: <http://www.dot.gov/odapc/part40>
- f. Visit the DOT website at www.dot.gov/ost/dapc for answers to frequently asked questions.

In addition, employees who operate vehicles owned by the Space Coast Area Transit Authority (SCAT) are subject to SCAT's drug and alcohol policies and testing program, as mandated by the Federal Omnibus Transportation Employee Testing Act of 1991, as administered by Enterprise on behalf of SCAT. SCAT mandates that all BAFI employees who perform any of the following on SCAT vehicles are subject to their drug and alcohol testing:

- d. Operates a revenue service vehicle, in or out of service; or,
- e. Controls the movement or dispatch of a revenue service vehicle; or,
- f. Maintains a revenue service vehicle or equipment used on revenue service vehicles.

Employees, on or off duty, are strictly prohibited from engaging in the manufacture, distribution, dispensing, possession, using, buying selling or transferring of prohibited substances (controlled substances, illegal drugs) on or off of BAFI property, and during

both working and non-working hours. The use, possession, purchase, sale or transfer of alcohol during regular work hours, including breaks or meal periods, is strictly prohibited. This includes in BAFI vehicles or while in BAFI uniform, working under the influence of drugs or alcohol, or using drugs or alcohol on their own time in a way which causes them to report for work under the influence of drugs or alcohol.

Additional Concerns:

Employees must report any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after the conviction.

Resources to employees including drug counseling, rehabilitation, and employee assistance programs are available through human resources.

All BAFI Employees are required to abide by the terms of the policy as a condition of employment

BAFI will impose a sanction on or require satisfactory participation in a drug abuse program by any employee who is convicted of a drug statute violation

BAFI makes a good faith effort to maintain a drug free workplace in accordance with 41 USC 702

BAFI will notify the granting agency within 5 days after receiving notice of a conviction from an employee

Appendix D: Wireless Communication Policy

The use of wireless communications devices has been shown to be dangerous when operating a vehicle. BAFI strictly prohibits the use of all wireless communications devices, even when a hands free device is available, while operating a vehicle owned or operated by BAFI. Devices must be turned off at all time while driving. Similarly, Enterprise strictly prohibits the use of all wireless communications devices while operating a Enterprise vehicle. Hands-free headsets and Bluetooth devices are considered cellular phone accessories and therefore shall not be worn or used in any way while operating a BAFI vehicle.

For the purposes of this manual, a “wireless communications device” means any electronic device used to transfer information over a distance without the use of wires. Such devices include, but are not limited to, mobile (cell) phones, personal digital assistants, two-way radios, handheld gaming devices, smart watches, and wireless computers.

All cell phones have a voicemail capability. In the event of a receipt of a call or if a call needs to be made, the driver will wait until the vehicle is stopped in an area that does not obstruct traffic, and in park before answering, returning a call, or making a call. Text messaging, either incoming or outgoing, on cell phones is prohibited, except when in a parked location.

If there is an on-scene emergency, drivers may pull over to the nearest safe location to contact the BAFI office or other emergency services agency through the use of a wireless communications device.

Personal Cellular Phones may be only be used before or after all scheduled shifts, during

all scheduled breaks, at any time during scheduled shifts when the vehicle is not in operation and is not carrying passengers, or during periods waiting for passengers.

Drivers are discouraged from providing passengers with their personal cellular phone numbers.

Driver and passenger safety must be the primary concern before conducting any business via a wireless communications device.

Appendix E: Accident Investigation Report Form



Caregiver Notification		
Date: _____	Time: _____	
Caregiver name: _____		
LTMC Client: _____	Yes _____	No _____

Accident/Incident Report

Check appropriate box: Accident Report: Incident Report:

Persons(s) Involved: _____ Date: _____ Time: _____

Circumstances under which accident/incident occurred (i.e. equipment in use, procedures being performed, activity, etc) and describe object, substance or circumstance causing injury:

Describe in detail body area involved:

Medical first aid provided:

Administered by:

Person(s) notified of injury: (i.e. doctor, family, director)

Was any follow-up initiated? If so, where referred?

Means of transportation:

Time of departure:

Describe any hazardous or defiant behavior of participant or staff member:

Has participant had a previous history of injuries due to ambulation?

Steps taken to prevent reoccurrence of accident/incident:

_____	_____	_____
Submitted by	Date	Time

_____	_____	_____
Reviewed by Program Director	Date	Time

NOTE: This form must be submitted to the Executive Director of the Brevard Alzheimer's Foundation within 24 hours of accident/incident.

_____	_____	_____
Reviewed by Executive Director	Date	Time



BAFI - Last Modified 12/27/2018

Brevard Alzheimer's
Foundation

Vehicle Collision Report

Agency Name: _____
 Date of Collision: _____ Time: _____
 Location: _____ Near/At: _____
 Operator: _____ Supervisor: _____

Agency Vehicle Information

Vehicle Number: _____ FDOT Control #: _____
 Grant Source (circle one): 5307 5310 5311 5339 Other: _____
 Vehicle Year: _____ Make: _____ Model: _____
 License Plate: _____ VIN: _____ Mileage: _____

Other Vehicle Information #1

Driver Name: _____ Phone Number: _____
 Driver Address: _____
 Vehicle Year: _____ Make: _____ Model: _____
 License Plate: _____ Color: _____ Insurance Carrier: _____
 Policy Number: _____ Expiration Date: _____

Other Vehicle Information #2

Driver Name: _____ Phone Number: _____
 Driver Address: _____
 Vehicle Year: _____ Make: _____ Model: _____
 License Plate: _____ Color: _____ Insurance Carrier: _____
 Policy Number: _____ Expiration Date: _____

Property Damage Information

Owner Name: _____ Phone Number: _____
 Address: _____
 Property Damaged: _____
 Insurance Carrier: _____
 Policy Number: _____ Expiration Date: _____

BAFI - Last Modified 12/27/2018

Collision Information

Passenger Injury Operator Injury Worker Comp Injury
Circle All That Apply: Operator Vehicle Damage Other Vehicle Damage Property Damage
Vehicle(s) Towed: Agency Vehicle: _____ # of Other Vehicle(s): _____
Medical Transport: # Transported: _____
 Transported to: _____ Transported by: _____
 Employee Bus Passenger Pedestrian
Circle All That Apply: Other: _____
Weather Conditions: Was Weather a Factor? Yes _____ No _____
Circle All That Apply: Snow Rain Clear Fog Dark Daylight
 Dusk Dawn Other: _____

Post Accident Testing

Post Accident Test Required? _____ **Determined by:** _____
IF YES to Test Required: Alcohol Testing Completed within 2 Hours? _____
 Alcohol Testing Completed within 8 Hours? _____
 Alcohol Testing Completed within 32 Hours? _____

IF No, document why not:

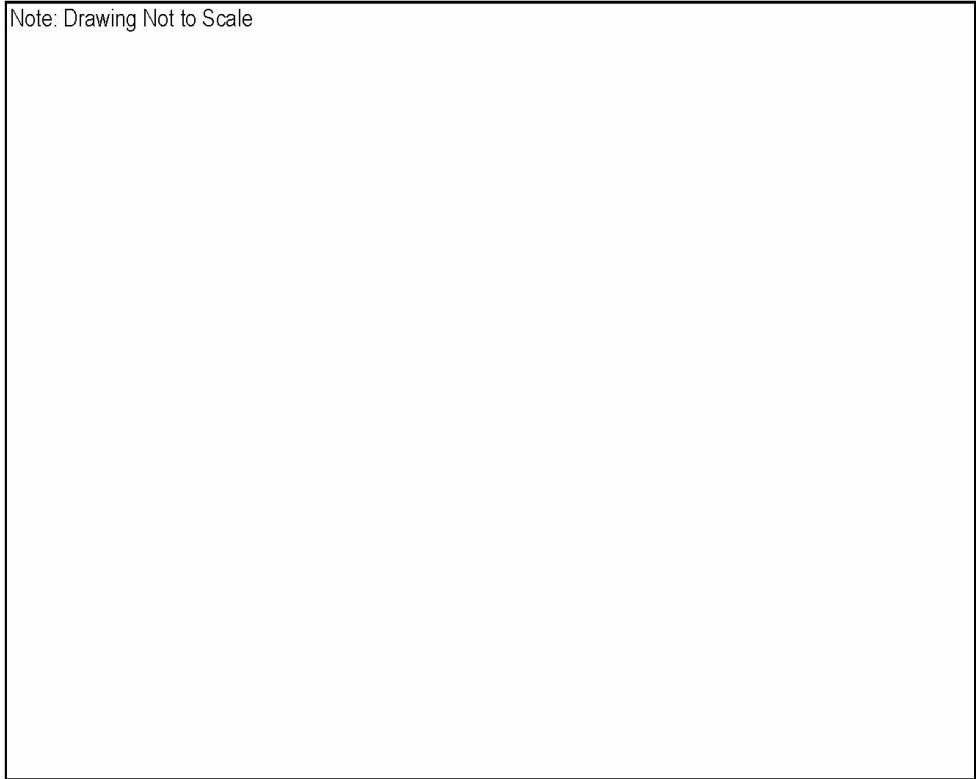
Collision Description

Please provide as much detail as possible to explain how the vehicle collision occurred:

BAFI - Last Modified 12/27/2018

Collision Scene Field Sketch

Note: Drawing Not to Scale



Accident Findings

Estimated Cost of Damage: _____

Was the Collision Preventable? _____

If Yes, Explain:



Operator Information

CDL# _____ Expiration Date: _____

Birth Date: _____ Years with Agency: _____

Shift Start Time: _____ Hours on Duty _____

Hours on Duty Last 7 Days: _____

BAFI - Last Modified 12/27/2018

Collision Follow-Up

Supervisor Comments:

Corrective Action:

Training Required? _____ # of Hours: _____

Type of Training: _____

Supplemental Information

List all passengers on board at time of collision:

Additional Notes:

Operator Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Attachment F: Driver Training Checklist



Driver:		
Trainer:		
Start Date:	Completion Date:	
SAFE-RIDE DRIVER TRAINING CHECKLIST		Driver Initials
Safe-Ride Transportation Basics		
1. What is Safe-Ride Transportation?		
2. How Does It Work?		
3. Program Information		
a. Driver Training On-The-Road		
b. Certification		
4. Training Videos/Modules		
a. VPSI Video		
b. Sure-Lok Video on Wheelchair Tie Downs		
c. QRT Max Video on Wheelchair Tie Downs		
d. Braun Wheelchair Lift Operator's Video		
Parts 1 and 2		
e. Insurance Training Modules		
5. Time Clock Management and Break Guidelines		
a. Reporting For Shift		
b. Sign In/Sign Out		
c. Mandatory Break		
6. Transportation Guidelines -- Joe's Club Clients		

Times	a. Client Notification Of Early/Late Arrival		
	b. Pick-Up Procedures At Client Residence		
	c. Arrival and Unloading Procedures At Club		
	d. Clock In/Out Clients		
	e. Departure And Loading Procedures at Club		
	f. Drop Off Procedures At Client Residence		
	g. Caregiver Not Home On Arrival		
	h. Returning Clients to Club		
	i. Caregiver/Passenger		
Communications/Etiquette	j. Conflict Resolution With Passengers		
	7. Transportation Guidelines -- Doctor Runs		
	a. Pick-Up and Drop Off Procedures		
	b. Early/Late Arrival Times For Pick Up		
	c. Client Requests For Additional Stops		
	d. Contact Information		
	e. Donation Collection and Lockbox		
	f. Caregiver/Passenger		
Communications/Etiquette	g. Conflict Resolution With Passengers		
Driver Responsibilities and Safety			
	1. Duties and Responsibilities		
	2. Smoking		
	3. Cellular/Mobile Phone Usage		
	4. Transportation Logs		
	5. Leaving The Vehicle Unattended		
	6. CPR/First Aid		

7. Loading and Unloading Passengers		
8. Load Leveling		
9. Securing Passengers		
10. Wheelchairs		
a. Braun Lift Van Procedures		
b. Proper Loading/Unloading Procedures		
c. Four Point Locks/Lap Belts/Shoulder Harnesses		
11. Securing Walkers and Other Equipment		
12. Tire Safety		
13. Height Clearances		
14. Stopping and Following Distances		
15. Merging, Defensive Driving, Distracted Driving		
16. Changing Lanes		
17. Backing Up		
18. Parking and Maneuvering		
19. Road Safety		
20. Vehicle Washes		
21. Vehicle Cleaning (Interior)		
22. Fueling and Location of Fuel Pumps		
23. Vehicle Maintenance		
a. Safety and Maintenance Related Items		
b. Checklists (Pre-Shift, Post-Shift, Weekly)		
c. Reporting Maintenance Issues		
d. Maintenance/Deficiency Classifications		
Towing and Roadside Assistance		
1. Notification		
2. Roadside Safety Equipment (Reflectors, Flares, Etc.)		

Accidents, Incidents, Damage or Theft		
1. Incidents		
2. Damage		
3. Theft		
4. Police and Insurance Notification And Reports		
5. Internal Incident/Accident Notification And Reports		
6. VPSI Accident Notification And Reports		
Road Assessment (See Driver Assessment Form)		
NOTES:		



Certification:

The undersigned driver attests that he/she has successfully completed all required training:

Driver Signature Date

The undersigned supervisor (or designee) affirms that each of the following requirements has been met for the driver named above, and records are on file to verify same:

Signature Date

Attachment d: On-The-Road Driving Skills Assessment



Driver:
Trainer:
Date:

ON THE ROAD DRIVING SKILLS ASSESSMENT
This assessment will be used to certify new drivers and may also be used for periodic assessments of all drivers. Drivers will be expected to follow and demonstrate safe and successful driving skills using the criteria listed below.

	SAT	UNSAT
Pre-Trip Inspection		
Walks around vehicle.		
Makes sure the van is free of trash and debris.		
Knows where horn, wipers, turn signals, lights, parking brake, and hazard lights are located.		
Turns on lights and four-way flashers to make sure they're working properly.		
Checks instruments and gauges (gas, oil, engine light, etc.).		
Completes vehicle usage log.		
Completes vehicle checklist at Beginning of day or end of day		
Checks that all occupants are using seatbelts and all cargo is secured.		
Driving Through Intersections		

Comes to a complete stop at stop signs and traffic lights.		
Stops far enough behind the vehicle in front at intersections to see the pavement between the van and vehicle in front.		
Looks “left-right-left” before proceeding through intersections.		
Anticipates changing traffic lights (enters intersection on green, not yellow). Stops at the stop line and does not pull into the intersection while waiting to turn.		
Yields the right-of-way as appropriate.		
Changing Lanes		
Checks blind spots before lane changes.		
Is aware of other drivers’ blind spots.		
Uses signals before lane changes.		
Yields to other vehicles.		
Turning		
Signals at least 100 feet before turning.		
Reduces speed before turning.		
Checks for traffic.		
Yields to cars and pedestrians.		
Parking		
Demonstrates understanding of where to park in a parking lot.		
Backing		
Looks for alternative to backing up. Only backs up when there is no other alternative.		
Checks blind spots before backing up.		
Maintains a slow speed while backing.		
General Driving		
Uses appropriate following distance (following 4-second rule).		
Starts, moves, and stops smoothly.		

Checks mirrors frequently.		
Anticipates braking solutions by covering the brake.		
Appears relaxed and comfortable.		
Adjusts speed to road, traffic, and weather conditions.		
Demonstrates correct hand position on steering wheel.		
Adjusts speed to road, traffic, and weather conditions.		
Demonstrates correct hand position on steering wheel.		

Club Pick-Up/Drop-Off Procedures		
Demonstrates the proper procedure for arriving at the club and unloading passengers		
Demonstrates the proper procedure for arriving at the club and loading passengers.		
Lift Operation		
Demonstrates proper procedure for operating/deploying the Braun wheelchair lift.		
Demonstrates proper procedure for deploying the wheelchair ramp (Chevy).		
Demonstrates proper procedure for loading and unloading passengers.		
Demonstrates proper procedures for securing wheelchairs		
Demonstrates proper procedures for transferring passengers between wheelchair and van seats.		
Securing Passengers		
Demonstrates the proper procedure for securing passengers.		
Routinely checks passengers during trip to ensure they are secure.		
Overall Driver Performance		
Surveying the Road		
Smooth Braking		
Smooth Accelerating		
Smooth Handling		
Speed Control		
Driver Attitude		
Parking and Maneuvering		
Road Safety		
Check van at the end of the run to ensure no passengers have been		

left on the vehicle.

NOTES:	
Certification	
<p>The undersigned attests that he/she has completed the driver assessment:</p>	
Driver Signature	Date
<p>The undersigned trainer affirms that the driver listed above satisfactorily completed a on the road driving skills assessment. Recommend certification.</p> <p>Yes: _____ No: _____</p>	
Signature	Date
<p>The undersigned supervisor (or designee) affirms that the driver listed above satisfactorily completed a road assessment and is certified to drive. Yes: _____</p> <p>No: _____</p>	
Signature	Date



Preventative Maintenance Plan



Revisions

Original Issue Date	March 4, 2013
Revised	December 10, 2014
Revised	July 24, 2015
Major Revision	Feb 1, 2018
Revised	Aug 25, 2021
Revised	
Revised	
Revised	

BAFI Preventative Maintenance Plan

Introduction

The purpose of the BAFI Preventative Maintenance Plan is to provide safe, reliable, clean, and well-maintained vehicles. The function of the maintenance plan is to provide a consistent systematic program which will enable BAFI to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. It is designed to keep vehicle repair and maintenance costs to a minimum. Good preventative maintenance requires accountability for specific roles and is a result of all drivers working together as a team.

Maintenance Plan Goals

The goal of the BAFI maintenance program is to operate a proactive, preventative maintenance program, as opposed to reactive. Scheduling service and maintenance allows time and resources to be managed easier than having unpredictable maintenance costs and vehicle downtime. This plan has been adopted to make these goals attainable.

This plan includes schedules and reports that will be updated periodically to reflect changes in maintenance policies, equipment, and program improvements.

The goals of this maintenance plan include:

- An effective preventive maintenance program.
- Defect reporting.
- The proper management of fleet assets.
- A warranty recovery program.
- Quality assurance.

Vehicle History File

Each vehicle will have a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. A vehicle's history is a valuable resource in locating persistent problems and may serve to determine problems which could be classified as a fleet defect.

All records will be maintained for the life of the vehicle and include, at a minimum, the following information:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership.
- Date, mileage, and description of each inspection, maintenance, repair or lubrication performed.
- Company providing routine maintenance service for the vehicle.
- The name and address of any business firm performing an inspection, maintenance, lubrication or repair.

Weekly Van Inspections

Detailed weekly inspections shall be performed to identify defective items requiring maintenance. The weekly inspection form shall be documented with a check in each box to document which of the items inspected are "OK," or a defect is noted as explained in the comments section.

The Maintenance Coordinator will review weekly inspections and document and initiate corrective actions as a result of any deficiencies identified. Once defects are noted, they will be prioritized and categorized. Weekly inspection forms for each vehicle will be retained for a period of four years. See attachment B.

Records of weekly safety inspections and documentation of all service and corrective actions will be retained a minimum of four years. See Attachment B.

- ✓ Horn.
- ✓ Windshield wipers.
- ✓ Mirrors.
- ✓ Wiring and battery.
- ✓ Service and parking brakes.
- ✓ Warning devices.
- ✓ Directional signals.
- ✓ Hazard warning signals.
- ✓ Lighting systems and signaling devices.
- ✓ Handrails and stanchions.
- ✓ Standee line and warning.
- ✓ Doors and interlock devices.
- ✓ Step wells and flooring.
- ✓ Emergency exits
- ✓ Tires and wheels.
- ✓ Suspension system.
- ✓ Steering system.
- ✓ Exhaust system.
- ✓ Seat belts.
- ✓ Parking Brake
- ✓ Safety equipment.
- ✓ Wheelchair lifts (Lifts MUST be inspected and tested prior to each run).
- ✓ Equipment for securing and transporting wheelchairs.
- ✓ A safety inspection report will be prepared by the individual(s) performing the inspection which will include the following:
 - Identification of the individual(s) performing the inspection.
 - The date of the inspection.
 - Identification of the vehicle inspected.
 - Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.

The Maintenance Coordinator will:

1. Prepare a safety report identifying corrective action(s) taken for deficient or defective items and include the date(s) of completion of corrective action(s).
2. Perform weekly Quality Assurance (QA) checks to ensure inspections and repairs are completed properly. Inspections will be documented on the Weekly Vehicle Inspection Sheet.
3. Fax a copy of all Weekly Vehicle Inspection Sheets for Enterprise leased vehicles to the Enterprise Customer Service Coordinator on Friday of each week.

Daily Pre-Trip/Post-Trip Inspections

The daily pre-trip/post-trip form establishes procedures to identify defective items prior to operating an assigned vehicle, during routes, and after all routes are completed. The daily pre-trip/post-trip inspection form shall be documented with a check in each box to document which of the items inspected are "OK," or a defect is noted as explained in the comments section. See Attachment C

The Maintenance Coordinator will review daily inspections and document and initiate corrective actions as a result of any deficiencies identified. Once defects are noted, they will be prioritized and categorized. Daily inspections will be retained along with the daily trip logs for each vehicle.

Each defect will be placed into one of four categories on the Pre-Trip/Post-Trip Inspection Sheet:

1. Safety Defect – Safety cannot be compromised. The vehicle cannot be placed into service until repairs are completed. (Note: If the problem is with a defective lift, the lift shall not be used, but the vehicle can still be used. A problem with the lift would be a "Mechanical Defect.")
2. Mechanical Defect – A defect which will gradually get worse and increase cost. The vehicle will be evaluated to determine if it cannot be placed into service until repairs are completed, except for emergencies.
3. Elective Mechanical Defect – An elective mechanical defect is a defect which does not compromise safety, but can be operated beyond a pre-determined mileage. This defect can be scheduled on or before the next preventive maintenance inspection depending on mileage.
4. Elective or Cosmetic Defect – The defect will not compromise safety and will not cause further damage or cost as it is an aesthetic defect. This vehicle can be scheduled for an off-peak time in the future or at the next preventive maintenance inspection to be repaired.

Classifying defects allows BAFI to categorize the severity of the problem, identify trends, determine the underlying cause of the problem, and can help in making modifications to the Preventive Maintenance Program, as needed, to minimize future problem or failures.

Inspections are required to make certain the following parts and devices are in safe condition

and in good working order:

- ✓ Wheelchair lift.
- ✓ Service brakes.
- ✓ Parking brakes.
- ✓ Tires and wheels.
- ✓ Steering.
- ✓ Horn.
- ✓ Lighting devices.
- ✓ Windshield wipers.
- ✓ Rear vision mirrors.
- ✓ Passenger doors.
- ✓ Exhaust systems.
- ✓ Parking Brake
- ✓ Equipment for transporting wheelchairs.
- ✓ Safety, security, and emergency equipment.

If a driver finds a defect during an inspection, it shall be categorized by one of the four types of defects listed above. If a safety or mechanical defect is found, the Maintenance Coordinator shall be notified and a determination made if the vehicle can be put in operation at which time.

The checklist displays mechanical and safety related checks for defects. There is also space on the inspection form to record body damage.

Post-Trip Report

During scheduled trips and at the end of the day the driver will note any defects on the Pre-Trip/Post-Trip Inspection Sheet to be turned into the Maintenance Coordinator. If a defect is found it shall be determined if the vehicle can be placed into service the next day or the defect shall be repaired prior to rescheduling.

Preventive Maintenance

Preventative maintenance service and inspections will be scheduled by mileage projections, in most cases. This allows a series of services and repairs to be carried out while minimizing costs and optimizing the number of operational vehicles.

The checklists for preventive maintenance will be consistent with the current operating fleet and in particular with the minimum maintenance requirements for vehicles under warranty to ensure maximum vehicle longevity. Below is a guideline of a preventive maintenance sequence. However, mileages can vary depending on manufacturer's requirements.

The preventive maintenance inspection is a program of routine checks and procedures performed on a scheduled and recurring basis to avoid breakdowns and prolong equipment life. Vehicles will be scheduled in "A," "B," and "C" inspections and service. These will be performed 6,000, 12,000, 18,000, and 24,000 miles following the sequence: "A," "B," "A," and "C."

1. **"A" Inspection:** The "A" Inspection is performed every 6,000 miles. It is designed for the inspection, service and replacement of certain items at predetermined times and to identify any possible defects which might have occurred and to make minor adjustments as necessary.
2. **"B" Inspection:** The "B" Inspection is performed each 12,000 miles. This inspection repeats the "A" Inspection items and includes certain additional items which should be inspected and serviced as indicated.
3. **"C" Inspection:** The "C" Inspection is a technical and performance inspection and is accomplished each 24,000 miles, The "A" and "B" Inspection items are repeated and additional scheduled items are required to be accomplished which were not part of the other inspection intervals.

The following is an example of a preventive maintenance schedule with vehicle inspections performed at 6,000 mile intervals:

- A 6,000 miles
- B 12,000 miles
- A 18,000 miles
- C 24,000 miles
- A 30,000 miles
- B 36,000 miles
- A 42,000 miles
- C 48,000 miles

Vehicle manufacturers and component suppliers provide service manuals containing detailed information for repair, maintenance, and recommended preventative maintenance intervals. Recommendations provided in OEM service manuals will assist in formulating our maintenance procedures and preventative maintenance intervals. These procedures will be based on the OEM maintenance requirements for warranty and operating conditions.

When service and inspections are due on leased vehicles from Enterprise, the Maintenance Coordinator will contact the Enterprise Customer Service Coordinator and arrange for a service appointment with the appropriate contractor.

Maintenance and Repairs For Enterprise Leased Vehicles

BAFI is responsible for obtaining service and maintenance for all Enterprise vehicles and will:

1. Maintain a clean vehicle, exterior and interior.
2. Comply with recommended or required maintenance service in accordance with Enterprise's instructions, including those contained in Enterprise's Preventive maintenance Coupon Book.
3. Obtain Enterprise's authorization prior to any maintenance or repair performed, except for individual items of less than \$25, such as wiper blades, fuses, bulbs or headlights which

are necessary for the safe operation of the vehicle; or, except for the use of the Preventative, Emergency, Inspection or Alignment coupons in Enterprise's Preventative Maintenance Coupon Book.

4. Keep and maintain each vehicle in good operating condition and working condition and working order, using as a guide the maintenance program prescribed in Enterprise's Preventative Maintenance Coupon Book.
5. Ensure all preventative maintenance required to ensure full validation of the manufacturer's warranty is performed on a timely basis.
6. Maintain proper oil, battery and cooling levels and protection against freezing of the radiator and engine.
7. BAFI is prohibited from altering or adjusting the odometer, Emission Control Equipment, or any items that may nullify the manufactures warranty on the vehicle.

Lift Inspection, Maintenance and Lubrication

Proper maintenance is necessary to ensure safe, trouble free operation of the Braun Wheelchair Lift. Inspecting lifts for wear, damage or other abnormal conditions is a part of a regular service program. Simple inspections can detect potential problems. The maintenance and lubrication procedures specified in the Braun Operator's Manual shall be performed by a Braun authorized service representative or a certified BAFI driver at scheduled intervals according to the number of cycles. BAFI's Maintenance Coordinator is an authorized representative certified to perform inspections and routine service.

In accordance with the Braun manual for preventative maintenance, all listed inspection, lubrication and maintenance procedures, as specified in the Braun Operator's Manual shall be repeated at 750 cycle intervals following the scheduled 4500 cycle maintenance procedures, as a minimum. However, it is BAFI's policy to perform a comprehensive maintenance inspection every 60 days regardless of the cycle count. Under normal usage, the cycle count on Enterprise vehicles will not exceed 750 cycles between inspections.

These intervals specified by Braun are a general guideline for scheduling maintenance procedures and may vary according to lift use and conditions. Lifts exposed to severe conditions (weather, environment, contamination, heavy usage, etc.) may require inspection and maintenance procedures to be performed more often than specified. See Attachment D – Wheelchair Lift Preventative Maintenance Checklist.

Use of the Braun lift shall be discontinued immediately if there is any sign of wear, damage or improper operation.

As part of the daily inspection routine, drivers shall do a complete inspection of the lift at the beginning of each day. Daily inspections on lifts include a complete cycle of the lift from the folded position to the ground position. Drivers will immediately report any lift failures or mechanical defects.

Maintenance

All major service will be outsourced. The maintenance activities of the contractor will be monitored by quality assurance checks on vehicles by the Maintenance Coordinator. Preventive maintenance inspections and copies of the invoices for repairs from contractors will be kept at the BAFI office. All maintenance issues will be tracked and logged for the life of the vehicle with BAFI.

1. Enterprise vehicles: Servicing and maintenance will be coordinated with and scheduled through Enterprise.
2. BAFI vehicles: Routine servicing and maintenance will be scheduled through Gatto's Tire and Auto Service.

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by the Maintenance Coordinator in an individual file for each vehicle.

Warranty repairs are identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it is checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program are kept on file to guarantee the cost of the defects under warranty is paid by the equipment manufacturer. All warranty claims are pursued until the claim is settled.

Cleaning

During pre-trip inspections, the driver will perform a walk through on the vehicle and ensure that any debris on the flooring or step wells which could result in any falls or slips. All unsafe conditions shall be corrected before scheduled trips.

The driver shall report all graffiti/etchings, gum, spills, or any other issues in the interior which would warrant extra material and labor from normal clean-up, on their Pre-Trip/Post-Trip Inspection Sheet.

The Maintenance Coordinator will inspect the interior and exterior of each vehicle, on a monthly basis, to determine if the cleaning is being performed to BAFI standards.

Accidents

All accidents are tracked by the frequency, type, and which party was at fault. An investigation will be performed and documented. In the case of an accident in which the mechanical condition of the vehicle comes into question, the Maintenance Coordinator will decide if the vehicle can be placed into service before repairs are made.

Accident Investigation Report:

- Events are investigated and documented in a final report.
- Description of investigation activities.

- Identified causal factors.
- Corrective actions.
- Schedule of implementation of corrective actions.

In the event of an accident, the primary responsibility of all drivers is to ensure the safety of the passengers. The driver will immediately report the time and location of the accident to the Senior Transportation Coordinator.

Weekly Vehicle Inspection Sheet

Driver:		Check List	Symbols:	Friday
Vehicle #			OK	Current Mileage:
Date:			Repair Required	Next Service Due:
		N/A	Not Applicable	(CHECK COUPON BOOK IN VAN)
Interior Inspection				Remarks:
1	All Seats / Seat Belts/Arm Rest			
2	Doors / Hinges / Latches			
3	Flooring / Headliner / Side Panels			
4	Mirrors / inside / Outside			
5	Interior Lights			
6	Horn			
7	Warning System (Wheel Chair)			
8	Starter System (any unusual noise)/ Auto-Choke / Back-up Alarm			
9	Windshield Wiper Blades / Windshield Washers			
10	Windows			
11	A/C Front unit / Rear unit			
12	A/C Fans / Front & Rear			
13	Heater Front & Rear			
14	Gauges working on dash?			
15	Inside of van clean			
Exterior Inspection				Remarks:
16	Exterior Body & Components (Body Damage?)			
17	Tires & Wheels			
18	Access Doors / Fuel Cap & Port			
19	Headlights / Tail Lights / Turn Signals / License Plate light			
20	Outside of van Clean			
Under Hood Inspection				Remarks:
21	Engine Oil / Transmission Fluid / Leaks			
22	Coolant System (Fluid)			
23	Battery (Battery Cables clean)			
24	Belts / Hoses / Wiring			
25	Brakes (any Noise?) / Brake fluid			
26	Acceleration / Steering / Tracking			
Accessories				Remarks:
27	Fire Extinguisher (If equipped) / First Aid Kits / Safety Triangles			
28	Wheelchair Lift / W/C tie Downs (two complete sets per van)			
29	License Plate / Van Registration / Current Insurance Card & Insurance Packet			
	Tire Gauge / Copy of Safety Video / Information Pouch			
Comments:				
Inspector: (Print Name and Sign)				
ALL ITEMS ARE TO BE CHECKED WEEKLY				
MAKE SURE ALL ELECTRICAL IS OFF AT END OF DAY				
Fax to Attn: Dona VPSI at 321-952-4546				



**BREVARD ALZHEIMER'S FOUNDATION
Pre-trip/Post-trip Inspection Form**

Agency Brevard Alzheimer's Foundation, Inc.

Unit ID # _____

Pre-trip Inspection

Date _____

Post-trip Inspection

Mileage _____

Vehicle Component	OK	Defective	Comment
Headlights			
Tail/Brake lights			
Back up Lights			
Back up Alarm			
Turn Signals			
Clearance Lights			
Windshield Wipers			
Interior Lights			
Interior Gauges and Warning System			
Climate Control			
Mirrors			
Parking brakes			
Service brakes			
Steering			
Horn			
Fire extinguisher			
Emergency Exit Windows and Door			
Passenger Doors			
Overall cleanliness			
Fresh body damage			
Tires and Wheels			
Exhaust System			

If Equipped:

Interlock System			
Wheelchair lift and ramp			
Belts and Securement Devices			
First Aid Kit			
Flares and Triangles			
Fire Suppression System			

Driver's Name

Manager's Name

Technician's Name

Repair Notes:

Braun Lift Maintenance Schedule

Perform all procedures listed in previous section also	
Outer platform side plates (4 places) and sliding platform guides (2)	Apply Door Ease to top and bottom edges of outer platform side plates and bottom edges of sliding platform guides. See Lubrication Diagram.
Upper control arm pivot points (8)	Apply Light Oil - See Lubrication Diagram
Lower control arm pivot points (8)	Apply Light Oil - See Lubrication Diagram
Platform pivot pin bearings (4)	Apply Light Oil - See Lubrication Diagram
Transition plate ramp hinge	Apply Light Oil - See Lubrication Diagram
Inner roll stop hinge	Apply Light Oil - See Lubrication Diagram
Inner roll stop lever rollers (2) and bearings (2)	Apply Light Oil - See Lubrication Diagram
Inner roll stop slide bracket slot area (2) - front & back	Apply Door Ease - See Lubrication Diagram
Inner / outer vertical channel tapered rollers (36)	Apply Light Oil - See Lubrication Diagram. Use Light Grease during roller replacement.
Inner / outer vertical channel outer rollers (36)	Apply Light Oil - See Lubrication Diagram. Use Light Grease during roller replacement.
Hydraulic in/out cylinder upper pivot bushings (4)	Apply Light Oil
Intermediate vertical channel (s-beam) edges (8)	Apply Door Ease - See Lubrication Diagram
Inspect inner roll stop for: <ul style="list-style-type: none"> - Wear or damage - Proper operation. Roll stop should rest solidly on floor providing smooth transition. - Positive securement. 	Resecure, replace or correct as needed.
Inspect handrail components for wear or damage, and for proper operation	Replace damaged parts.
Inspect microswitches for securement and proper adjustment.	Resecure, replace or adjust as needed. See Switch Adjustment section
Make sure lift operates smoothly	Lubricate or correct as needed.
Inspect external snap rings / e-clips: <ul style="list-style-type: none"> - Hydraulic cylinders (8) - Outer barrier latches (2) - Outer barrier latch split foot pivot (1) - Inner / outer vertical channel tapered rollers (36) - Inner / outer vertical channel outer rollers (36) - Inner roll stop rollers (4) 	Resecure or replace if needed.
Inspect all threaded fasteners for damage and positive securement.	Resecure or replace damaged fasteners. See Exploded View section for fasteners that require #242 General Purpose Blue Loctite (Braun #18822).
Remove pump module cover and inspect: <ul style="list-style-type: none"> - Hydraulic hoses, fittings and connections for wear or leaks on pump, valve block and hand pump. - Harness cables, wires, terminals, fuses and connections for securement or damage 	Resecure, replace or correct as needed.

**1500
Cycles**

Braun Lift Maintenance Schedule

4500 Cycles	Perform all procedures listed in previous section also	
	Inspect cotter pins: • Upper control arms (2) • Outer barrier latch gas springs (2) • Spring tensions pulley bracket (1) • Vertical channel chain pins (8) • Platform pivot pins (2)	Resecure or replace if needed.
	Hydraulic Fluid (Pump) - Check level. Note: Fluid should be changed if there is visible contamination. Inspect the hydraulic system (cylinder, hoses, fittings, seals, etc.) for leaks if fluid level is low.	Use Braun 32840-QT (Exxon® Unisvis HVI 26) hydraulic fluid (do not mix with Dextron III or other hydraulic fluids). Check fluid level with platform lowered fully and roll stop unfolded fully. Measure 3/4" from the top of the fill tube to locate fluid level.
	Inspect cylinders, fittings and hydraulic connections for wear, damage or leaks	Tighten, repair or replace if needed.
	Inspect vertical channels, bearings and pivot pins for visible wear or damage	Replace if needed.
	Inspect inner / outer vertical channel roller mounting bolts (72)	Tighten or replace if needed.
	Inspect platform pivot pin, bearings and vertical channels for wear, damage and positive securement	Replace damaged parts and resecure as needed. Apply Light Grease during reassembly procedures.
	Inspect gas springs (cylinders - 4) for wear or damage, proper operation and positive securement	Tighten, replace or correct as needed
	Inspect intermediate vertical channel (s-beam) chain roller bearing (2)	Apply light oil or replace as needed. See Lubrication Diagram.
	Inspect power cables	Resecure, repair or replace if needed.
Mounting	Check to see that the lift is securely anchored to the vehicle and there are no loose bolts, broken welds, or stress fractures.	
Decals	Replace decals if worn, missing or illegible.	
Consecutive 750 Cycle Intervals	Repeat all previously listed inspection, lubrication and maintenance procedures at 750 cycle intervals.	



Transportation Operating Procedures
Manual Last Edited August 16, 2022

PREVENTIVE MAINTENANCE INSPECTION REPORT				Agency <u>Brevard Alzheimer's Foundation, Inc.</u>											
				Address _____											
				City _____											
				State _____ Zip _____											
Bus ID #: _____				Date: _____				Miles _____							
Inspector's Signature _____				Printed Name _____				Employee # _____							
Inspection Type: <input type="checkbox"/> A Inspection				<input type="checkbox"/> B Inspection				<input type="checkbox"/> C Inspection							
Condition Indicators: <input checked="" type="checkbox"/> = Okay <input checked="" type="checkbox"/> X = Item was repaired or adjusted <input type="checkbox"/> O = Follow up required N/A = Not Applicable															
#	Interior			#	Exterior (cont.)			#	Chassis/Drive Line (cont.)			A	B	C	
1	Passenger Door/Check Operation of All Interlocks and/or Starter Interrupt			36	Check Operation of All Lights			71	Air Tank Mounting/Lines & Valves						
2	Standeel Line & Warning			37	Condensor Fan Operation			72	Check Exhaust System for Mounting/Leaks/Restriction						
3	Flooring/ Steps/All Interior Panels			38	All Access Doors/Engine Cover & Latch Operation			73	Underbody/Mounts & Frame						
4	Wheelchair Belts/Floor Anchors			39	Tire Damage & Wear			74	Fuel Tank Mounting & Fuel Leaks						
5	Passenger Seat Condition/ Foldaway Seat Operation			40	Check Wheels/Lug Nuts/Valve Stems			Wheel Chair Lift							
6	Passenger Seat Belts			41	Fuel Cap and Door			75	Lift Manufacturer Tag/Month and year of Manufacture/ State of FL Certificate						
7	Stanchions & Hand Rails			42	Leveling			76	Check Lift Wiring for Routing/ Chafing & Loose Connections						
8	Roof Hatches/Operation			Engine Compartment			77	Check Lift for Damage/ Inspect Lift Anchor Bolts							
9	Emergency Door and Window Operation			43	Clean Batteries and Terminal Ends/Check Electrolyte Level			78	Cycle Lift -Check all Safety Systems <u>including Barriers</u>						
10	Fire Extinguisher/First Aid Kit Emergency Triangles/Spill Kit			44	Check Battery/Hold Downs/Cables/Ground Straps			79	Record Lift Cycle Count						
11	Fire Suppression System			45	Record Voltage Output _____ V			80	Check for Hydraulic Leaks/ Level						
12	Interior Lights			46	Check Belts/Tensioners & Hoses/ Air Compressor Mounting			81	Clean, Lubricate and Adjust Lift As Needed						
13	Vehicle Registration/Plates			47	Check All Fluids			Brake Inspection							
Drivers Compartment				48	Inspect for Leaks			82	Brake Foundation/ Lines/Rotors/Drums						
14	Brake & Accelerator Pedals			49	Test Anti-Freeze Protection			83	L/Front % Worn:						
15	Drivers Seat & Belt			50	Check Radiator Core/Mounts			84	R/Front % Worn:						
16	Horn Operation			51	Check Wiring for Routing/Chafing & Loose Connections			85	L/Rear % Worn:						
17	Service Brake Operation			52	Check Engine Mounts			86	R/Rear % Worn:						
18	Ignition System (Start Engine)			53	Replace Engine Oil & Filter			Tire Tread Depth/Inflation							
19	Check All Gauges/Switches			54	Check Air Filter			87	L/Front /32						
20	Check Fast Idle			55	Check Fuel Filter			88	R/Front /32						
21	Check Air Sytem Pressures/Perform Leak Down Test			56	Check/Clean A/C Filters & Cores/Lines for Routing/Chafing			89	R/R Inside /32						
22	Shift Lever Operation			57	A/C Compressor Mounting/Clutch			90	R/R Outside /32						
23	Parking Brake Operation			58	A/C Pressure Check			91	L/R Inside /32						
24	Back-Up Alarm			Chassis/Drive Line			92	L/R Outside /32							
25	Driver's & Panel Lamps			59	Shocks/Springs/MOR/ryde			93	L/Front PSI						
26	Interior Mirrors/Sun Visor			60	Torque Rods			94	R/Front PSI						
27	Windshield Wipers & Washers			61	Check Ball Joints			95	R/R Inside PSI						
28	Climate Control System/Fans			62	Steering Gear/Linkage & Arms			96	R/R Outside PSI						
29	Fare Collection System			63	Steering Shaft & Freeplay			97	L/R Inside PSI						
30	Cleanliness			64	Lube Chassis			98	L/R Outside PSI						
Exterior				65	Check Drive Shaft & U-Joints			Test Drive							
31	Check for Damage /Corrosion/Bumpers & Mounts/Decals			66	Check Differential Oil Level/Clean Breather/Check Axle Seals			99	Check Engine Performance						
32	Condition of All Glass			67	Drain & Refill Differential			O	E	M	100	Check Shift Points			
33	Wiper Blades & Arms			68	Replace Transmission Fluid/Filter			O	E	M	101	Steering			
34	Exterior Mirrors			69	Check Front Wheel Bearings						102	Suspension			
35	Check Light Lenses & Reflectors			70	Check Brakes (Pull Wheels)						103	Brakes			
											104	Speedometer			
Notes															

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