

City of Pembroke Pines

TRANSPORTATION OPERATING PROCEDURE (“TOP”)

October 2025



MISSION STATEMENT

To provide safe, reliable, and efficient transportation services to the community via a coordinated system of senior transportation service, fixed route service and social service while keeping client expectation and changing needs as a high priority.

City of Pembroke Pines
COMMUNITY SERVICES DEPARTMENT
Transportation Division

The Transportation Authority LLC, Subcontractor

SOUTHWEST FOCAL POINT COMMUNITY CENTER

301 N.W. 103rd AVENUE

PEMBROKE PINES, FL 33026

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Transportation Operating Procedure (TOP) & Driver Safety/Training Policy

Agencies receiving Section 5310 funds must have a written Transportation Operating Procedure (TOP). The TOP will include procedures related to maintenance, operations (Driver Training Policy), and safety. The agency must submit its TOP to the FDOT District Office as a requirement to be awarded a grant, and every two years as outlined in the State Management Plan. Additionally, the agency's TOP must be signed and dated by the person directly responsible for management of the agency.

Transportation Operating Procedure

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City of Pembroke Pines

Southwest Focal Point Community Center

Transportation Division

Transportation Operating Procedure

I. INTRODUCTION

The City of Pembroke Pines (the “City”) was incorporated in 1960. In 1995, in response to growing community needs, the City financed and constructed a 52,000 square foot community center, the Southwest Focal Point Community Center (the “SW Focal Point”). The City, through the SW Focal Point, which is located at 301 N.W. 103rd Avenue, Pembroke Pines, FL 33026, is committed to providing services that enhance the quality of life for the public at large with special attention devoted to seniors residing in the local communities. Some of those services include transportation, geriatric medical care, health support, nutrition programs, adult and Alzheimer’s day care, social support, information and referrals, counseling, recreation and leisure. Its mission is: 1) to provide a centralized, welcoming facility that attracts seniors and encourages them to stay active and healthy; 2) to provide services, housing and transportation that allow seniors to live on their own longer; and 3) to be a resource and gathering point for the community, encouraging community-wide and multigenerational use and events.

Mission Statement: The City is committed to providing safe, reliable, and efficient transportation services to the community via a coordinated system of social service, Senior Transportation service and fixed route service, while keeping client expectations and changing needs as a high priority.

A. Description of the City of Pembroke Pines, Transportation Division

The City of Pembroke Pines has an agreement with the Area Agency of Aging of Broward County and Broward County to provide Senior Transportation and fixed route transportation services respectively. The City contracts with The Transportation Authority, LLC, to manage day-to-day operations and with Vera Cadillac and Transportation Authority Shop (TAS) to provide preventive maintenance and repairs. Transportation services are directed by the City’s Community Services Director, Jay Shechter, and finances are administered by Assistant Director, Silvia Aguilar. The Transportation Authority, LLC has five administrative staff (President Richard Passero, Transportation Administrator Jessica Matos, District Manager Dana Dixon, Dispatcher/Operations Specialist Odile Petit-Homme, Scheduler/Clerical Specialist, Andrew Lesdesma, 2 part-time clerks and 29 van drivers.)

The Transportation Authority is responsible for insurance of the vehicles (liability) and the City of Pembroke Pines is responsible for repairing any physical damage to the City’s vehicles. The Transportation Authority LLC is responsible for the hiring and training of administrative staff and drivers and for insuring its personnel. In compliance with the provision of Florida Statute (FS) 341.061 and Rule, Chapter 14-90, Florida Administrative Code, The Transportation Authority LLC maintains a structured System Safety Program Plan to ensure the overall safety of the program. This facet of the operation is critical as the issue of safety is considered the highest priority for both staff and members. The 29 vehicles used in the transport of members are housed in a reserved area at the site of the Transportation Authority LLC, 901

Poinciana Drive, Pembroke Pines, FL 33025. One hundred percent (100 %) of the vehicles are wheelchair accessible which meet all applicable Americans with Disabilities Act regulations. The City operates two (2) programs – Senior Transportation service and the Community Bus (fixed Route) service. There is no cost for riders to use this service.

1. Description of Senior Transportation Service

Since January 2002, the City has been a subcontractor to the Area Agency on Aging of Broward County, for providing transportation services as mandated by the 2002 Older Americans Act Title IIIB. Free Senior Transportation service is provided to and from the SW Focal Point Senior Center, medical/dental appointments, pharmacies, social agencies, legal agencies, post offices, banks, grocery stores, and center sponsored field trips.

Individuals participating in the program must be registered clients, 55 years and older residing in the Southwest section of Broward County who do not have access to other forms of transportation. The City's service area boundaries span from County Line Road South, US 441 East, State Road 84 North and US 27 West.

2. Description of Community Bus (Fixed-Route) Service

In 1994, the City of Pembroke Pines entered an Interlocal Agreement with Broward County Transit (BCT) to offer community bus service to residents in Pembroke Pines. The service seeks to increase the number of destinations within the city limits that can be reached through public transit. The Community Bus Service is designed to operate in conjunction with BCT routes. Community buses service residential areas, freeing the larger BCT fixed-route buses to travel along major thoroughfares as part of a bus system network. While BCT routes serve mainly arterial corridors, community buses can penetrate neighborhoods and create short-distance linkages between origins and destinations. The City operates 7 community bus service routes – five (5) servicing western Pembroke Pines and two (2) servicing eastern Pembroke Pines.

II. OPERATING PROCEDURE

TOP Compliance

As an FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities grant recipient, the City of Pembroke Pines agrees to comply with the following rules and guidelines set forth by the Federal and State Department of Transportation regarding vehicle maintenance and transit operations described in this Transportation Operating Procedure (TOP).

Safety Program Description

At the Southwest Focal Point Community Center, safety is a priority and is critical to the delivery of transportation services. In compliance with the provision of Florida Statute (FS) 341.061 and Rule, Chapter 14-90, Florida Administrative Code, the City of Pembroke Pines has always maintained a structured System Safety Program Plan. Every effort is made to maintain all vehicles and equipment in optimal working conditions to minimize mechanical failures and decrease the possibility of accidents and vehicle downtime. The responsibility of maintaining the vehicles used in the transport of clients lies with the contracted services of Vera Cadillac and Transportation Authority Shop (TAS), as well as with the transportation personnel, particularly the drivers. All are committed to ensuring the safety of the system through ongoing communication, coordination, and feedback.

Reviews and Updates

The division engages in on-going efforts to ensure the overall safety of the system. A structured training program helps staff members stay abreast of new and changing safety standards. This facet of the operation is critical as the issue of safety is considered a high priority for both staff and clients.

When new routes are being created, special consideration is given to the accessibility of the areas. Transportation staff gives acute attention to ensuring that vehicles can safely and easily navigate the geographic area, thus reducing the risk of accidents. Periodically, vehicles that are assigned to distant areas are switched around to reduce wear and tear on any one vehicle. Routes are designed with the elderly in mind. One hundred percent (100%) of all trips, including wheelchair trips, are assigned to routes in advance. Door-to-door service is offered to every rider. Trips are multi-loaded to achieve maximum efficiency and are scheduled to provide for timely arrival of clients to their destination. Each trip is designed to eliminate excessive ride time. Average ride time for each trip is limited to less than 40 minutes, or less than twice the normal, direct-route ride time for a particular trip. Exceptions to this arrangement include inclement weather, vehicle mechanical problems, and the like. The transportation staff is readily adaptable and flexible when unforeseen circumstances such as these become a factor in maintaining regularly scheduled service. Back-up plans are efficiently initiated in these cases to avoid interruption of service to clients.

The Transportation Authority currently has a workable system in place to ensure that every vehicle is properly maintained. The history of every vehicle is electronically documented and maintained in the transportation division and by Vera Cadillac and Transportation Authority Shop (TAS). This information is easily retrievable at any given time. Designated transportation staff members regularly assess vehicle

standards and provide written updates on the status of each vehicle. This is achieved through use of media such as the vehicle pre- and post- trip inspection form, vehicle repair/request form, and feedback from drivers and garage personnel. To initiate the process, every driver will conduct a daily pre- and post-trip inspection of vehicles. En route and post-trip inspections are also encouraged. Notes are documented on this form to include items for minor repairs as well as those that require immediate attention. Pertinent information is then transferred to a vehicle repair/request form followed by an appointment to visit the garage.

Every effort is made to repair problems before they develop into larger ones. Any vehicle that is deemed unsafe is immediately pulled from service until a desired level of safety is reached. Likewise, established procedures mandate that any vehicle that is involved in an accident be immediately pulled from service. A thorough investigation and inspection by the police and garage personnel must be conducted before it is released for service again. The expectation of the division is that drivers could detect improper functioning of vehicle mechanical systems, report them in a timely manner, and follow up on repairs and routine service activities. Every vehicle is required to undergo a 5,000-mile check-up. On the discretion of the garage and transportation personnel, this activity is performed much earlier for some vehicles. This generally applies to those vehicles servicing distant areas.

The entire fleet of 29 vehicles is housed in a reserved area in the rear of the Transportation Authority LLC at 901 Poinciana Drive, Pembroke Pines, FL 33025 each having an assigned space. Ninety-nine percent (99%) of the vehicles are equipped with a lift and wheelchair securement devices which meet all applicable Americans with Disabilities Act regulations. Each vehicle bears the name of the city and the department, as well as a handicap sticker that is highly visible. The cleanliness of the vehicles, both inside and outside, is the responsibility of the drivers. Fuel is added to the vehicles at the end of each day that they are in service. There is no eating, drinking or smoking on any Focal Point vehicles. The vehicles are specially configured to provide easy access for clients and the desired level of comfort once they are on board. Emergency exit doors, operable air-conditioning systems, stanchions for extra support when boarding and exiting, seatbelts, and fire extinguishers are just common features on all Focal Point vehicles. For those vehicles that can accommodate a wheelchair, extra care is taken to make sure that securement devices meet Americans with Disabilities Act (ADA) requirements and are indeed operable.

A. Vehicle Maintenance

Vehicle Inventory

A table that describes the vehicle fleet inventory maintained by the City of Pembroke Pines Transportation Division is attached.

Preventive Maintenance

The City of Pembroke Pines maintains the vehicles by performing the following regularly scheduled preventative maintenance inspections.

Pre-Trip Inspection Components & Procedures

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

Tires & Wheels	<ul style="list-style-type: none"> • The minimum tire tread depth on steering axle (front tires is 4/32 inch in every major groove. No re-caps are allowed on the steering axle. • The minimum tire tread depth on all other tires is 2/32 inch in every major groove. • Check all tires for uneven tread wear and cuts or damage to tread and sidewalls. • Check for tire inflation by hitting the tires with a mallet or similar device to check for flats. To check for exact tire inflation a tire air gauge must be used. • Check rims for bends, damage, or welds. Rims must not have any welding repairs. • Check valve stems for damage and for missing valve caps. • Check that the wheels and hubs are free of oil or grease. Oil or grease presents could indicate a leaking hub or axle seal. • Check that all lug nuts are present. Check for signs of rust streaks or shiny threads that could indicate loose lug nuts.
Steering	<ul style="list-style-type: none"> • With the engine running, turn the wheel back and forth. Steering play should not exceed 2 inches (on a 20-inch wheel) until the front wheels barely move.
Horn	<ul style="list-style-type: none"> • Check that the horn works properly
Lighting Devices	<ul style="list-style-type: none"> • Turn on exterior lights. Turn on 4-way flashers. Perform a complete walk around the exterior of the vehicle and check all lights for proper operation and lens for cleanliness. • Turn off 4-way flashers and turn on left turn signal and check left signal lights for operation. • Turn on right turn signal and check right signal lights for operation. • Turn on hi-beam headlights and check for operation. • Checking brake lights and back-up lights may require assistance. With someone in the driver's seat, instruct them to step on the brake pedal while observing the operation of the brake lights. At this time have the assistant place the vehicle in reverse. Check back-up light operation and back-up alarm if equipped. • Turn on all interior lights and check for operation.
Windshield Wipers	<p>Starting from the exterior of the vehicle, check the condition of the wiper blades and that the arms and blades are secure.</p> <ul style="list-style-type: none"> • From the interior of the vehicle, check that the windshield washer works correctly and that the wipers operate smoothly • Windshield should be clean with no obstructions or damage to glass.
Mirrors	<ul style="list-style-type: none"> • Rear view mirrors and side view mirrors should be secure with no mirror bracket damage. Check for proper adjustment. Check mirror glass for cleanliness or fading

Climate Control	<ul style="list-style-type: none"> • Operate and check heater and air conditioning controls through all selector ranges and check varying fan speed for proper function. • Check rear unit as applicable
Emergency Exit Windows and Doors	<ul style="list-style-type: none"> • Inspect side and rear windows for cracks, scratches and proper function of opening mechanisms. • Check emergency exits to ensure all exits function properly and stay shut after opening.
Passenger Doors	<ul style="list-style-type: none"> • Check doors for damage and that they operate smoothly. Hinges should be secure with seals intact. • Check door entry area for debris and any loose or extensively worn flooring
Interior Gauges and Warning	<ul style="list-style-type: none"> • Activate ignition switch and check all warning indicator lights (oil, battery, check engine, ABS, etc.) for proper operation. If the vehicle is equipped with gauges, check proper readings after the engine has been started.
Fuel & Exhaust System	<ul style="list-style-type: none"> • Check tailpipe for placement and secure mounting. • Start engine and listen for exhaust leaks and check for exhaust fumes in areas other than the tailpipe end.
Wheelchair Lift & Ramp	<ul style="list-style-type: none"> • Check wheelchair lift doors for operation and damage. • Cycle lift from stow position to floor level and check outboard roll stop barrier for proper latching. • Cycle lift to ground level and check for any leaking, damaged, missing parts, and for smooth operation. Raise lift from ground level. With platform slightly off ground, make sure outboard roll stop barrier raises and it is latched securely. This must be performed by visually inspecting and latching mechanism to ensure it is in the correct locked position and by physically attempting to pull/push barrier down with an adequate amount of force to make certain the barrier is securely latched. • Continue to raise lift to floor level and check for any unusual noises or abnormal operation. Check all warning lights and audible signals for proper operation. Due to varying lift configurations, refer to your lift's Owner's Manual for a list of warning lights and audible alarms to ensure all the safety warning devices are working properly. • Stow lift. • With lift door in the open position, check shift interlock by trying to shift vehicle into gear. Bus should not shift out of park. • Inspect retractors for damaged webbing and proper locking. • Inspect shoulder belts. • Inspect foldaway seats for operation. • Inspect floor anchors.
Belts & Securement Devices	<ul style="list-style-type: none"> • Check for proper number and condition of belts, tie downs and any other securement devices
Interlock Systems	<ul style="list-style-type: none"> • If equipped, check to ensure interlock system is working properly. Vehicle should not shift out of park with either the front door or lift door open. • If the rear emergency exit door is open or closed, and locked, the vehicle should not start.

	<ul style="list-style-type: none"> • Check for audible alarm and warning light if rear door is open with vehicle running
Safety, Security & Emergency Equipment	<ul style="list-style-type: none"> • Check for properly charged and rated fire extinguisher. • Check for safety triangles and flares, if equipped. • Check for first aid kit, if equipped.
Fire Suppression	<ul style="list-style-type: none"> • Check the fire suppression gauge and ensure that the gauge indicates the fire suppression system is properly functioning. The arrow should be pointing in the green area of the gauge.
Additional Items	<ul style="list-style-type: none"> • Check that Service and Parking Brakes are operational • Check that Suspension and Undercarriage are normal • Check fluid levels • First Aid Kit • Logbook • Cleanliness • 2-Way Radio

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 operator’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.

Defects discovered during the pre-trip inspection that are considered safety-related are:

- Steering System
- Service and Parking Brakes
- Suspension and Undercarriage
- Tires, Wheels and Wheel End Components
- Fuel and Exhaust Systems
- All Lights, Mirrors, Wipers and Warning Devices
- Interlock Systems
- Interior Controls, Gauges, and Safety Equipment
- Wheelchair Lifts
- Air System
- Emergency Exits (doors, windows, etc.)
- Fire Suppression Systems

Vehicles with safety-related defects should be removed from service until appropriate repairs are completed. Evidence of these repairs should be attached to the pre-trip inspection form and filed in the vehicle history file.

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.

In addition:

- In the case of a safety-related defect, the pre-trip inspection form and accompanying repair documentation must be filed in the vehicle history file and kept for the life of the vehicle.
- Verification of all repairs should be provided to FDOT. This includes documentation such as invoices or completed work orders.

Post-Trip Inspections

The driver will also conduct a post-trip inspection when a vehicle returns from service. Some vehicle defects can only be identified by drivers while the vehicle is in use. For example, during service, drivers may notice that the brakes are squealing, feel the vehicle shake when applying brakes, smell exhaust fumes, etc. In many cases, what may appear as minor defects can lead to major defects when they are not addressed in a timely manner. This is why drivers are considered the first line of defense when it comes to identifying defects and preventing vehicle failures.

During scheduled trips and at the conclusion of transportation service the operator will note any defects on a post-trip inspection checklist to be turned to Jessica Matos, **Transportation Administrator**, who receives and reviews these forms at the end of the day. Defects that are consistent with the safety sensitive items listed on the pre-trip inspection must be repaired before the vehicle returns to service. Defects that are not safety related are scheduled for repair later.

Preventative Maintenance Inspections

According to the *Florida Department of Transportation (FDOT)*, managing a fleet of vehicles funded by the FDOT requires following a set of minimum requirements established by Chapter 14-90 of the Florida Administrative Code. All vehicles of the Southwest Focal Point (SWFP) Transportation Division will follow FDOT *Rule 14-90 governing Equipment and Operational Safety Standards* for public sector bus transit systems. According to Chapter 14-90 of the Florida Statutes, vehicles must be maintained using regular preventative maintenance inspections. As such, a comprehensive preventative maintenance program has been established that augments and enhances upon the vehicles' manufacturers recommended intervals of service. Each vehicle in the fleet is tracked daily for vehicle mileage and service requirements. In addition, the SWFP Transportation Division has developed a preventative maintenance and safety inspection program. The preventative maintenance inspection is performed using the standard ABC sequence established by the FDOT. Inspections are performed every 5,000 miles.

The SWFP Transportation Division's preventative maintenance may be divided into three (3) categories identified as *A*, *B* and *C* service intervals with various types of inspections performed at each interval. A copy of the Preventative Maintenance Inspection Report is included in the following pages. The report lists the inspection services to be performed at each service interval.

- **The components checked during an A service inspection include:**
Interior Inspection—fire extinguishers, first-aid kits, safety triangles, seats, seat belts, doors, hinges, latches, emergency exits, interlock system, flooring, headliner, side panels, grab rails,

steps, standee line, mirrors, interior lights, exterior lights, horn, warning system, starter system, back-up alarm, air system check, windshield, windshield wipers, washers, blades, side and rear windows, comfort system.

Exterior Inspection—exterior body, tires and wheels, access doors.

Service & Operation Inspection—engine and oil filter, ball joints, steering, drive line, battery, cooling system, air cleaner, filters, belts, hoses, wiring, under hood, exhaust system, service and parking (emergency) brakes, accelerator and brake pedals.

- **The components checked during a B service inspection include those checked during an A inspection in addition to the following:**

Service & Operation Inspection—brakes, operational check, transmission.

- **The components checked during a C service inspection include those checked during an A and B inspection in addition to the following:**

Service & Operation Inspection—wheel Bearings, driveshaft, shocks, springs, rear differential, fuel tank, engine tune-up, cooling system, transmission fluid and filter.

Accessories—wheelchair lift and accessories, license plates, registration, operators' manual, air conditioning system.

As part of the overall preventative maintenance program, each driver is required to complete, sign and file with the Operations Supervisor or Dispatcher a daily *Pre- and Post-trip Vehicle Inspection Report (VIR)*. It is the responsibility of each driver to perform the vehicle check and to indicate on the VIR all damage or mechanical problems observed. These reports are submitted to the Transportation Coordinator. If any problems are detected, the vehicle will be removed from service and delivered to Vera Cadillac and Transportation Authority Shop (TAS)—the contracted vehicle maintenance company—along with a *Vehicle Repair Request* order detailing the problem(s). Copies of any VIRs necessitating repairs and completed work order will become part of the vehicles permanent file and will be available for review upon request.

Annual Safety Inspection

All buses are regularly inspected by our driving staff and Vera Cadillac and Transportation Authority Shop (TAS) to ensure that they are properly equipped with all required parts in good working order. Scheduling preventative maintenance inspection and annual inspections is the responsibility of the Transportation Coordinator.

Scheduled preventative maintenance (PMs) is accomplished on various types of vehicles according to the manufacturers' recommended intervals. These recommended intervals may be exceeded when heavy or constant use necessitates.

All maintenance records that contain in-service dates, make and type of vehicle, year, model, special equipment, warranty information, inspections, and miscellaneous information about modification or other changes to units are kept in the Transportation office and Vera Cadillac and Transportation Authority Shop (TAS).

Continuous updating of maintenance procedures, equipment and technical data is also adhered to, providing a good overall program with safety being the keystone. Vehicle maintenance printouts are used by maintenance personnel to identify the development of potentially serious problems. All maintenance records include the name and address of the entity performing any vehicle maintenance and service other than that performed by Vera Cadillac and Transportation Authority Shop (TAS).

Written documentation is maintained on preventative and regular maintenance, inspections, lubrication and repair. Such records are maintained for at least three (3) years.

All buses operated by the Transportation Authority are inspected annually in accordance with Section 14-90.009, Bus Safety Inspections, of FDOT's 14-90 standards.

Chapter 14-90 requires that all agencies perform an Annual Safety Inspection on each public transit vehicle. These inspections must be performed once per year using a certified mechanic and proper lift equipment. Chapter 14-90 of the Florida Statutes states:

14-90.009 Bus Safety Inspections.

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

(a) Horn.

(b) Windshield wipers.

(c) Mirrors.

(d) Wiring and batteries.

(e) Service and parking brakes.

(f) Warning devices.

(g) Directional signals.

(h) Hazard warning signals.

(i) Lighting systems and signaling devices.

(j) Handrails and stanchions.

(k) Standee line and warning.

(l) Doors and brake interlock devices.

(m) Stepwells and flooring.

(n) Emergency exits

(o) Tires and wheels.

(p) Suspension system.

(q) Steering system.

(r) Exhaust system.

(s) Seat belts.

(t) Safety equipment.

(u) Equipment for transporting wheelchairs.

(v) Working speedometer.

(4) *A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:*

(a) Identification of the individual(s) performing the inspection.

(b) Identification of the bus transit system operating the bus.

(c) The date of the inspection.

(d) Identification of the bus inspected.

(e) Identification of the equipment and devices inspected including the Identification of equipment and devices found deficient or defective.

(f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) *Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system for compliance review.*

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

Vera Cadillac and Transportation Authority Shop (TAS) *performs a* Safety Inspection once per year. The FDOT C interval inspection service serves as that annual inspection. Further to the safety inspection performed by Vera Cadillac and Transportation Authority Shop (TAS), an annual safety inspection is also performed by Broward County Transit (BCT) on all buses used in our Community Bus Service (CBS) program. Copies of completed Safety Inspection Reports becomes part of the vehicles permanent file and will be available for review upon request.

The City of Pembroke Pines uses the following outsource maintenance provider to conduct the preventative maintenance inspections and repairs:

Outsource Maintenance Facilities Used

Name:	Vera Cadillac
Address:	300 S. University Drive Pembroke Pines, FL 33025
Phone Number:	On-site: 954-228-0113
Type of Services Delivered:	All Maintenance & Inspections- Safety, appearance, wheelchair lift

Name:	Transportation Authority Shop
Address:	1003 Poinciana Dr. Pembroke Pines, FL 33025
Phone Number:	On-site: 954-743-1459
Type of Services Delivered:	All Maintenance & Inspections- Safety, appearance, wheelchair lift

The City of Pembroke Pines has provided the outsource maintenance company performing the preventative maintenance inspections with the Preventative Maintenance Standards Manual to use as guidelines for performing these inspections.

Upon completion of the preventative maintenance inspection, the outsource maintenance facility provides the City of Pembroke Pines with a completed preventative maintenance inspection checklist form and a receipt for purchased services. This information is filed in the vehicle history file located at Southwest Focal Point Community Center, 301 NW 103rd Avenue, Pembroke Pines, FL 33026.

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.

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;
- A history of accidents or incidents.

Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift is performed during the operator's 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.

Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following minimum information:

- a. The manufacturer's name and address. The month and year of manufacture.
- b. A certificate that the wheelchairs lift or ramp securement devices, and their installation, conforms to state of Florida requirements applicable to accessible buses.

Information Management

Maintenance activities are regularly monitored and analyzed by Jessica Matos, Transportation Administrator, and Odiles Petit-Homme, Transportation Operations Specialist, Transportation Authority-Community Services. This information is used to adjust the preventative maintenance program as needed.

Maintenance activities are regularly monitored and analyzed by the Transportation Administrator, and Transportation Operations Specialist. An Excel spreadsheet is maintained listing all vehicles used by Transportation. The sheet is updated as follows:

- (1) Mileage is logged as follows:
 - a. For senior transportation, each driver calls in mileage to Dispatch when the bus is picked up.
 - b. Dispatch inputs mileage into Utilities software, which is part of Easy Rides.
 - c. Driver calls in mileage to Dispatch at the end of the day.
 - d. Dispatch inputs mileage into Utilities software.
 - e. For Community Shuttle, the driver completes mileage information on the passenger manifest.

- f. The manifest is submitted to Transportation Operations Specialist and is input when received.
- (2) Transportation Operations Specialist accesses mileage 2-3 times per week, updating and monitoring. Transportation Operations Specialist updates the list every Monday, inputting updated mileage data. Based on this information, the system informs as to when a bus is due for preventive maintenance.
- (3) Transportation Operations Specialist updates the list again on Wednesday. Should circumstances prevent updating on Wednesday, the list will be updated on the next business day.
- (4) In the absence of Transportation Operations Specialist, Transportation Administrator will update and monitor the spreadsheet.
- (5) Service is scheduled for and completed every 5,000 miles. Maintenance takes place based on the standard A-B-C sequence established by the FDOT.
- (6) Transportation Operations Specialist schedules maintenance as needed based on this schedule and prepares a Vehicle Repair Request specifying the work required.
- (7) Transportation Operations Specialist pick up the bus when repairs/maintenance are completed.
- (8) The repair shop will email a complete Preventive Maintenance Inspection Report to Transportation Administrator who checks to insure that all work requested was completed.
- (9) Transportation Administrator will update the spreadsheet, entering the type of preventive maintenance completed, and the date of service. The process then begins again, monitoring mileage, scheduling preventive maintenance, and monitoring to insure the work is completed.

The City of Pembroke Pines utilizes Easy Rides Plus software to track all maintenance and repairs. Easy Rides Plus is the most comprehensive paratransit software suite available. Based on Microsoft SQL Server technology, Easy Rides Plus is fully scalable and includes advanced GIS and AVL features. Easy Rides can be integrated with MDCs and most Android-based tablet devices. The software is also available as a web-based application.

Easy Rides Plus is designed for medium-to-large systems that have more advanced dispatching and reporting needs. Easy Rides Plus has all the features of Easy Rides Basic, plus Integrated Geographical Information System (GIS), Auto-Scheduling, Automatic Vehicle Location (AVL), Customizable manifests, and additional reporting capabilities. Easy Rides Plus includes all the features important for operating an efficient transit organization. Training is provided via GoToMeeting and onsite.

Warranty

A warranty recovery system, or warranty records of claims submitted and received, are maintained by the City of Pembroke Pines. All warranty paperwork is filed at Southwest Focal Point Community Center, 301 W 103rd Avenue, Pembroke Pines, FL 33332.

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. All warranty claims are pursued until the claim is settled.

B. Transit Operations

Employee Selection

Transportation Authority LLC (TA) is a subcontractor hired by the City of Pembroke Pines to manage and oversee the operation of the Transportation Division and TA will adhere to all policies and procedures set forth by City of Pembroke Pines. It is the policy of Transportation Authority to screen applicants to eliminate those that pose a security threat to the City or who would not be capable of carrying out City security policies. Transportation Authority may refuse to hire an applicant for reasons such as the following:

- Applicant does not meet the legal requirements set forth in Federal, State, County, or City law.
- Applicant is guilty of conduct not compatible with City employment.
- Applicant has made false or misleading statements of material fact on the application.
- Applicant has been dismissed, or resigned to avoid such dismissal, from a position in public or private employment that is similar to the position applied for in the agency.
- Applicant has been convicted of a crime that is substantially related to the qualifications, functions, or duties of the position for which application has been made.

Transportation Authority uses an employment application that asks whether the applicant has been convicted of any crime (other than minor traffic infractions). Answering “yes” does not necessarily disqualify an applicant. Applicants are evaluated on a case-by-case basis. It is the City’s policy to thoroughly check references and to verify past employment that is cited on applications.

Transportation Authority screens certain aspects of employee background. The service includes:

- State of Florida criminal history checks via Florida Department of Law Enforcement (FDLE)
- Education verification
- Credential verification
- Medical screening
- Motor vehicle driving records

New Hire Driver’s License Criteria

- a. Must have been a licensed driver for at least 3 years (Time spent driving on a learner’s permit does not count toward this requirement).
- b. Must have High School Diploma or GED, supplemented by one (1) year of
- c. related experience
NO MORE THAN ONE (1) MOVING VIOLATION in the past three (3) years.
- d. NO AT-FAULT ACCIDENTS in the last three (3) years.
- e. No Failures to Appear or Failures to Pay, in the last three (3) years.
- f. No Reckless Driving within the last seven (7) years.
- g. No Driving Under the Influence within the last seven (7) years. Two convictions (lifetime), for DUI is an automatic disqualification.
- h. No suspensions within the last three (3) years. (One suspension for PIP permitted).
- i. No Manslaughter resulting from the operation of a motor vehicle.
- j. No Hit-Run or Hit-Run Property Damage.
- k. No Reckless Driving causing injury.

- l. No Driving Under the Influence causing injury.
- m. No combination of any violations that indicate a pattern of irresponsibility or poor judgment.

Driver Qualifications and Training

The City of Pembroke Pines has contracted with Transportation Authority, LLC, to manage and oversee the operation of the Transportation Division. Transportation Authority management is responsible for pre-employment qualification for drivers, proof of valid drivers' licenses, periodic motor vehicle record checks, driver training and testing, driver work periods and driving hours, medical examinations and daily pre-/post trip inspections. In addition, management is responsible for ensuring that operational rules and procedures are in compliance with Chapter 14-90, Florida Administrative Code, and Broward County's Drug Free Workplace Program, and that all new drivers are instructed in their responsibilities under the SSPP.

It is the policy of Transportation Authority to screen applicants to eliminate those that pose a security threat to the City or who would not be capable of carrying out City security policies. Transportation Authority may refuse to hire an applicant for reasons such as the following:

- Applicant does not meet the legal requirements set forth in Federal, State, County, or City law.
- Applicant is guilty of conduct not compatible with City employment.
- Applicant has made false or misleading statements of material fact on the application.
- Applicant has been dismissed, or resigned to avoid such dismissal, from a position in public or private employment that is similar to the position applied for in the agency.
- Applicant has been convicted of a crime that is substantially related to the qualifications, functions, or duties of the position for which application has been made.

Transportation Authority uses an employment application that does ask whether the applicant has been convicted of any crime (other than minor traffic infractions). Answering "yes" does not necessarily disqualify an applicant. Applicants are evaluated on a case-by-case basis. It is the City's policy to thoroughly check references and to verify past employment that is cited on applications.

Transportation Authority screens certain aspects of employee background. The service includes:

- State of Florida criminal history checks via Florida Department of Law Enforcement (FDLE)
- Education verification
- Credential verification
- Medical screening
- Motor vehicle driving records

The City of Pembroke Pines requires the following qualifications when hiring drivers to operate transit vehicles:

- Applicant must have a valid driver's license for at least 3 years. (Time spent driving on a learner's permit does not count toward this requirement.) Transportation Authority uses <https://services.flhsmv.gov/dlcheck/>
- Applicant must have a CDL if necessary.
- Applicant must receive a background check, if applicable.
- Must have High School Diploma or GED, supplemented by one (1) year of related experience
- NO MORE THAN ONE (1) MOVING VIOLATION in the past three (3) years
- NO AT-FAULT ACCIDENTS in the last three (3) years.
- No Failures to Appear or Failures to Pay, in the last three (3) years.
- No Reckless Driving within the last seven (7) years.
- No Driving Under the Influence within the last seven (7) years. Two convictions (lifetime), for DUI is an automatic disqualification.
- No suspensions within the last three (3) years. (One suspension for PIP permitted).
- No Manslaughter resulting from the operation of a motor vehicle.
- No Hit-Run or Hit-Run Property Damage.
- No Reckless Driving causing injury.
- No Driving Under the Influence causing injury.
- No combination of any violations that indicate a pattern of irresponsibility or poor judgment.

The City of Pembroke Pines will ensure that all drivers continue to have a valid driver's license while operating vehicles. Every six months the City will run a check on each driver's Florida driver's license to ensure there have been no violations or incidents. The City of Pembroke Pines shall not permit a driver to drive transit vehicles when such driver's license has been suspended, cancelled, or revoked. The City of Pembroke Pines 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.

All Florida applicants for a Commercial Driver License are required to have an Operator's License and pass the vision requirements. Applicants must be at least 18 years of age. If they are under 21, they will be restricted to intrastate operation only. Oral exams may be given in English or Spanish.

Class B Exam Requirements - To operate straight trucks and buses 26,001 lbs. or more, then a Class B license is needed. The following tests are required:

- General Knowledge test
- Air Brakes (if applicable)
- Pre-Trip
- Basic Skills
- CDL Road Test
- Applicable exams for desired endorsements

Class C Exam Requirements - To operate vehicles transporting placarded amounts of hazardous materials, or vehicles designed to transport more than 15 persons including the driver with a Gross Vehicle Weight Rating of less than 26,001 lbs, then a Class C license is needed. The following tests are required:

General Knowledge test
Air Brakes (if applicable)
Pre-Trip (if applicable)
Basic Skills (if applicable)
CDL Road Test
Applicable exams for desired endorsements

Endorsements

"Endorsement" means a special authorization, which permits a driver to drive certain types of vehicles or to transport certain types of property or a certain number of passengers. The following endorsements can be placed on Class A, B, or C commercial driver licenses.

P. (Passengers) - Issued to those who have passed the required written and skills test and who will drive passenger vehicles.

S. (School Bus) Issued to those who have passed the required written and skills test and who will transport pre-primary, primary or secondary school students from home to school, from school to home, or to and from school-sponsored events. (Does not include a bus used as a common carrier.) The P endorsement is also required.

Bus Driver Requirements

Every Community Services Van Driver will be in possession of a valid Florida Commercial Driver License (CDL), class 'C' or higher, with passenger (P) endorsement. Drivers must have knowledge of Florida State and Broward County motor vehicle regulations as well as County territory (streets, etc.). It is the driver's responsibility to study a Broward County map and become familiar with the territory. Driver may also solicit the help of the scheduler/dispatcher in determining the most efficient way to execute route assignments.

All van drivers are required to take a Medical Examination for Bus Transit System Drivers (14-90.0041), using form number 725-030-011, or an equivalent form that meets or exceeds standards. Following a successful examination, van drivers will receive a copy of their certificate valid for a period of two years. The original is kept in the employees personnel file, and the driver keeps the copy.

While in the employ of The Transportation Authority LLC, all drivers are expected to adhere to the following:

- Attend and participate in departmental, City, and County-sponsored training seminars. Seminars will include but not be limited to defensive driving, passenger relations, wheelchair securement procedures, Americans with Disabilities Act (ADA) requirements and Cardiopulmonary Resuscitation (CPR).

- Be available between assignments. After completing an assignment or following a lunch break, check in with dispatch and be available for assignments. The Transportation Authority breakroom is the assigned room where drivers will await their next assignment.
- Submit donations to the Transportation Administrator or designee as necessary. **No employee is permitted to accept tips.**
- Report to daily shift on time. Report absences or tardiness to a supervisor in a timely manner. For example, if an employee has an emergency, his/her absence should be reported at least one hour prior to the employee's start time.
- Give no less than 14 days advance notice when requesting time off. This will allow adequate time for rescheduling purposes. Requests will be submitted to the Transportation Administrator or designee.
- Attend all training seminars and Program Reviews unless otherwise excused or scheduled to work. Absence from such activities will be communicated to a supervisor/designee in a timely manner.
- Maintain a conservative, clean, and neat appearance as well as good personal hygiene.
- Wear uniform for all assignments. A plain pair of jeans is acceptable on Fridays only. Shirts/blouses must always be tucked in pants or shorts at all times.
- Drivers will wear appropriate shoes for driving. Flip flops are not acceptable footwear for driving.
- If a driver is awaiting receipt of his/her uniform, or if uniforms do not get delivered in a timely manner, he/she must wear dark pants and a white shirt/blouse.
- Exercise courtesy and be helpful to clients at all times.
- Wear seatbelts while driving and engage only in safe driving habits.
- There will be no smoking in the vehicle whether or not clients are on board.
- There will be no eating or drinking in any Community Services vehicle.
- Mobile phones are provided for out-of-area and after-hours trips. Drivers will use phones to conduct City business only. Phones will not be left unattended in vehicles.
- Protect City property and equipment at all times.

Driver Medical Exam

All bus drivers will be required to have a medical exam every two years and all drivers prior to returning to work after being off duty for 30 or more days due to medical condition, injury or illness. The current name of the agency contracted to perform medical exams for Transportation Authority is Care Spot Urgent Care of Pembroke Pines.

Physical exam results are kept at Care Spot Urgent Care of Pembroke Pines and at Transportation Authority from date of the exam for the tenure of employment. Medical examinations are completed for new drivers and for each driver whose certificate expires within 24-month period.

For determining compliance with the medical examination requirements, the review only involves the identification of the process or procedures established by the Florida Department of Transportation to administer medical examinations according to Rule 14-90.0041, including verification that Form #725-

030-11, or an equivalent is used. The review will not involve the inspection or recording of any individual's personal medical history or examination results.

Driver Training

Training is provided to ensure the driver has adequate skills and capabilities to safely operate each type of vehicle being operated. Each new driver receives a minimum of 80 hours of pre-service training prior to driving a service vehicle. Supplemental National Safety Council (NSC) one-hour training modules in safe and/or defensive driving are given to all drivers on a three-month schedule. Classroom training is conducted by the Transportation Authority LLC in a group setting on an on-going basis. Training will include:

- Bus equipment familiarization
- Basic operations and maneuvering
- Boarding and alighting passengers
- Operation of wheelchair lifts and other special equipment
- Passenger assistance and securement
- Defensive driving
- Procedure and minimum requirements for conducting pre-trip/post-trip inspections
- Emergency Management Hurricane/Natural Disaster Preparedness
- Sensitivity Training
- SunSational Training
- CPR/First Aid
- ADA —Paratransit – all required elements including technical tasks and human relations
- On-The-Road Evaluation/Training
- DOT Drug & Alcohol Awareness
- Safety Training
- Situation Awareness Training
- Community Bus Operator Training
- Curbing Transit Operator Distracted Driving Training
- Program Review
- Each driver receives a copy of *Transportation Handbook-Operational Manual* and policies and procedures. An individual record of training is maintained for each driver. All documents are maintained in The City of Pembroke Pines Transportation Division's office and are available for inspection.

Operational and Driving Requirements

- a. A driver shall not be permitted or required to drive more than 12 hours in any 24-hour period, or drive after having been on duty for 16 hours in any one 24-hour period. A driver will then have a minimum of eight (8) hours between a.m. and p.m. assignments on two consecutive days.
- b. A driver shall not be permitted or required to be on duty more than 72 hours in a week (seven consecutive days). A driver who has worked 72 hours in seven consecutive days will then, as a minimum, have 24 consecutive hours off-duty prior to returning to on-duty status. The maximum allowed driving hours may be increased if necessitated by adverse conditions such as weather, traffic or medical emergencies or disaster.

- c. Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired or likely to be impaired, by fatigue, illness, or other causes, as to make it unsafe for the driver to begin or continue driving.
- d. Driver must report suspension or revocation of a license to operate a motor vehicle immediately or no later than the end of the business day following the day he or she received notice and /or became aware of the event.
- e. Driver will not permit passengers in the step wells of the bus while it is in motion or occupy an area forward of the standee line. Standee passengers are not allowed on any bus that does not have standee provisions.
- f. No bus will be operated with inoperable passenger doors, nor shall any bus be put in motion until the doors are closed.
- g. Driver will apply emergency brake whenever vehicle is in parked position and release the emergency brake before he/she resumes driving.
- h. During darkness, sufficient interior lighting will be available to allow passengers to enter and exit the vehicle safely. Wheelchair lifts will be properly lighted if used during darkness.
- i. Operating instructions will be carried or displayed on every bus equipped with a wheelchair lift.
- j. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained.
- k. Drivers will not leave their vehicles unattended for longer than 15 minutes with passengers aboard. Vehicles will not be left unattended in an unsafe condition at any time with passengers aboard.
- l. Driver will display the proper reflective lights and warning devices upon being disabled on the road.
- m. Drivers will ensure that all emergency exits are operable during passenger operations. Drivers will ensure that all emergency exits are unobstructed at all times while the vehicle is in service.
- n. Drivers will ask all wheelchair passengers if they need assistance with securing their wheelchair in the appropriate position before the vehicle is in motion.
- o. Buses will not be refueled with passengers aboard.
- p. It is the policy of the Transportation Authority that drivers wear safety belts at any time the bus is in motion.
- q. Driver will perform pre-trip and post-trip inspections of the vehicle each day. Drivers are expected to report any deficiencies found to the Coordinator and submit a service repair ticket. These inspections comply with the requirements of Chapter 14-90, Florida Administrative Code.

Drivers may refer to their Transportation Handbook for other driving requirements.

Driver Safety

Drivers are not permitted to drive more than 12 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. The City of Pembroke Pines scheduling process ensures that drivers remain well within these guidelines. Drivers sign a form assuring the City that in the event they drive for other agencies, they will self-monitor the number of hours they drive for each agency to ensure that it does not exceed applicable limits.

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. The City of Pembroke Pines has established and maintains a drug-free workplace policy according to Section 112.0455, Florida Statutes. See **Section V. Drug Free Workplace - Drug and Alcohol Policy** contained herein. Further, supervisors have been trained in “reasonable suspicion” for drug and alcohol use to better recognize any

potentially impaired drivers. Random drug and alcohol tests are administered to ensure that drivers are clean.

Vehicles are operated in compliance with applicable traffic regulations, ordinances, and the laws of jurisdiction in which they are being operated. Drivers are given initial driving training and drive with supervisors until their performance meets all guidelines. Driver's license checks are completed every six months to ensure that drivers have clean driving records.

The City of Pembroke Pines 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, the City of Pembroke Pines 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.

Driver Vehicle Inspections

Maintenance and repair work on all Community Services vehicles will be done at the City garage. All work will be done by appointment only. All repairs/maintenance must be documented on the appropriate form and submitted to the Transportation Coordinator/Specialist or designee for scheduling. ***It is the responsibility of all drivers to help ensure that the vehicles remain safe for operation.*** Failure to fulfill this aspect of the job can result in disciplinary action. All drivers will adhere to the following procedures:

- Using the ***vehicle pre/post -trip inspection form***, every driver will conduct a daily vehicle pre-trip and post-trip inspection. A checkpoint is established in the Transportation Authority main office @ the Howard C. Foreman compound parking lot, where the dispatcher/designee will conduct a check of every vehicle being dispatched for service. The dispatcher/designee will ensure each driver has done a thorough inspection of their vehicle and has cleaned the interior of vehicle. The dispatcher/designee will also make appropriate documentation on the pre-trip form. Inspection at the checkpoint will include, but not be limited to vehicle body damage, lights, interior damage, cleanliness, and signage. *The most recent 5 weeks of pre/post -trip inspection forms must be kept on bus. Older completed forms will be collected by dispatcher.*
- The Coordinator/Specialist and/or administrator will randomly check vehicles and completed pre-trip inspection forms regularly. En route inspections are strongly encouraged. Drivers will use one form per day per vehicle. Oil, water, and battery fluid levels will be checked daily and recorded on the pre-trip inspection form. If needed, oil and battery and radiator water should be added at the Center. For the safety of all drivers, a vehicle should not be started if the oil level shows more than one quart low.
- Drivers will conduct a post trip inspection of assigned vehicle at the end of their daily shift. Immediately thereafter, each driver will fuel and clean the interior of the assigned vehicle.
- When necessary, a ***vehicle repair request form*** should be completed and submitted to the Transportation Coordinator/Specialist for scheduling with the garage. A copy of the form must

accompany the vehicle when it goes in for repairs. A second copy should be kept on file in the transportation office. Driver will Verify completion of requested repairs at time that vehicle is retrieved from the garage.

- Driver will ensure vehicle logbook is present on assigned vehicle. Driver will record mileage data as well as add time and initials in the vehicle logbook of every assigned vehicle. Drivers will turn in logbooks at the end of each month for collection of data for reporting purposes. Driver will remove logbook from vehicle whenever vehicle goes to the garage.
- Drivers must have the ability to detect improper functioning of mechanical systems on any vehicle. Drivers will be able to recognize braking, steering, and engine problems and will document and report any such problems immediately.
- Fuel will be added to vehicles daily. Drivers will fuel vehicles at the end of each day and their shift. An assigned vehicle prokee is needed in order to successfully activate fuel pumps. Fueling is permitted at three sites within the City – Transportation Authority main office @ the Howard C. Foreman Complex (primary fueling site), Public Safety (Police/Fire Departments) Building at 9500 Pines Blvd. and Public Services Facility at 13975 Pembroke Road. The latter 2 locations are to be used only if authorized. **(See driver training manual for instructions on using the prokee to refuel vehicles)**
- Vehicles will be dispatched to the garage every five thousand (5,000) miles or earlier for oil change as well as routine maintenance as determined by the mechanics. It is the responsibility of each driver to request an appointment for maintenance/repairs approximately one thousand (1,000) miles prior to reaching the 5,000-mile level. It is important to submit a vehicle repair request form to the Transportation Coordinator/Specialist/designee in a timely manner.
- All City vehicles will be parked in the designated parking at the main office at The Transportation Authority during non-working hours, and when drivers do not have any assigned trips. Vehicles will be parked in such a manner as not to require them to back up to exit a parked position whenever possible or practicable.
- While driving a City vehicle, no driver will pull alongside his/her personal vehicle in order to retrieve/transfer personal belongings.
- Likewise, at the end of the day or at the end of your shift, when you park your assigned vehicle, radio the dispatcher with the odometer reading and turn the ignition off before gathering personal effects and exiting the vehicle.
- The Transportation Coordinator/Specialist or designee will assign vehicles each day. Vehicle numbers will be indicated on daily schedules. At the start of each day, drivers will retrieve keys to vehicles as assigned. No driver will remove keys from the key box or the Coordinator/Specialist's office without prior permission from the Coordinator/Specialist or designee. Likewise, switching vehicles without prior permission from the Coordinator/Specialist or designee is prohibited.
- At the end of each day, drivers must park in the assigned parking lot of the Transportation Authority main office. Vehicles must be locked and the keys removed and secured in the key box in the Transportation Office or returned to the Transportation Coordinator/Specialist. Drivers are not permitted to take home vehicle keys.
- Drivers will use vehicles as they are assigned to them. Personal use of City vehicles is strictly prohibited.

Cleaning Vehicles

Each driver is responsible for the cleanliness of all vehicles in the fleet. At the end of each shift, driver will sweep the vehicle, straighten seatbelts, stow wheelchair straps, and remove all trash. Arrangements for cleaning supplies should be made with the Transportation Coordinator/Specialist or Dispatcher.

Wireless Communication Plan & Procedure

A “wireless communication device” is an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable (commonly called laptop computers.)

A “personal wireless communication device” is an electronic or electrical device that was not provided by your employer for business purposes.

Use of a wireless communications device means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, or listen to a video; to play, view or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual’s physical ability to perform, such as a hearing aid, is not included in this definition.

The Transportation Authority management ensures that:

1. Wireless communication devices issued to the driver by the employer for business related purposes:
 - a. May be used only in the case of emergency situations
 - b. May be used only when vehicle is not in motion or after vehicle comes to a complete stop after being in motion
2. Personal wireless communication devices are:
 - a. Prohibited from use while the transit vehicle is in motion.
 - b. Turned off with any earpieces removed from the operators’ ear while occupying the driver’s seat.
3. All drivers will undergo the training program “Curbing Transit Operator Distracted Driving Training” developed in coordination with the Florida Department of Transportation and the United States Department of Transportation Safety Institute once per year.

Emergency Situations

The SWFP Transportation Service will inevitably encounter situations that threaten transportation operations and the security and wellbeing of patrons, employees, and the public.

The SWFP Transportation Service and neighboring communities are vulnerable to a variety of hazards, security incidents, and emergency circumstances that could occur locally and that would require response. The most likely of these are described in the following table. Drivers have received training in these situations during their initial training.

Situations Covered by SPP for the SWFP Transportation Service

Issue	Description and Comments	Likelihood, Frequency, and Past Occurrences
Security Incidents		
Vandalism/ Graffiti	Damage to bus interiors/exteriors and bus stop signs	It has occurred occasionally since existence.
Assault/ Workplace Violence	Assaults on employees and passengers by passengers, or others	Incidents of assault are less common, though serious, events.
Disruptive Behavior	Includes loud music, inappropriate behavior, or failure to observe other rules, creating an intimidating atmosphere and a perception of lawlessness	Such incidents occur occasionally.
Severe Weather		
Floods	Most of the area within the City is about 6.5 feet in elevation and is subject to flooding during hurricanes. Storms could flood administrative and other facilities, compel rerouting through low-lying areas in town, and trigger loss of power and communication.	Major flooding is likely to occur during heavy rains and hurricane season.
Windstorms/ Hurricanes	High winds can cause downed trees, impassable roads, damaged phone lines, and loss of power.	Windstorms can occur annually; hurricane Irma last hit the area in 2017.
Tornadoes	Tornadoes create hazards to vehicles en route, with downed trees blocking transportation routes; they also cause loss of power or communication.	This is a possibility throughout the service area.
Thunderstorms	May trigger flooding, strong winds, hail, or lightning. The most serious effects are power/phone outages and impassable roads.	Thunderstorms can occur throughout the year.
Wildfire	Wildfires have occurred in the City of Pembroke Pines and surrounding areas. Fire detection methods are basically good, with special efforts being made during fire seasons.	Most likely in forested areas of the service area and during long periods of drought.

Issue	Description and Comments	Likelihood, Frequency, and Past Occurrences
Earthquake	Potential to cause extensive damage to administrative and other buildings.	Pembroke Pines and surrounding areas are in no danger of earthquake currently.
Man-Made Emergencies		
Terrorism	As Pembroke Pines is a large urban area, with a large retail mall, there is a possibility of a terrorist attack on the civilian population and subsequent effect on transportation service.	Attacks on such targets are possible yet not likely.
Acts of Extreme Violence	While terrorist events involve force to achieve political or social agendas, major non-terrorist incidents involving force may also occur, and have the potential to affect service if they are large in scale. These could be random or directed in nature.	Gang activity and random workplace violence have occurred in urban areas but are unlikely here.
Riot	Rioting is unlikely in the City of Pembroke Pines. However, should rioting occur it would impact service as SWFP vehicles regularly transport elderly passengers to hospitals and other medical facilities within South Broward County.	Large protests, involving dozens of arrests, have not occurred in the Pembroke Pines and surrounding urban areas in several years.
National Emergency	The City including the SWFP Transportation Service depends on outside resources for fuel and other supplies. National emergencies could have a severe impact on the organization and the surrounding community's population.	Nationwide emergencies, particularly attacks by foreign interests, are not considered as likely, but a possibility.
Technological Hazards		
Hazardous Materials Accidents	Storage of maintenance-related chemicals is a potential hazard. Chemicals used in nearby businesses (such as local chemical manufacturers and the local waste treatment plant) are HAZMAT concerns.	There have been no occurrences in the immediate area.
Radiological Emergencies	Radiological emergencies are possible from transportation vehicles traveling on Interstate 75, interstate 95 and interstate 595.	The chances are likely.

Issue	Description and Comments	Likelihood, Frequency, and Past Occurrences
Transportation Accidents	Such accidents involve collisions with other vehicles, objects, or people. Railroad-crossing accidents are of special concern in South Broward County.	Transit accidents can occur at any time. The SWFP Transportation Service has not had any recent accidents.
Energy-Related Hazards and Energy Shortages/Outages		
Natural Gas/Petroleum	Most such hazards are related to transportation of natural gas and petroleum, rupture of pipelines, and fire within storage areas.	A service station fire is a distinct possibility.
Electrical Transmission	Rupture or breakage of transmission lines is probably the most common hazard; this may result in structural fires or loss of life.	Power lines occasionally fall during windstorms.
Power Shortages/Outages	As required by the County's energy plan, our Transportation Service may be called on to ration power in the event of a shortage or outage but not likely.	Outages are possible during storms, hurricanes, and other severe weather events.
Water Shortages	Equipment failures or drought may require conservation measures and use of bottled water at transit facilities. Some passengers (e.g., elderly/disabled) may need transportation to alternate locations.	The last water shortage was in 2004.
Other		
Evacuations through Service Area	Several emergencies may require large-scale evacuation of populations through the transportation service area.	The evacuation scenario that calls on transportation resources is for hurricane response or significant disaster that require evacuation for special needs or general population.

The following statements of belief and statements of limitation define the scope of the Southwest Focal Point Senior Center Transportation Service policies on security and emergency situations:

1. The community that the transportation organization serves is subject to a variety of hazards.
2. Historically, certain areas and populations have been particularly vulnerable to the effects of these hazards. The SWFP Transportation Service serves a population that includes a large

number of elderly residents who live in hurricane prone areas. They are the most vulnerable during emergency situations.

3. Under normal circumstances, the SWFP Transportation Service has the capability to react effectively to property crimes and other minor day-to-day security issues. By using current personnel, the SWFP Transportation Service can increase its response capability during emergencies. However, during emergencies, the SWFP Transportation Service may be limited by equipment damage, requests for aid from multiple sources, communication failures, and injuries.
4. It is assumed that outside assistance will be available for most security events. Although this plan defines procedures for coordinating such assistance, the SWFP Transportation Service is prepared to respond independently to crimes and other security issues, at least in the short term.
5. The transportation organization will be called on to support responses to specific major, community-wide emergencies. These are detailed in the City of Pembroke Pines Peacetime Emergency Plan and are limited to the following:
 - Transportation of special needs population to shelters in the event of a hurricane, and the activation of the City’s hurricane response plan.
 - Loan of City vehicles to the City’s Emergency Operation Center team for use during a major regional emergency
6. In the event of a major emergency, Broward County (as well as other governments) will render assistance in accordance with the provisions of intergovernmental and mutual aid support agreements in place at the time of the emergency. These agreements are set forth in the 2006 City of Pembroke Pines Peacetime Emergency Plan.
7. The Emergency Management Team will take the lead in any Citywide declared emergency. The names and contact information for the primary and backup points of contact are as follows:

	Primary	Backup	Emergency Management Director
Name	Chief Jose Vargas-Police	Marcelino Rodriguez	Dan Giustino
Work Phone	954-431-2841	954-499-9600	954-450-1028
Cell Phone			
E-Mail Address	jvargas@ppines.com	marrodriguez@ppines.com	dgiustino@ppines.com

8. The following City departments will support response to any citywide declared emergency, as appropriate:
 - Pembroke Pines Police Department
 - Pembroke Pines Fire Department
 - Pembroke Pines Public Works & Facilities Division
 - Pembroke Pines Community Services Department
 - Pembroke Pines Fire Department Building Division
 - Pembroke Pines City Clerk

Full contact information for each department is listed at the end of this document.

9. When municipal resources are overwhelmed, the Broward County Emergency Operations Center is available to coordinate assistance and help satisfy unmet needs. Similarly, if the City requires

additional assistance, it can call on mutual aid from adjacent Cities of Broward County or from the State. Ultimately, the State can ask the Federal government for assistance in dealing with a major disaster or emergency.

10. The State and its political subdivisions have substantial capabilities—including manpower, equipment, and the supplies and skills of public and private agencies and organizations—that will be deployed to maximize preservation of lives and property in the event of a major emergency.
11. For many types of emergencies, the SWFP Transportation Service generally will be able to meet passenger emergency transportation needs using Community Services Department vehicles.

Drivers are trained in the necessary procedures to follow if an emergency situation occurs when a bus is in use away from the facility. Training consists of the following:

1. When hired, drivers must attend training provided by Broward County Transit in which a video regarding emergency procedures is viewed followed by discussion regarding emergency procedures and protocols. This training must be repeated every two years.
2. Drivers must attend and satisfactorily complete CPR and First Aid training.
3. The facility provides Driver Orientation upon hire in which procedural issues and the requisite forms are reviewed.
4. Drivers receive a Driver handbook from the facility which outlines emergency procedures and protocols.
5. Drivers attend quarterly meetings at the facility in which concerns and procedures are clarified and reviewed.

In the event of an emergency away from the facility, drivers are trained to pull over to a safe location so that they can evaluate the nature of the emergency and determine whether immediate intervention is needed. For example, if a passenger is bleeding, the driver will utilize on-board first aid supplies prior to notifying Dispatch or calling 911.

All buses are equipped with radios, and all drivers are equipped with cell phones. Depending upon the severity of the situation, the driver will contact 911 and Dispatch, with the order of the calls dependent upon the situation at hand. The driver may use his/her discretion to determine whether 911 should be contacted immediately.

The driver will provide all pertinent information to 911 and Dispatch, including the nature of the emergency, whether there are injuries and the nature of those injuries, the location of the bus, whether there is property damage, etc. Dispatch will be informed as to whether 911 has been notified.

The Transportation Administrator and/or the Transportation Operations Specialist will go to the scene of the incident to evaluate and assist. If passengers remain on board, a second driver will be dispatched to the scene to provide transportation to those passengers.

The Transportation Administrator or the Transportation Operations Specialist will request a copy of the Police report, if applicable.

III. Accidents/Incidents

The Transportation Division of Southwest Focal Point Community Center investigates accidents involving agency vehicles that result 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 \$1,000.

When these events occur, the Transportation Division completes reports describing the event and documents corrective action plans when necessary. This information is submitted to FDOT along with additional requested documentation.

- a. **Accident Tracking** - All accidents are tracked by the frequency, type, and which party was at fault through reports that are completed within 12 hours of the time of the accident. In the event that there are no accidents for a quarter, the Transportation Division shall maintain documentation.

- b. **Reporting Requirements - Reporting Procedures for Accidents / Incidents**

Any accident or incident regardless of how minor, MUST be reported. All accidents or incidents will be reported immediately to the dispatcher or supervisor. After an accident or incident occurs, vehicles will not be moved, except to allow for the flow of traffic, until the Police have arrived on the scene and given permission for the vehicle to be moved. Driver will request paramedics' assistance, if needed. Dispatcher/Transportation Coordinator, or designee will notify the Police Department immediately. The department head, Human Resources Director/Risk Manager, and appropriate supervisors will be notified immediately. Drivers should never make any statements or admit liability to any party involved in an accident or incident. It is important that the appropriate Police agency completes an accident report (if appropriate). An accident or incident report must be completed by the driver and submitted to the Transportation Coordinator within 24 hours of the accident. Dispatcher/Transportation Coordinator completes an Accident or Incident Supervisory Report on receipt of driver's accident or incident report. Repairs for property damage may be undertaken only after the accident or incident has been properly reported and documented.

In addition, FDOT requires that the Transportation Division notify the FDOT District 4 Office within 24 hours of any accident involving a Section 5310 Senior Transportation vehicle. The contact information for FDOT District 4 is:

Marie France Dorismond
Transit Coordinator
954-777-4605
Marie.dorismond@dot.state.fl.us
www.dot.state.fl.us

Reporting Procedures when client gets Ill or Injured on the Vehicle

If a client gets injured or feels ill on vehicle, it is reported immediately to the Dispatcher or Supervisor. The driver finds out from client if he/ she needs paramedic assistance. The driver will also observe the client looking for bruises and general physical behavior. The Dispatcher/Transportation Coordinator or designee will call for EMT service if client does not refuse medical attention or if driver assesses that client needs medical attention. The Company Head, Department head, Human Resources Director/Risk Management and appropriate supervisors are notified immediately. An Incident Report must be completed by the driver and submitted to the Transportation Administrator/Coordinator within 24 hours of the accident

It is the responsibility of the Transportation Coordinator to report all accidents/incidents to a BCT Supervisor verbally and via Adept.

c. Internal Procedures

- In the case of an accident, the Transportation Authority's Dispatcher is notified, he/she then contacts the appropriate police agency and ambulance service if needed.
- A supervisor reports to the scene of the accident in all cases and completes a Supervisory Report. This form, along with the driver's Accident Report form, is forwarded to The City of Pembroke Pines Transportation Division's Human Resources/Risk Management Department for processing as well as appropriate supervisors. Human Resources/Risk Management Department obtains a copy of the police report and forwards it along with supporting documents to our insurance carrier.
- Bi-Monthly staff meetings are held to discuss safety and vehicle operation. These meetings also allow for review and operator discussion of the condition of the equipment, vehicles, and road and traffic conditions.

c. Investigation of Accidents/Incidents

The Transportation Authority shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage to bus transit system bus(es), non-bus transit system vehicles, other bus system property or facilities, or any other property, except the bus transit system shall have the discretion to investigate events resulting in property damage over \$1,000.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.
- Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.
- Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.

- The bus transit system must monitor and track the implementation of each corrective action plan.
- Investigation reports, corrective actions plans and related supporting documents shall be maintained by the Transportation Authority for a minimum of four years from date of the completion of the investigation. Copies of the following documents are attached: Exhibit A, the Transportation Authority Employee Report of Accident or Incident Form; and Exhibit B, Supervisor's Accident Report.

d. Safety Data Acquisition and Analysis - Program or processes to track incident or accidents trends.

- All accidents are reviewed on a monthly basis at the Accident Review Board meeting.
- All accidents are reviewed for preventability and/or non-preventability.
- Corrective action reports are recorded and all reports are maintained indefinitely.

Exhibit A

**SOUTHWEST FOCAL POINT COMMUNITY CENTER
TRANSPORTATION DIVISION**

301 NW 103rd Avenue
Pembroke Pines, FL 33026

ACCIDENT REPORT

Today's date: _____

Date of accident: _____

Time of accident: _____

Reporting employee: _____

Detailed recap of accident: (use reverse side for illustration, if necessary)

Witness (list names and phone numbers)

_____	_____
_____	_____

Employee's File

Employee's Signature

EXHIBIT B

Transportation Authority
Southwest Focal Point Community Center

Supervisor's **Accident / Incident** Report

To: **Carla Maglio**, Director of Human Resources – City PP

Luke Singh, Fleet Manager – City PP

Jay Shechter, Director, Community Services - City PP

Rich Passero, President, Transportation Authority

Claim Reporting, Marsh & McLennan Agency

CC: Jessica Matos, Transportation Administrator, Transportation Authority – Community Services

Marie Dorismond, Transit Coordinator, Florida Dept. of Transportation, Marie.dorismond@dot.state.fl.us

From: **Odile Petit-Homme**, Transportation Operations Specialist, Transportation Authority – Community Services

Date:

Accident / Incident Location:

Bus Driver Name:

Bus #:

Date and Time of Accident / Incident:

Description of Accident / Incident:

Injuries reported:

Police Agency at scene:

Police Agency Representative:

Police Report:

Picture attached:

Comments:

T C

PREVENTIVE MAINTENANCE INSPECTION REPORT				Agency _____ 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 X = Item was repaired or adjusted 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	Standee Line & Wiring			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 including Barriers						
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 /S2						
20	Check Fast Idle			55	Check Fuel Filter			88	R/Front /S2						
21	Check Air System Pressures/Perform Leak Down Test			56	Check/Clean A/C Filters & Cores/Lines for Routing/Chafing			89	R/R Inside /S2						
22	Shift Lever Operation			57	A/C Compressor Mounting/Clutch			90	R/R Outside /S2						
23	Parking Brake Operation			58	A/C Pressure Check			91	L/R Inside /S2						
24	Back-Up Alarm			Chassis/Drive Line			92	L/R Outside /S2							
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 Breathe/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															

v071117

EXHIBIT D(b)

BODY CONDITION DIAGRAM											
<small>(Place "X" (w/initials) on diagrams as needed to indicate damage. Initial AM and/or PM if)</small>											
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Monday Date: _____ <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">AM</td> <td style="width: 50%; text-align: center;">PM</td> </tr> <tr> <td style="text-align: center;">↑ Initials ↓</td> <td style="text-align: center;">↑ Initials ↓</td> </tr> <tr> <td style="text-align: center;">AM</td> <td style="text-align: center;">PM</td> </tr> <tr> <td style="text-align: center;">↑ Initials ↓</td> <td style="text-align: center;">↑ Initials ↓</td> </tr> </table>				AM	PM	↑ Initials ↓	↑ Initials ↓	AM	PM	↑ Initials ↓	↑ Initials ↓
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IV. Countermeasures and Strategies

This section outlines the activities that the SWFP Transportation Service will perform in five separate areas:

- Prevention
- Mitigation
- Preparedness
- Response
- Recovery

The standard emergency management structure typically uses four phases, with prevention measures included in the mitigation category. In the following pages, information is divided into these five categories to highlight and illustrate the importance of prevention measures.

The Southwest Focal Point Senior Center Transportation Service is a division of the Community Services Department of the City of Pembroke Pines. The City adopted a comprehensive emergency management plan in January 2004. The Plan establishes areas of responsibility and establishes policies and procedures for municipal, industrial, and non-government voluntary agencies within the City of Pembroke Pines. The Plan will guide coordination of emergency operations before, during, and after any natural disaster. Orderly recovery from any natural disasters will be accomplished through maximum use of local resources and available assistance from adjacent cities of Broward County.

For more effective direction and control of available resources during disaster operations, there will be a change in the normal organizational structure of City departments. Departmental changes are listed below with agencies within and from without who will be assisting designated departments. Departments designated "Primary" are responsible for the lead planning for effective direction, control and coordinated emergency operations of those departments designated as "Support".

Emergency Law Enforcement

- Primary - Pembroke Pines Police Department
- Support - Mutual Aide Pact Members
Broward Sheriff's Office
State Law Enforcement Agencies

Emergency Fire Suppression/Rescue

- Primary - Pembroke Pines Fire Department
- Support - Cooperative Fire Control Agreement and the Broward County Fire Service
Mutual Aid Organization.

Emergency Public Services

- Primary - Pembroke Pines Public Works & Facilities Division
- Support - Pembroke Pines Utilities Division
Pembroke Pines Parks & Recreation Department

Emergency Human Services

- Primary - Pembroke Pines Community Services Department
- Support - American Red Cross
Related Municipal and State Agencies

Damage Survey/ Assessment

- Primary - Pembroke Pines Fire Department Building Division
- Support - Pembroke Pines Fire Inspectors
Pembroke Pines Police Department
Pembroke Pines Public Services Department
Pembroke Pines Utilities Division

Emergency Administration

- Primary - Pembroke Pines City Clerk
- Support - City Manager's Office
City Personnel Office
City Clerk's Office
City Finance Director

A. Prevention

Prevention activities are those actions taken by the SWFP Transportation Service to try to ensure incidents do not occur. The activities described in this section are conducted to prevent security incidents or other hazards. Following is a description of prevention policies and procedures.

Prevention Activities

1. Driver's Vehicle Checklist

SWFP Transportation Service drivers must complete a vehicle pre-trip inspection at the beginning of each shift.

The list includes the following security items:

- Inspect the first aid kit to ensure the freshness of each item.
- Inspect the interior of the vehicle (floors, seats, under the seats, and in interior compartments) to detect unauthorized objects or tampering.
- Inspect the interior lights to make sure they are operational and have not been tampered with.
- Inspect the exterior of the vehicle for unusual scratches or marks; unusually clean or dirty compartments; or unusual objects attached to the vehicle.
- Oral instruction has been provided to drivers establishing the process to use if they find an unattended item or an unknown substance while conducting their pre-/post-trip inspection. Included within this instruction is notification to dispatch.

2. Mechanic's Vehicle Checklist

The City of Pembroke Pines utilizes Vera Cadillac and Transportation Authority Shop (TAS) to perform all maintenance on its Community Services vehicles. It is the responsibility of the SWFP drivers and supervisors to ensure these items are covered. A 5,000-mile maintenance schedule has been established for all SWFP Transportation Service vehicles. During the 5,000-mile inspection, the mechanics perform a comprehensive examination of each vehicle. The mechanics must complete a checklist after performing repairs or maintenance and before placing a vehicle back in service. This checklist includes the following security items:

- Inspect the vehicle's engine to ensure optimum performance.
- Inspect the interior of the vehicle (floors, seats, under the seats, and in interior compartments) for unknown objects or tampering.
- Inspect the interior lights to make sure they are operational and have not been tampered with.
- Inspect the vehicle tires to detect and resolve unusual wear.
- Inspect the wheelchair lift to ensure proper operation.

3. Employee Identification Policy

The SWFP Transportation Service requires all van drivers to wear identification name badges on their uniform while on duty. Uniforms with name identification are initially issued to employees when hired. Should an employee's uniforms be lost or stolen, the employee must report this event immediately to his/her supervisor. A replacement will be issued. An employee who repeatedly fails to wear the uniform with name identification will be subject to progressive levels of discipline. Employees who leave the employ of the Transportation Authority, LLC will be required to return the ID uniforms.

4. Visitor Badge Policy

Except for the Adult Day Care and Alzheimer's units, visitors at the SWFP Senior Center are not tracked. The receptionist at the main reception desk keeps a list of clients who attend the center and who use providers other than the SWFP Transportation Service.

5. Vehicle Key Policy

At the end of their shift van drivers return vehicle keys to the Transportation Office. Keys for buses are stored in the key box in their assigned slots. An additional set of vehicle keys is available at any time for the City's Emergency Operations Center Team.

6. Facility Key Policy

All employees must safeguard keys to the Senior Center at all times.

Designated employees (Supervisors) may be permitted to retain keys on an ongoing basis. Other employees are permitted keys on an as-needed or situational basis, with the keys returned when a specific task, such as a special trip, is completed.

In both cases, the policy for logging keys is to be followed. Facility keys are kept in a locked drawer in the Transportation Coordinator's office. A log sheet is maintained for this purpose. The employee is required to sign the keys out and in. When employees terminate their employment, the return of all keys is a condition of receipt of a final paycheck.

7. Securing Vehicles During the Shift

SWFP Transportation Service van drivers must follow City policies for securing the vehicle at each pick up or drop off point. This entails removing the keys, if the vehicle is out of the driver's sight while picking up or dropping off a passenger, and locking the vehicle. The driver is not allowed to leave his vehicle unattended if there are passengers on board. If the driver leaves the vehicle during a break, the SWFP Transportation Service policy requires that the driver alert dispatch, remove vehicle keys, and lock doors. The driver must alert dispatch when he/she is back in the vehicle.

8. Securing Vehicles at the End of the Shift

The SWFP Transportation Service policy requires that vehicles be parked at the designated parking area on the Howard C. Forman Complex at the end of the shift. Vehicles should always be locked, and the keys must be removed and secured in the facility in the key box.

9. Securing the Facility

The custodial staff is responsible for opening and closing the Senior Center each day. Each individual that could have the responsibility of locking down or opening the facility has been assigned a building security code. The City has the ability to track all access into or out of the Senior Center facility via Crime Control, Inc. of West Palm Beach.

Individuals who have the responsibility for locking down the facility must ensure that all doors and windows are secured and locked, and that the alarm is set.

Any unusual entry into the building will activate the alarm system and automatically relay the information to Crime Control, Inc.

10. Prohibited Items

Certain dangerous items, including weapons, explosives, incendiaries, are prohibited on board any SWFP Transportation Service vehicles. If a driver notes that an individual is in possession of a prohibited item before he boards the vehicle, the driver is required to inform him/her of the policy and deny the individual boarding, if the driver feels it is safe to do so. If a passenger is noticed on board the vehicle in possession of a prohibited item, the driver is to call dispatch for further instruction, using the emergency code for the purpose.

Specific items prohibited include:

- Firearms
- Stun Guns
- Bb Guns/Pellet Guns
- Compressed Air Guns
- Flare Guns
- Starter Pistols
- Ammunition
- Gun Powder
- Mace/Pepper Spray
- Martial Arts Weapons
- Explosive Materials (Blasting Caps, Dynamite, Fireworks, Flares)
- Flammable Items (Gasoline/Fuels, Spray Paint, Tear Gas)

11. Shipping and Receiving Security Policies

The City of Pembroke Pines collects and screens all incoming packages, mail, and other delivered items. City staff delivers mail directly to the Senior Center facility. FedEx, UPS, and other delivery service articles are delivered directly to SWFP Senior Center and are accepted and screened by the receptionist.

The City uses the U.S. Postal Inspection Service guidelines for handling suspicious packages. They are described briefly below:

Employees must be alert to suspicious packages. Packages should be considered suspicious if they are marked “confidential,” “personal,” or “fragile,” particularly if they contain excessive postage or use postage stamps instead of meter strips. They should also raise concerns if they have been put together in a sloppy or unprofessional manner, list an employee’s title incorrectly, or have titles but no names. Other red flags are that the package contains oily stains, discoloration, or strange odors. Return addresses that are missing, fictitious, or not consistent with the State from which the package was postmarked should also alert personnel to the possibility of a problem. Further warning signs include a package that is exceptionally heavy for its size, or lopsided; that has a sloshing sound or appears to contain liquid; that displays evidence of electrical wire or tin foil; or that has excessive wrapping materials, such as masking tape, strapping tape, or string.

If such a package is identified, the employee is to report it to his/her supervisor immediately. If the supervisor agrees that the package is suspicious, he or she should ensure the package is handled safely and in a way that preserves evidence for law enforcement personnel. The supervisor must also call local law enforcement and note the postmark and any other characteristics that may be helpful in an investigation.

12. New Employee Screening

Transportation Authority is a subcontractor hired by the City of Pembroke Pines to manage and oversee the operation of the Transportation Division and will adhere to all policies and procedures set forth by City of Pembroke Pines. It is the policy of the City to screen applicants to eliminate those that pose a security threat to the City or who would not be capable of carrying out City security policies. The City may refuse to hire an applicant for reasons such as the following:

- Applicant does not meet the legal requirements set forth in Federal, State, County, or City law.
- Applicant is guilty of conduct not compatible with City employment.
- Applicant has made false or misleading statements of material fact on the application.
- Applicant has been dismissed, or resigned to avoid such dismissal, from a position in public or private employment that is similar to the position applied for in the agency.
- Applicant has been convicted of a crime that is substantially related to the qualifications, functions, or duties of the position for which application has been made.

The Transportation Authority, as part of the employment process, uses a background screening application that asks whether the applicant has been convicted of any crime (other than minor traffic infractions). Answering “yes” does not necessarily disqualify an applicant. Applicants are evaluated on a case-by-case basis. It is the Transportation Authority’s policy to thoroughly check references and to verify past employment that is cited on applications.

The Transportation Authority, LLC screens certain aspects of employee background. The service includes:

- State of Florida criminal history checks via Florida Department of Elder Affairs
- Education verification
- Medical screening
- Motor vehicle driving records

13. Preventing and Responding to Disruptive, Threatening, or Violent Behavior

Transportation Authority is dedicated to creating a positive work environment, and transportation policies prohibit disruption and obstruction of City functions and activities, verbal threats, and behavior endangering the health or safety of any individual.

The following is Transportation Authority’s policy for a supervisor dealing with an employee conflict (depending on the severity of the incident):

- Intervene promptly to prevent the situation from worsening.
- Inform the Community Services Director before meeting with those involved.
- Meet with individuals involved to determine a resolution.
- Be clear about the facts of the problem as they are presented.
- Ask individuals involved to describe their perceptions of the problem (if appropriate).
- Set clear expectations for improvement in job performance or in the relationship.
- Refer the conflict to Human Resources as is appropriate for further action.
- Follow up to be sure that expectations are met and directed changes are made.

14. Report Hazards to Supervisory Staff

All SWFP Transportation employees must report unacceptable hazards to management staff. These hazards may include suspicious activities, weather-related hazards, accidents (whether involving transit vehicles or not), generally unsafe operating conditions, evidence of tampering with system equipment, or evidence of other criminal activity.

15. Security Devices

Based on the issues experienced by the SWFP Senior Center in the past and those that might occur in the future, routine assessments of facility security systems are performed. Supervisory staff is required to take an overview of systems in place that are designed to perform the following functions:

- Providing adequate surveillance of key areas of the transit facilities through ‘natural’ surveillance
- Ensuring adequate communication (including dispatch procedures and equipment)
- Securing transit property (including key storage, fences, doors, and alarm systems)

When purchasing new vehicles and other equipment, the City’s procurement management staff will assess threat levels against resources, security equipment features, and other design elements.

16. Update SPP

At the SWFP Center, the Transportation Administrator is responsible for updating the SPP at least annually, or as dictated by circumstances, including the following:

- The addition of new members of the organization and outside the organization with specific roles outlined in the SPP
- New operations or processes that affect the SPP (e.g., a new route)
- Changes affecting the relationship with outside agencies, new suppliers, vendors, etc.

Following the use of the SPP in emergency situations, such as a natural disaster, the Transportation Administrator will evaluate the organization’s response against the procedures outlined in the plan. The Administrator will note what went well and what went poorly during the incident and will be responsible for implementing actions to correct observed shortcomings.

17. Include Security Design Considerations into New Building Construction/Selection

The Transportation Authority is committed to providing a secure facility for its employees and patrons, to the extent possible. As needs for new facilities arise, security design considerations will be incorporated in building selection.

Security concerns will need to be balanced with many other design constraints such as accessibility, initial and life-cycle costs, natural hazard mitigation, fire protection, energy efficiency, and aesthetics. Because the probability of attack is small for the SWFP Senior Center Transportation Service, security measures must not substantively interfere with daily operations of the building. On the other hand, due to the seriousness of security issues, the effects of key threats must be considered and measures incorporated to safeguard personnel and assets and to minimize business interruption. Security design will be part of an overall multi-hazard approach to ensure that it does not worsen the behavior of the building in the event of a fire, earthquake, or hurricane, which are far more prevalent hazards than are terrorist attacks. The use of a multi-hazard approach has the advantage of potentially reducing insurance premiums, reducing life-cycle costs for operational security measures, and limiting losses and business interruption should an event occur.

B. Mitigation

The following section describes the mitigation procedures used by the SWFP Transportation Service to provide standing operating guidance to staff for mitigation of security and hazard incidents. The activities below itemize each assigned activity, specify the frequency with which the activity is to be performed, and designate who is to perform the activity.

Mitigation Activities

1. Observation by Employees

Employees are the “eyes and ears” of the transportation system. The most important activity drivers and other employees are required to perform is to notice and observe events, situations, or people (whether passengers or members of the public) that seem out of place or that indicate a potential hazard or concern. Such concerns are to be reported to dispatch or supervisory staff as appropriate. It is critical for employees to sustain a general awareness of activities that may be a threat to the SWFP Transportation Service or to the larger community.

Specifically, the SWFP Transportation Service policy requires that drivers and other employees look for the following:

- Suspicious activity, behavior, and people who are out of place
- Cars and other vehicles parked in strange places
- Out-of-place utility or repair crews
- Unusual or out-of-place delivery trucks

2. Uniform Policy

Agency uniforms are to be treated as security sensitive objects. New employees are issued uniforms, with the number of uniforms kept on record in the Transportation Coordinator’s office. As new uniforms are requested, old uniform articles must be returned by the employee in exchange. When employees terminate their employment, the return of all uniforms is a condition of receipt of a final paycheck.

3. Security Data Recordkeeping Policy

The Transportation Administrator and Coordinator maintain records of crimes or rule violations that occur on the system, including counts of incidents by type, and passenger/employee complaints. These are kept as incident reports and are kept on file for seven years.

4. Driver Management of Security Situations

Drivers are the SWFP Transportation Service’s first line of defense. It is up to drivers to perform the following functions in order to manage security incidents or other situations:

- Enforce transportation rules
- Respond to complaints
- Defuse arguments
- Decide when to call for backup
- Maintain control of the vehicle and exhibit leadership
- Report all incidents

Drivers must be familiar with all City rules related to security and emergency management. The SWFP supervisory staff stands behind drivers as they undertake the job of providing security on the vehicle. Dispatch and other functions are available to respond in a timely fashion to incidents that occur.

In most cases, criminal activity at the SWFP Transportation Service involves minor violations that the driver can manage by commenting on the activity and directing the offender to cease the violating behavior. Employee training is provided to ensure that management of on-board security issues is consistent, and that reactions by employees are appropriate to the situation.

5. Check-in Procedures

If a driver must leave the vehicle in an unsafe location while investigating a mechanical problem, he/she must call in the problem to dispatch; state the need to leave the vehicle; and describe the circumstances of the problem prior to leaving the vehicle. When leaving the vehicle for other reasons, drivers must also call in to dispatch. Should dispatch be unable to locate the driver after a reasonable period of time, the dispatcher must do the following:

- Dispatch additional vehicles
- Notify the Police
- Take any other appropriate action, as warranted by events

The Dispatcher or designee must know where all employees on duty are at all times.

6. Checking Weather and Other Hazardous Conditions

At the SWFP Transportation Service, the Transportation Coordinator is responsible for checking weather and other reports to ensure it is safe to send vehicles on the road. This individual must check this information before each shift and at appropriate intervals, especially if severe weather is expected. Drivers performing their routes must continuously assess road conditions, evaluate weather, construction, accidents, and other situations to ensure it is safe to proceed. This information should also be called in to the Dispatcher. Every effort will be made to avoid sending drivers on routes if it is unsafe to do so. However, if a condition arises requiring a driver to abort a route, the Dispatcher will contact the driver and provide instructions on how to proceed.

SWFP Transportation Service uses National Weather Service warnings, forecasts, and advisories available via the NOAA Weather Radio, the City's two-way radio weather channel, or at www.weather.gov, to track real-time information on the following conditions:

- Storm warnings
- Flood warnings
- High wind warnings
- Gale warnings
- Dense fog advisories
- Wind advisories
- High wind watches
- Flood statements
- Coastal flood statements
- Special weather statements
- Hazardous weather outlooks
- Fire weather forecasts
- Hurricanes

The Easy Rides Plus database tracks ongoing information on trips, drivers, and vehicle activities throughout the day. This information is beneficial to the incoming Dispatcher who is able to read the previous shift log and know what needs to be tracked or what is going right or wrong. Additionally, this capability allows supervisors to monitor employee performance and assess daily activities.

7. Accident Policy

The Southwest Focal Point Senior Center Transportation Service has implemented the following policy on emergency and reporting procedures in the event of a vehicle accident:

▪ **Evaluating the Accident**

- Secure the vehicle to protect passengers.
- Check if any passengers have been injured.
- Remain calm and radio dispatch for assistance.
- In addition to asking passengers if everyone is all right, look to see if there are any unconscious or seriously injured passengers who are unable to respond. Look for bleeding, broken limbs, vomiting, or poor breathing in particular. Administer first aid if necessary.
- Inform dispatch if medical assistance is needed.
- Be alert to warning signs, such as disorientation, confusion, or the inability to respond to questions. These could indicate serious head injury.
- After you have determined that there are no serious injuries and that neither an ambulance nor first aid services are required, contact the Dispatcher and then follow dispatch instructions. The local Police or department of public safety officer must usually be called to investigate the scene of the accident.
- Vehicles will not be moved, except to allow the flow of traffic until the Police have arrived on the scene and given permission for the vehicle to be moved.
- Notify the Department Director, Human Resources Director/Risk Manager, and appropriate supervisors.
- Never make any statements or admit liability to any party involved in an accident.
- Have the appropriate Police agency complete an accident report.

▪ **Post-accident Documentation**

The SWFP Transportation Service has an accident packet that contains all insurance information, accident reporting form, and vehicle registration form. Drivers are instructed to do the following:

- Obtain the names, addresses, and phone numbers of all passengers in your vehicle and indicate the seat that each person was sitting in at the time of the accident.
- Note the license plate number(s) of other vehicle(s) first. Then, obtain the names of driver(s) and passengers in other vehicle(s).
- Note the names of the investigating police officer and his/her agency.
- Always request a case number.
- If an ambulance was called, note to which hospital the ambulance went to.
- Note the time and specific location of the accident.

▪ **Communications at the Scene** – Drivers are instructed to not talk to anyone about the accident except the appropriate authorities. The Transportation Coordinator or Administrator will respond and investigate the accident scene, as applicable.

- Do not blame others or take the blame for the accident.
- Avoid discussing details with anyone except City of Pembroke Pines and Transportation Authority officials and personnel from law enforcement, fire, or emergency medical services (EMS).
- Do not volunteer any information to anyone.
- Do not make any statements to the press or bystanders. Refer their questions to appropriate City staff.

- If contacted by an attorney or any other individual about the accident, refer them to the City's Risk Management Division.

Drivers are instructed to complete and turn in an incident report to the Transportation Coordinator within 24 hours of the accident or sooner if the vehicle is inoperable or personal injury occurred. A copy of all documentation is provided to the City's Human Resources/Risk Management Office. All follow-up inquiries, resulting claim investigation, and litigation activities are handled by the City.

C. Preparedness

The SWFP Transportation system has designated facilities, equipment, and other resources that will support the execution of assigned duties in the event of an incident, and we perform ongoing maintenance and testing of resources as well as staff training.

1. On-board Emergency Supplies

It is the policy of the Southwest Focal Point Senior Center Transportation Service to maintain fully stocked first aid kits, biohazard cleanup packs, fire suppression equipment, vehicle emergency equipment, and emergency instructions in all vehicles. The assigned driver shall inspect the vehicle daily for the following emergency supplies and document the findings on the pre-trip inspection form:

- First Aid Kit – Each driver maintains a first aid kit during his/her daily shift.
- Biohazard cleanup pack kit – biohazard cleanup kits are stored in all vehicles. Kits are restocked when used.
- Fire suppression equipment – A fire extinguisher is mounted in each vehicle, beside or behind the driver seat.
 - The driver inspects the fire extinguisher to ensure the pressure is acceptable. If the indicator enters the red zone, the driver will remove the extinguisher from the vehicle and replace it with a new/recharged unit.
 - City Fire, Inc. conducts an annual inspection of all extinguishers, replacing or recharging units as necessary.
 - A fire inspection tag shall be affixed to each extinguisher, showing the year and date of the inspection and the signature of the inspector.
- Flashlights – A flashlight is issued to all drivers for use in SWFP Transportation Service vehicles.
- A "safe cut" seat belt cutter is kept in the glove compartment of each vehicle.
- Triangle reflectors are in a secure and closed container mounted to the floor behind the driver's seat.
- Emergency instructions – Drivers are provided with written procedures regarding the handling of accidents, mechanical and road emergencies.

2. Supervisors' Role in Security/Emergency Management

SWFP Transportation Service supervisors, under the direction of the Department Director/Community Services Director are responsible for the following day-to-day activities:

- Provide leadership and direction during security incidents
- Handle minor, non-threatening rule violations
- Defuse minor arguments

- Make decisions regarding the continuation of operations
- Respond to service complaints
- Complete necessary security-related reports

3. Dispatchers' Role in Security/Emergency Management

Specific training is provided to Dispatchers during employee training; however, the SWFP Transportation Service dispatcher is responsible for the following day-to-day security- and emergency management–related tasks:

- Coordinating with Transportation Administrator and Coordinator on security-related issues
- Receiving radio calls for assistance from employees
- Notifying supervisory staff, department head, and Risk Management Division of serious/significant incidents involving transit personnel, vehicles, property, or equipment
- Providing verbal direction and assistance to on-scene personnel, if needed

4. Policy for Backing up Computers

The City's Information Technology Department is responsible for backing up database of client, personnel, vehicle, dispatching, and other information. The City's Information Technology Department is located off-site.

5. Policy for Understanding Local Threats

The City of Pembroke Pines' EOC Team and other units of local government coordinate all local threat scenarios consistent with Broward County Emergency Management Division.

6. Update Employee/Responder Contact List

At the SWFP Transportation Service, the transportation administrator is responsible for updating the SPP at least annually, or as dictated by circumstances. This includes an update of the list of emergency contact numbers.

7. Conduct Agency Emergency Response Drills

Emergency response and evacuation drills are conducted at least annually. This training ensures employees are familiar with emergency policies.

8. New Employee Training on Security Awareness

All newly hired employees are provided with security related instruction. Drivers are given instruction and standard operating procedures in the following areas:

- **General Rules:** General employee rules include instruction on reporting any safety or security hazards observed by employees.
- **Personal Appearance and Conduct:** Covers uniforms, grooming, and employee conduct.
- **Customer Service:** Covers expectations of employees when dealing with the public; includes instructions on how and to whom to report security incidents, and types of individuals or situations to be aware of and report.
- **Traffic Laws:** Covers applicable traffic-related laws and regulations, drug and alcohol testing, and drug and alcohol use restrictions.
- **Pre-trip inspection:** Provides instruction in thorough inspection of a vehicle prior to placing the vehicle in service.

- **Maintenance and Operations:** Provides instruction on vehicle operating procedures and identifying common mechanical problems; also stresses the importance of graffiti removal and identification, notification to security personnel, and documentation of gang related graffiti.
- **Emergency Procedures:** Provides instruction in emergency communications, involvement in traffic accidents, bio-hazards and medical emergencies involving passengers.
- **Safety Procedures:** Provides instruction in dealing with traffic safety issues; procedures for drivers to follow if involved in a traffic accident; fire, chemical, or biological spill procedures; and procedures for dealing with suspicious objects or suspected explosive devices.
- **Radio Procedures:** Provides instruction on radio procedure for both routine and emergency radio traffic. Includes instruction on reporting crimes, suspicious acts, and potentially hazardous situations.
- **Report Writing:** Provides instruction on report writing and reporting requirements.

9. ADA Procedures Training

All drivers will be trained to operate vehicles and equipment safely and properly assist individuals with disabilities, with appropriate attention to the difference among individuals with disabilities. The training will be appropriate to the duties of each employee and must address both technical tasks and human relations. Training will ensure proficiency so that personnel can consistently and reliably operate accessibility features, provide appropriate assistance to individuals with disabilities, and treat riders in a respectful and courteous way. Training will emphasize the importance of equipment such as lifts/ramps being in good working order. Personnel should also be trained in agency ADA transportation-related policies and procedures. (§ 37.173).

Drivers will review the Southwest Focal Point Senior Center ADA Policy Manual and will acknowledge their training using the form included in the ADA Policy document. This document will be signed and saved in the personnel files.

10. Disciplinary Actions of Employees Who Are Potential Threats to the Agency

Occasionally an administrative or other action may trigger concerns that the employee will retaliate in some way that poses a threat to the agency. The City Personnel Policies and Procedures Manual, addresses the responsibilities of staff when such events occur.

11. Emergency Service Changes

At heightened alert levels or when warranted by specific local information, the SWFP Transportation Service may need to reduce, reroute, cancel, or increase service in affected areas to ensure the security and well-being of employees, passengers, and the general public.

D. Response

Following is a description of each specific transportation service response procedure.

1. Policy for Requesting Assistance for Security Incidents and Other Hazards

- During duty, if an incident occurs that requires further assistance from the transportation office, driver is required to immediately contact dispatch with the nature of the problem, location of

the vehicle, and type of assistance needed. The dispatcher will confirm the information and provide further instructions to the driver.

2. Radio Usage Policy

To ensure the safety of our drivers and passengers and to enhance the performance of our operations, all SWFP Transportation Service staff will be familiar with two-way radio operations. Basic procedures are as follows:

- Staff using the two-way radio will follow the standard use practices of the Federal Commerce Commission. Profanity, abusive language, or other inappropriate transmissions are not allowed, and could result in disciplinary action.
 - All base stations and vehicle units shall be tuned to the appropriate assigned frequency at all times.
 - Two-way radios will be set at a volume that will ensure staff receive all communications.
 - Staff should initiate communications by first stating who they are calling, and then who is making the call. At the completion of the transmission both parties will indicate that the transmission is completed, by stating their call sign and “clear.”
3. Except in the event of an emergency, all staff should listen for five seconds before transmitting to ensure there are no transmissions in progress. Other units’ transmissions should not be interrupted unless it is an emergency.

4. Cell Phone Usage Policy

In an emergency, if an employee is unable to use the radio, a City-issued cellular phone will be used to contact the dispatch office. City-issued mobile phones will be used for City business only.

5. Aborting or Changing Trip Manifest Due to a Hazard

To the extent possible, the SWFP Transportation Service avoids sending vehicles out in conditions that might pose a hazard. It is the responsibility of the transportation Coordinator/dispatcher to check weather and other relevant conditions at the beginning of a shift, and on an ongoing basis, to safeguard the well-being of passengers, employees, and others. If drivers encounter a hazard that causes it to be unsafe to continue on a route, he/she must call the dispatcher, describe the situation, and await further instruction. If the hazard is noted by staff other than the driver, the dispatcher will contact the driver and provide direction.

With most hazards or emergencies, it is the primary responsibility of the driver to first, communicate with the dispatcher, describe the situation, and await instruction. Policies are in place to instruct drivers on how to proceed in order to maintain a safe environment.

6. Policy for Filing an Incident Report

Information to be collected at the initial reporting of the incident is provided on the Incident Report form below. The report must be completed in ink and submitted to FDOT District Office within 24 hours of the incident or before.

SOUTHWEST FOCAL POINT SENIOR CENTER
CITY OF PEMBROKE PINES
301 NW 103 AVENUE
PEMBROKE PINES, FL 33026
Incident Report

General Population: _____ Day Care: _____ Alzheimer's: _____ Staff: _____

Name: _____ Date: _____ Time: _____

What Happened: (Detail recap of incident)

Description of Injury (If any):

Type of Medical Attention: Called 911: Yes No

Where?

Who was involved? (Staff, Clients, Witnesses be specific with names)

Further Comments: (Actions taken to solve) unsafe condition Ex.: oily floor, floor, poor light, unsafe act.

Follow-up & Resolution:

Writer's Signature/Supervisor's Initials

Date

7. Notification of Emergency

In the event of an emergency, the City's Fire Chief or his designee will see that the EOC is operational and a command post is established outside of the evacuation area. A forward section may need to be established within the evacuation area depending on circumstances. The Senior Officer at the command post will be responsible for coordinating all operations at the scene of the emergency and be the liaison with the EOC when and if it has been established.

NOTE: Administration will forward a copy of all incident reports to the Human Resources Department and to FDOT District 4 Office:
Marie France Dorismond
Transit Coordinator
954-777-4605
Marie.dorismond@dot.state.fl.us
www.dot.state.fl.us

The Public Information Officer will report to the EOC and then set up a location outside the evacuation area and remote from the command post for the news media.

The following information is to be collected by dispatch from on-scene personnel reporting an emergency:

Type of emergency

Location of emergency

Persons involved

Other information as relevant

8. Bomb Threats

Any bomb threat received by SWFP Transportation Service staff is immediately reported by calling 911.

9. Mobilization Resource List

The City's Emergency Operations Center maintains a mobilization resource list and is responsible for the initiation of activities.

10. Evacuation Procedures

SWFP Transportation Service staff will provide evacuation and transportation support to the EOC as directed. The Department Director reports to the Incident Command Post when the EOC is activated. Transportation supervisors will collect operational data on transportation services provided during an event, such as number of special needs passengers transported, and provide that data to the EOC via the Department Director. Supervisors will conduct briefings with staff and sustain whatever level of routine operations is feasible and begin contingency planning for driver rescheduling. Van drivers will communicate with dispatch and follow instructions provided by the Transportation Administrator, Coordinator, Dispatcher, and Incident Command Post.

11. Policy for Requesting Outside Assistance for Security Incidents and Other Hazards

All requests for outside assistance will be coordinated by the City's EOC Team.

12. Short-Term Response

For most security situations, assistance from law enforcement is available. For incidents that involve a vehicle, passenger, or staff, supervisory transportation staff is responsible for responding to the event until such time as law enforcement or other emergency personnel are available.

Transportation staff will make every effort ensure that there are no residual problems that will affect other parts of the system. If necessary, transportation staff will take appropriate actions, such as evacuating people from the scene, or arranging for support activities for passengers. SWFP Transportation Service staff will continue to provide service to the community, despite problems at a particular location, if it is safe to do so.

E. Recovery

The SWFP Transportation Service maintains policies that assist in recovering from incidents that have occurred.

Below is a list of the nature of each recovery activity, the frequency with which the activity is to be performed, and who is to perform the activity. Following the table is a description of the specific recovery policy or procedure.

Recovery Activities

1. Review of Insurance Policies

On an annual basis, the City reviews its insurance policies. Specifically, the Risk Management Department audits assets, updates insurance records of assets, and makes appropriate changes to insurance policies.

2. Review Plan for Succession

Annually, Department Director/Community Services Director or Assistant Director will review the plan for succession of key employees.

3. Review Plan for Backup Locations

Annually, will review the plan for backup locations of key functions in the event that primary locations are not available during a hazard or emergency. Management should communicate with organizations that are to provide backup locations to ensure they are aware of the agreements in place.

4. Cleanup/Inspection

After an emergency, all employees, as appropriate to their job function and the nature of the emergency must inspect facilities, vehicles, and City property for damage or need for cleanup. The purpose of this activity is to restore the agency and its assets to the state that existed before the emergency. Some recovery activities may be immediate.

5. Documentation of Vehicle Use

After an emergency, transportation supervisory staff will record use of vehicles during the event—as well as the status and the condition of the vehicles—in order to begin the process of maintaining the assets and bringing them back in service.

6. Event Evaluation

Following an incident (or incident drill), management will assess the responses of personnel during the incident. This information will be used to modify policies, provide additional training, and give feedback to those involved to enhance future incident responses.

V. Substance Abuse Management

5.1 Policy

The City of Pembroke Pines Transportation Division and its Transportation Subcontractor, The Transportation Authority, LLC (TA), are dedicated to providing safe and dependable transportation services. TA employees are a valuable resource and it is our goal to provide a safe, healthy and satisfying working environment, free of the potential dangers posed by the use of prohibited drugs or misuse of alcohol.

This policy is established to comply with the Federal Motor Carrier Safety Administration (FMCSA) rules codified as 49 CFR Part 382, as amended and the USDOT regulations codified as 49 CFR Part 40, as amended and is only applicable to employees covered by these regulations.

Policy provisions authorized by the City of Pembroke Pines and TA are italicized and bolded throughout this policy. All other policy provisions are implemented under the authority of the United States Department of Transportation (USDOT) and the Federal Motor Carrier Safety Administration (FMCSA).

This policy is approved by: City of Pembroke Pines

Title of approving official: Charles F. Dodge, City Manager

Signature of approving official: _____

Date signed: _____

Policy effective date: 11/05/2025

5.2 Employee Applicability

This policy and the USDOT/FMCSA testing program applies to any employee who drives, as part of their job duties for ***the City of Pembroke Pines and TA***, a vehicle which requires the employee to hold a Commercial Drivers License (CDL) to operate the vehicle. A commercial motor vehicle is defined as:

- A vehicle with a passenger capacity of 16 or greater, including the driver*
- A vehicle or combination of vehicles with the GVW of 26,001 lbs. or greater
- A vehicle that is placarded for hazardous materials transport

5.3 USDOT/FMCSA Prohibited Drug Classes

Consumption of these drugs is prohibited at all times.

- Amphetamines
- Cocaine
- Marijuana
- Opioids
- Phencyclidine (PCP)

5.4 Pre-employment Drug and Alcohol Background Checks

In accordance with 49 CFR Part 40.25, ***the City of Pembroke Pines and TA*** must make and document good faith efforts to perform drug and alcohol background checks on all applicants applying for a position which will require the employee to operate a commercial motor vehicle as defined above. Testing information will be requested from each of the applicant's previous DOT-covered employers during the three years prior to the date of application. [Agency Name] must obtain the applicant's written consent for the release of their drug and alcohol testing information from their previous DOT covered employers to [Agency Name]. Applicants refusing to provide written consent are prohibited from operating a commercial motor vehicle for [Agency Name]. Applicants who have previously violated the USDOT testing program must provide documentation that they have successfully completed the USDOT's Return-to-Duty process with a DOT-qualified Substance Abuse Professional (SAP). Failure to provide satisfactory documentation will exclude the applicant from being hired as an operator of commercial motor vehicles for ***the City of Pembroke Pines and TA***.

5.5 Pre-Employment Testing

All applicants for CDL-required positions shall undergo a pre-employment urine drug test. ***the City of Pembroke Pines and TA*** must receive a verified negative drug test result prior to the applicant's first driving duty in a CDL-required vehicle, including behind-the-wheel training.

If an applicant's pre-employment urine drug test result is verified as positive, the applicant will be excluded from consideration for employment with the City of Pembroke Pines and TA. Applicant will be provided a list of USDOT-qualified Substance Abuse Professionals, as required.

An employee returning from an extended leave period of 30 consecutive days or more, and whose name was also removed from the random testing pool for 30 days or more, must submit to a pre-employment urine drug test. The Transportation Authority, LLC must be in receipt of a negative drug test result prior to the employee resuming their driving duties in a CDL-required vehicle.

5.6 Random Testing

Employees will be subject to random, unannounced testing. The Transportation Authority, LLC will perform random testing in a manner that meets or exceeds the FMCSA minimum annual testing requirements, as amended. The selection of employees for random testing will be made using a scientifically valid method. All employees in the testing pool will have an equal chance of being selected each time a random draw is performed. Random alcohol tests will be conducted just before, during or just after the employee has performed driving duties in a CDL-required vehicle. Random drug tests may be conducted anytime an employee is on duty, on call for duty or on standby for duty.

Once an employee is notified that they have been selected for a random test, they must proceed immediately to the testing location. Failure to proceed immediately may be deemed a refusal to test.

5.7 Reasonable Suspicion Testing

An employee must submit to reasonable suspicion drug and/or alcohol testing when a supervisor or company official trained in detecting signs and symptoms of drug use and alcohol misuse has made specific, contemporaneous, articulable observations concerning an employee's appearance, speech, behavior and/or body odor. Reasonable suspicion testing for alcohol misuse will occur when observations are made just before, during, or just after the employee has performed driving duties in a CDL-required vehicle. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty or on standby for duty and a trained supervisor has made the observations.

5.8 Post-Accident Testing

Fatal Accidents: Drivers must submit to post-accident drug and alcohol testing following an accident involving a CDL-required vehicle that results in the loss of human life.

Non-Fatal Accidents: Drivers of a CDL-required vehicle that have been involved in a non-fatal accident in which an individual suffers bodily injury and immediately received medical treatment away from the scene, OR one or more vehicles incurred disabling damage that required the vehicle(s) to be towed away from the accident scene must submit to post-accident drug and alcohol testing if the driver is issued a citation at the scene from a state or local law enforcement agency.

Post-accident drug and alcohol tests will be conducted as soon as practicable following the accident. An employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. An employee who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing will be deemed to have refused the test. However, employees are not prohibited from leaving the scene of an accident to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

5.9 Urine Specimen Collections

Urine specimen collections will be conducted in accordance with USDOT rule, 49 CFR Part 40, as amended. Collectors will be appropriately trained and qualified to perform urine specimen collections for USDOT covered employers. Urine specimen collectors will use the split-specimen collection method and will afford the donor (employee) the greatest degree of privacy permitted

per 49 CFR Part 40, as amended. When an observed collection is required, the observer will be of the same gender as the donor (employee).

5.10 Refusal to Submit Urine Drug Testing

The following actions constitute a “refusal to test” in accordance with 49 CFR Part 40, as amended:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- (2) Failure to remain at the testing site until the testing process is complete; provided, that an employee who leaves the testing site before the testing process commences for a pre-employment test is not deemed to have refused to test.
- (3) Failure to provide a urine specimen for any drug test required by this part or DOT agency regulations
- (4) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of your provision of a specimen
- (5) Failure to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (6) Failure or decline to take an additional drug test the employer or collector has directed you to take
- (7) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by The Transportation Authority, LLC
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector).
- (9) For an observed collection, failure to follow the observer’s instructions to raise your clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process.
- (10) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- (11) Admitting to the collector or MRO that you adulterated or substituted the specimen.
- (12) When the MRO verifies your drug test result as adulterated or substituted.

Refusing to submit to a USDOT/FMCSA required test is a violation of the USDOT/FMCSA testing program. Employees are required to be immediately removed from driving duty and provided a list of USDOT-qualified Substance Abuse Professionals. ***Per The Transportation Authority, LLC, violation of the USDOT/FMCSA testing program will result in termination of employment.***

5.11 Urine Specimen Analysis

All specimens will be transported or shipped to a laboratory certified by the Department of Health and Human Services (DHHS). All specimens will be analyzed at the laboratory in accordance with 49 CFR Part 40, as amended. The procedures that will be used to test for the presence of prohibited drugs will protect the employee and the integrity of the drug testing process, safeguard the validity of the test results and ensure that the test results are attributed to the correct employee. Laboratory confirmed drug test results will be released only to a certified Medical Review Officer (MRO) for review and verification.

Negative-Dilute Specimens

Upon receipt of an MRO verified negative-dilute drug test result with creatinine levels greater than 5 mg/dl and less than 20 mg/dl, The Transportation Authority, LLC will require applicants and employees to submit to a second urine collection per 49 CFR Part 40.197. The collection of the second specimen will not be conducted using direct observation procedures. The MRO verified result of the second urine drug test will be accepted by [Agency Name] as the final result and the test of record. ***The Transportation Authority, LLC will apply this policy provision uniformly for all pre-employment and random urine drug tests reported by the Medical Review Officer to have creatinine levels greater than 5mg/dl but less than 20mg/dl (negative-dilute results).*** Once notified that a second collection is required, employees must proceed immediately for testing. An employee's failure to report immediately may be deemed as a refusal to submit to testing, which is a violation of the USDOT/FMCSA testing program. ***Per The Transportation Authority, LLC, violation of the USDOT/FMCSA testing program will result in termination of employment.***

5.12 Role of the Medical Review Officer (MRO)

The role of the Medical Review Officer (MRO) is to review and verify laboratory confirmed test results obtained through a DOT-covered employer's testing program. When a non-negative drug test result is received, the MRO will communicate with the donor (employee) to determine if a legitimate medical explanation exists. When a legally prescribed medication has produced a non-negative result, the MRO will verify the prescription and report the result as "negative" to The Transportation Authority, LLC. Medical conditions and other information obtained by the MRO during the interview with the donor will be maintained in a confidential manner. However, if the MRO believes that a medication prescribed to the donor may pose a significant safety risk, the MRO will require the donor to contact his/her prescribing physician and request that the physician contact the MRO within 5 business days. The MRO and prescribing physician will consult to determine if the employee's medication use or medical condition presents a significant safety risk. If the employee's prescribing physician fails to respond, the safety concern will be reported to The Transportation Authority, LLC, without consultation. Based on the MRO recommendation, The Transportation Authority, LLC may deem the employee medically disqualified from performing driving duties in a CDL-required vehicle.

5.13 Consequence for MRO Verified Positive Drug Test

When ***The Transportation Authority, LLC*** is notified of an MRO verified positive drug test, or a test refusal due to adulteration or substitution, the violating employee will be immediately removed from driving duties and provided a list of DOT-qualified Substance Abuse Professionals.

Applicants will be excluded from hire and provided a list of DOT-qualified Substance Abuse Professionals. ***Per The Transportation Authority, LLC, violation of the USDOT/FMCSA testing program will result in termination of employment.***

5.14 Split Specimen Testing

As an important employee protection, split specimen collection procedures will be used for all USDOT/FMCSA urine collections. When an employee challenges an MRO verified result, he/she may request that the split specimen (bottle B) be tested at a different DHHS certified laboratory that conducted the test of the primary specimen (bottle A). Instructions for requesting the split specimen test will be provided by the Medical Review Officer during his/her interview with the donor (employee). In accordance with USDOT rule, The Transportation Authority, LLC will ensure that the fee to process the split specimen test is covered, in order for a timely analysis of the split specimen. ***The Transportation Authority, LLC may seek reimbursement for the cost of the split specimen test.***

5.15 Alcohol Prohibition

Employees are prohibited from consuming alcohol while driving a CDL-required vehicle, within (4) four hours prior to performing driving duties in a CDL-required vehicle, or during the hours that they are on call or standby for duty. No employee shall report for duty or remain on duty while having an alcohol concentration of 0.04 or greater.

Employees must not consume alcohol within eight (8) hours following an accident that requires post-accident drug and alcohol testing, or until the employee submits to post-accident testing, whichever occurs first.

5.16 Alcohol Testing

All alcohol screening tests and confirmation tests will be performed in accordance with USDOT rule, 49 CFR Part 40. The procedures that will be used to test for alcohol misuse will protect the employee and the integrity of the testing process, safeguard the validity of the test results, and ensure the test results are attributed to the correct employee.

When an alcohol-screening test indicates a blood alcohol concentration (BAC) of 0.02 or greater, a confirmation test will be performed using an evidential breath-testing device listed on the USDOT/ODAPC webpage as an "Approved Evidential Breath Measurement Device". The confirmed blood alcohol concentration (BAC) result will be transmitted by the technician to The Transportation Authority, LLC in a confidential manner. An employee who has a confirmed blood alcohol concentration (BAC) of 0.02 or greater but less than 0.04 will be removed from driving duties for a period of at least twenty-four (24) hours, per 49 CFR Part 382.505.

5.17 Consequence for a USDOT/FMCSA Confirmed Alcohol Violation

An employee with a confirmed blood alcohol concentration (BAC) of 0.04 or greater has violated the USDOT/FMCSA testing program and will be immediately removed from driving duty and provided a list of DOT-qualified Substance Abuse Professionals. ***Per The Transportation Authority, LLC, violation of the USDOT/FMCSA testing program will result in termination of employment.***

5.18 Refusal to Submit to Alcohol Testing

The following actions constitute a refusal to submit to an alcohol test:

- (1) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer.
- (2) Failure to remain at the testing site until the testing process is complete
- (3) Failure to provide an adequate amount of saliva or breath for any USDOT required alcohol test
- (4) Failure to provide a sufficient breath specimen, and the physician has determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- (5) Failure to undergo a medical examination or evaluation, as directed by the [Agency]
- (6) Failure to sign the certification at Step 2 of the ATF
- (7) Failure to cooperate with any part of the testing process.

Refusing to submit to a USDOT/FMCSA required test is a violation of USDOT/FMCSA testing program. Employees must be immediately removed from driving duty and provided a list of USDOT-qualified Substance Abuse Professionals. ***Per The Transportation Authority, LLC, violation of the USDOT/FMCSA testing program will result in termination of employment.***

5.19 Clearinghouse Reporting Requirement

In an effort to ensure that violating employees are not able to resume safety-sensitive duties (driving a commercial motor vehicle) until they have successfully completed the USDOT's Return-to-Duty process, the FMCSA has implemented a Drug and Alcohol Clearinghouse in accordance with 49 CFR Part 382, Subpart G. The following information must be reported to the FMCSA Drug and Alcohol Clearinghouse by the appropriate party:

- (1) A verified positive, adulterated, or substituted drug test result;
- (2) An alcohol confirmation test with a concentration of 0.04 or higher;
- (3) A refusal to submit to any test required by subpart C of this part;
- (4) An employer's report of actual knowledge, as defined at §382.107:
 - a. On duty alcohol use pursuant to §382.205;
 - b. Pre-duty alcohol use pursuant to §382.207;
 - c. Alcohol use following an accident pursuant to §382.209; and
 - d. Controlled substance use pursuant to §382.213;
- (5) A substance abuse professional (SAP as defined in §40.3 of this title) report of the successful completion of the return-to-duty process;
- (6) A negative return-to-duty test; and
- (7) An employer's report of completion of follow-up testing.

5.20 The Transportation Authority, LLC Testing Program Contacts

The Transportation Authority, LLC Designated Employer Representative (Drug and Alcohol Program Manager): Dana Dixon, Office Manager, and/or Richard Passero, President

Phone Number & Address: 954-364-4790, office located at 901 Poinciana Drive, Pembroke Pines, FL 33025.

E-mail Address of DER: ddixon@ppines.com

The regulations referenced throughout this policy may be obtained from the USDOT's Office of Drug and Alcohol Policy and Compliance website: <https://www.transportation.gov/odapc> and the Federal Motor Carrier Safety Administration's website: <https://www.fmcsa.dot.gov/regulations>.

Education/Training Ongoing Awareness Program

The FTA regulation requires each employer to give safety-sensitive employees at least 60 minutes of training on:

- a) the dangers of drug abuse in the workplace
- b) the agency's policy of maintaining a drug-free workplace
- c) available resources for drug counseling, rehabilitation, and employee assistance programs
- d) the penalties that may be imposed upon employees for drug use violations

Additionally, specific training for supervisors/company officials who determine when it is appropriate to administer reasonable suspicion drug or alcohol tests includes a minimum of 60 minutes of training given on the physical, behavioral, and performance indicators of probable drug use and another minimum 60 minutes of training given on the physical, behavioral, speech, and performance indications of alcohol misuse. Supervisors/company officials in this capacity are required to attend all training.

Ongoing awareness to reinforce key points of this policy shall be emphasized during training, periodic safety meetings and continuing dialogue between management and employees.

SUBSTANCE ABUSE/MISUSE AWARENESS - The human costs of substance misuse/ abuse are devastating to society, the workplace, the family, and individuals. Two thirds of all homicides are committed by people who used drugs or alcohol prior to the crime. Two-thirds of all Americans will be involved in an alcohol-related accident during their lifetimes.

The medical costs of illness related to substance misuse/abuse are staggering. Each year 30,000 people die due to alcohol-caused liver disease. Another 10,000 die due to alcohol-induced brain disease or suicide. Listed below are some symptoms of substance abuse problems:

- Difficulty in concentration
- Avoidance of associates
- Tardiness
- Alcohol odor on breath

- Absenteeism
- Leaving work early
- Excessive sick leave
- Accidents on the job
- Lowered job efficiency
- Confusion
- Extreme changes in personality
- Interrupted or change in sleeping patterns
- Overreaction to real or imagined criticism
- Subject of complaints from customers, coworkers or supervisors

Besides the costs described above, substance-abusing employees create business costs and legal liabilities for their employers, such as additional health care benefits claimed by substance abusers, negative impacts on employee morale, or possible potential "liabilities" such as a lawsuit filed by an injured party after an accident caused by substance-abusing employee.

Prohibited Conduct and Consequences

MANUFACTURE, TRAFFICKING, POSSESSION, AND USE

The Transportation Authority employees are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of prohibited substances on transit premises, in transit vehicles, in uniform, or while on transit business. The Transportation Authority will not allow employees of contractors who violate this provision to continue to conduct business and will notify their supervisor, as appropriate. When the Transportation Authority suspects criminal activity, they shall notify law enforcement, as appropriate.

Substance Abuse Professional Services

The Transportation Authority does not have a second chance policy and will not offer any employee who violates a DOT drug and alcohol regulation the opportunity to return to DOT safety-sensitive duty. Any employee who has violated a DOT drug and alcohol regulation, will be provided a listing of Substance Abuse Professionals (SAP) that offers counseling and rehabilitative services for alcohol and/or controlled substance dependency.

Safeguards and Assurances

An employee may request that a personal representative be present in certain activities related to the collection of specimens and during administrative review and/or counseling, subject to the conditions imposed by 49 CFR Part 40. The absence of such representation does not, by itself, negate and mitigate the requirement to provide specimens and/or attend such reviews or counsel in response to required drug and alcohol testing.

Federal regulations impose strict procedural controls and accounting mechanisms upon the collection site, processing laboratory, the MRO, and the transit system with respect to testing for prohibited drugs

and alcohol. These procedures require the use of tamper-proof specimen containers for urine samples, employee certification of "ownership," use of chain of-custody documentation, regimented quality control standards, including blank-air testing (for EBT devices) and blind samples (for urine testing), equipment calibration testing, and certification and training standards.

Confidentiality and Recordkeeping

The Transportation Authority will carry out this policy in a manner that respects the confidentiality of those involved at all times. The laboratory and MRO shall maintain strict confidentiality of all test results in accordance with 49 CFR Part 40 and 49 CFR Part 655 of FTA regulations. The release of information, recordkeeping, and retention of records will comply with FTA regulations, 49 CFR Part 655. Testing records and results will be released only to those authorized by the FTA rules to receive such information. In addition, in accordance with Part 655, an employee, upon written request, can obtain copies of any of their drug and alcohol related records and receive them in a prompt manner.

Drug and alcohol program records will be kept in secure location with controlled access and kept separate from personnel files. The Drug and Alcohol Program Manager will receive the test results via phone, mail, secure voice mail, or other means as appropriate.

INQUIRIES FOR ALCOHOL AND CONTROLLED SUBSTANCES INFORMATION FROM PREVIOUS EMPLOYERS

As defined in 49 CFR Part 40, The Transportation Authority is required to inquire about the following information on applicants/employees to safety-sensitive positions during the preceding two years from his/her previous DOT-regulated employers (regardless of hiring action);

- Alcohol tests with a result of 0.04 alcohol concentration or greater;
- Verified positive controlled substances test results; and
- Refusals to be tested (including verified adulterated or substituted drug test results).

Pursuant to the safety-sensitive employee/applicant's written authorization, the "Request/Consent Form for the Release of information from Previous Employers for DOT Alcohol and Controlled Substances Testing Information" form will be sent.

If the employee/applicant refuses to provide this written consent, or has tested positive or refused to test in the past 2 years and has not successfully completed the recommendations of a substance abuse professional, The Transportation Authority will not permit the employee to perform safety-sensitive functions and the offer of employment shall be withdrawn or employment with The Transportation Authority will be terminated.

DRUG-FREE WORKPLACE ACT

Pursuant to the

Drug-Free Workplace Act of 1988

The Transportation Authority has established and maintains a Drug-Free Workplace policy in accordance with 41 USC 8103, 49 CFR 32, 49 CFR 382, and 49 CFR part 40.

The unlawful manufacture, distribution, dispensing, possession, or use of all controlled substances is prohibited in The Transportation Authority's workplace.

Substance abuse is a major focus of today's society. The effect of this abuse on an employee's job performance is costly to the employee, his/her family and to the employer. In place is a testing procedure whose purpose is to insure a drug-free and alcohol-free workplace. No employee who unlawfully uses, is impaired by, or under the influence of, drugs and/or alcohol ever will be permitted to function in a position where his/her actions could affect the safe operation of a motor vehicle, endanger the safety of fellow workers or the safety of our clients.

Employees found unlawfully using, impaired by, or under the influence of, controlled substance (s) and/or alcohol in the workplace will be terminated. The employee will be given a list of rehabilitation treatment and counseling centers. Employees engaged in unlawful manufacture, distribution, or dispensation, or found in possession; of an unprescribed controlled substance (s) and/or alcohol in the workplace will be terminated.

All employees must notify The Transportation Authority of any criminal drug statute conviction for a violation no later than five days after any such conviction. Employees will be subject to a sanction or requirement to satisfactorily complete a drug abuse program and may include discipline up to and including termination.

The City of Pembroke Pines must notify FDOT Division 4 within 10 days after receiving notice of a conviction from an employee. The City will notify: Marie France Dorismond, Transit Coordinator, Marie.dorismond@dot.state.fl.us.

All employees are expected to abide by THE TRANSPORTATION AUTHORITY'S policy on a drug-free workplace.

EMPLOYEE ACKNOWLEDGMENT OF DRUG TEST REQUIREMENTS

I _____ understand that as a part of my application for employment, I must successfully complete a USDOT drug test as required by 49 CFR Part 655. I understand that a negative test result is required before I will be considered for hire. I also understand that I will be subject to Drug and Alcohol Testing provisions of 49 CFR parts 40 and 655 throughout my period of employment in a USDOTIFTAIFMCSA safety-sensitive position.

Signature of Applicant

Witness

Date: _____

Date: _____

Time: _____

Time: _____

YOUR APPLICATION WILL BE CONSIDERED INCOMPLETE IF THIS NOTICE IS NOT SIGNED AND DATED!

EMPLOYEE RECEIPT OF DRUG AND ALCOHOL POLICY

THE TRANSPORTATION AUTHORITY

DRUG AND ALCOHOL POLICY

VERIFICATION OF EMPLOYEE NOTICE

I have received a copy of THE TRANSPORTATION AUTHORITY Drug and Alcohol Policy which outlines the rights, duties, and responsibilities of THE TRANSPORTATION AUTHORITY'S employees.

Job Title

Employee Name (Printed)

Date

Employee Signature

Date

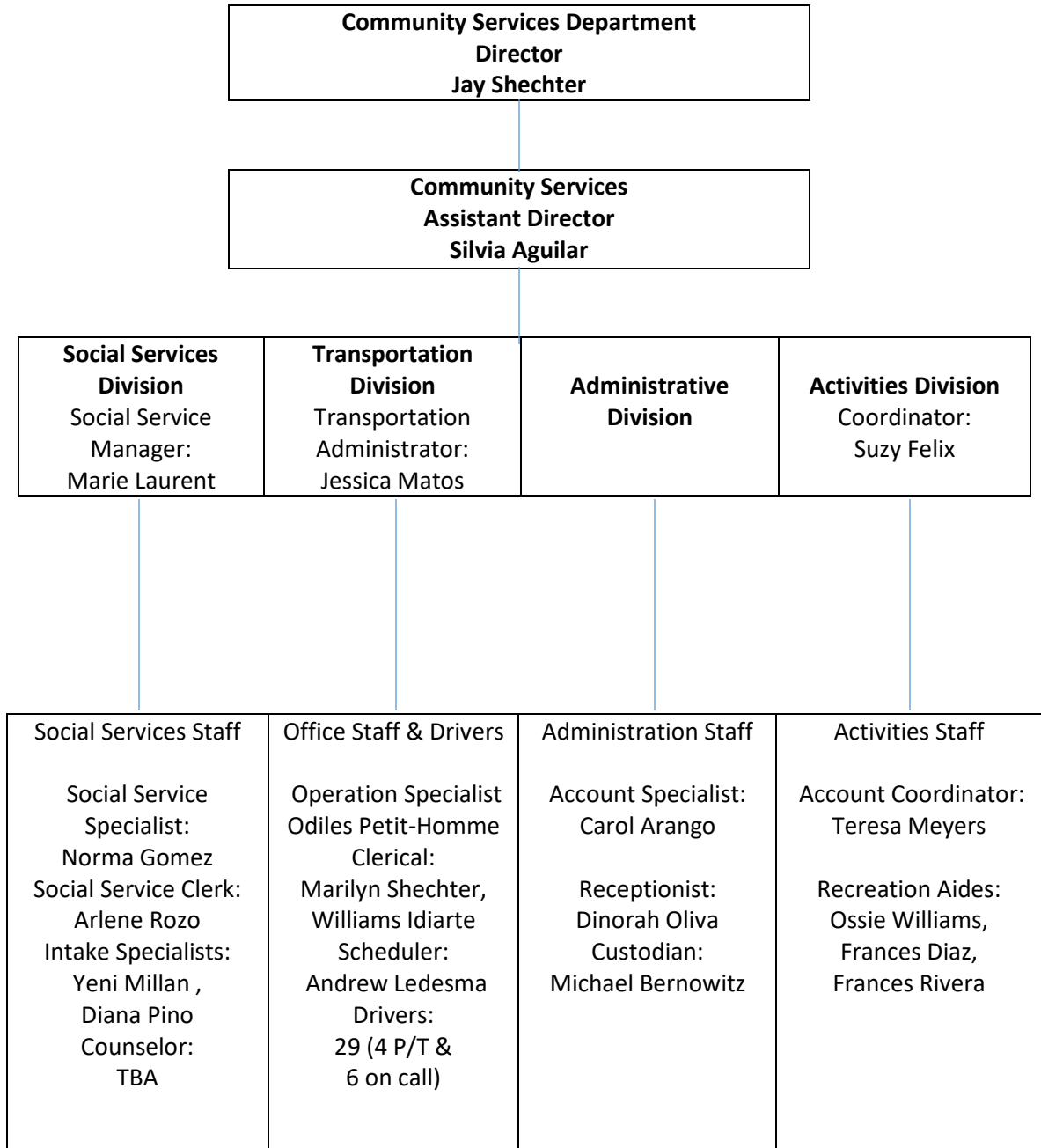
D/A Program Manager Signature

APPENDICES

1. Organizational Chart
2. Pre- and Post-Trip Inspection Forms
3. Accident Investigation Forms, Checklists and/or Templates
4. Transportation Operating Procedure Certification
5. Maintenance Service Agreements

APPENDIX 1: Organizational Chart

**City of Pembroke Pines
Southwest Focal Point Senior Center
Organizational Chart**



Appendix 2. P

**PREVENTIVE
MAINTENANCE
INSPECTION REPORT
TYPE II & OTHER VEHICLES**

Vehicle ID #: _____

Inspector's Name: _____ Shop's Name: _____

PO/WO #: _____

Inspection Type: _____

Next Inspection Type Due: _____

Next Inspection Mileage Due: _____

Condition Indicators: ✓= Okay X= Item was serviced, repaired or adjusted O= Follow up required NR= Service Not Required at this time N/A= Not Applicable

#	Interior	A	B	C	#
1	Passenger Door & Door Interlock Operation				3 6
2	Standee Line & Warning				3 7
3	Flooring/ Steps/All Interior Panels				3 8
4	Wheelchair Belts/Floor Anchors				3 9
5	Passenger Seat Condition/ Foldaway Seats Operation				4 0
6	Passenger Seat Belts				4 1
7	Stanchions & Hand Rails				#
8	Roof Hatches/Operation				4 2
9	Emergency Door and Window Operation				4 3
1	Fire Extinguisher/First Aid Kit				4
0	Emergency Triangles/Spill Kit				4
1	Fire Suppression System				4 5
1	Interior Lights				4 6
2					
1	Vehicle Registration/Plates				4 7
3					
#	Driver's Area	A	B	C	#
1	Brake & Accelerator Pedals				4 9
4					
1	Drivers Seat & Belt				5 0
5					
1	Horn Operation				5 1
6					
1	Service Brake Operation				5 2
7					
1	Ignition System (Observe how Engine Starts)				5 3
8					

1 9	Check All Gauges/Switches				5 4
2 0	Check Fast Idle				5 5
2 1	Check Air System Pressures/Perform Leak Down Test				5 6
2 2	Shift Lever Operation				#
2 3	Parking Brake Operation				5 7
2 4	Back-Up Alarm				5 8
2 5	Driver's & Panel Lamps				5 9
2 6	Interior Mirrors/Sun Visor				6 0
2 7	Windshield Wipers & Washers				6 1
2 8	Climate Control System/Fans				6 2
2 9	Fare Collection System				6 3
3 0	Cleanliness				6 4
#	Exterior	A	B	C	6 5
3 1	Check for Damage /Corrosion/Bumpers & Mounts/Decals				6 6
3 2	Condition of All Glass				6 7
3 3	Wiper Blades & Arms				6 8
3 4	Exterior Mirrors				6 9
3 5	Check Light Lenses & Reflectors				7 0

NOTES | DEFECTS. Use back of this page if needed. "NR= Service Not Required at this time" is for Service Items (OEM) NOT at the time of inspection.

re- and Post-Trip Inspection Forms

Agency _____
Address _____
City _____
State _____ Zip _____

Date: _____

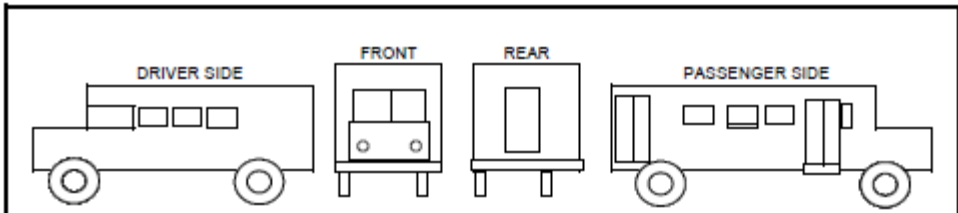
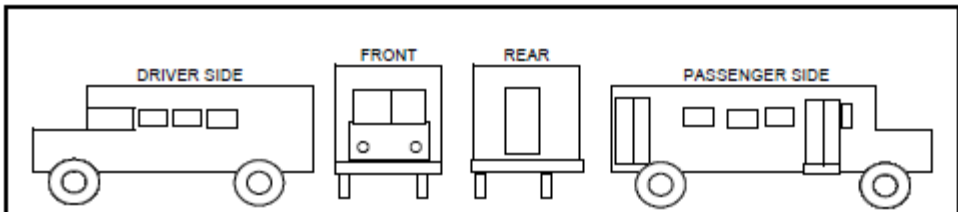
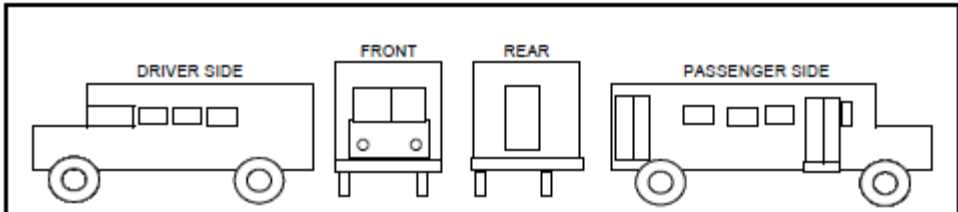
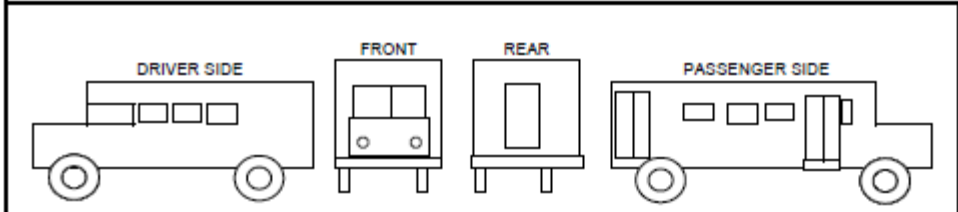
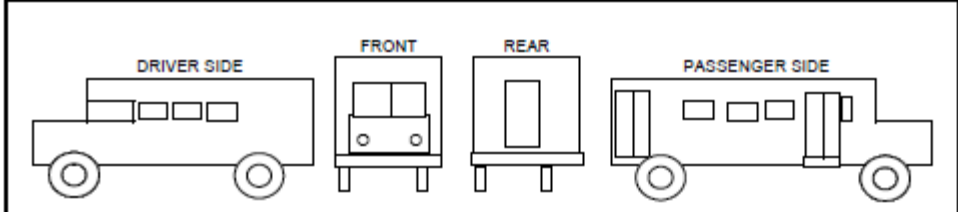
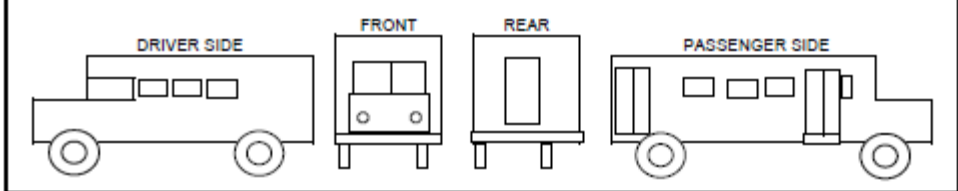
Mileage: _____

Exterior (cont.)				A	B	C	#	Wheel Chair Lift	A	B	C
Check Operation of All Lights							7	Lift Manufacturer Tag/Month and year of Manufacture/State of FL Certificate			
Condenser Fan Operation							7 2	Check Lift Wiring for Routing/ Chafing & Loose Connections			
All Access Doors/Fuel Cap & Door/Engine Cover & Latch Operation							7 3	Check Lift for Damage/ Inspect Lift Anchor Bolts			
Tire Damage & Wear							7 4	Cycle Lift -Check ALL Safety Systems Including Barriers			
Check Wheels/Lug Nuts/Valve Stems							7 5	Record Lift Cycle Count			
Leveling							7 6	Check for Hydraulic Leaks/ Level			
Engine Compartment				A	B	C	#	Brake Inspection	A	B	C
Clean Batteries and Terminal Ends/Check Electrolyte Level							7	Clean, Lubricate and Adjust Lift As Needed			
Check Battery/Hold Downs/Cables/Ground Straps							7 8	Brake Foundation/ Lines/Rotors/Drums			
Record Voltage Output _____ DCV							7 9	L/Front Measurement (mm):			
Check Belts/Tensioners/Pulleys/ Air Compressor Mounting(if equipped)							8 0	R/Front Measurement (mm):			
Check All Fluids							8 1	L/Rear Measurement (mm):			
Inspect for Leaks							8 2	R/Rear Measurement (mm):			
Test Anti-Freeze Protection							#	Tire Tread Depth Inflation	A	B	C
Check Radiator Core/Mounts/Hoses							8 3	L/Front -(32"): PSI:			
Check Wiring for Routing/Chafing & Loose Connections							8 4	R/Front -(32"): PSI:			
Check Engine Mounts							8 5	R/R Inside -(32"): PSI:			
Replace Engine Oil & Filter							8 6	R/R Outside -(32"): PSI:			
Check Air Filter. Replace as per OEM							8 7	L/R Inside -(32"): PSI:			
Check Fuel Filter. Replace as needed							8 8	L/R Outside -(32"): PSI:			
Check/Clean A/C Filters & Cores/Lines for Routing/Chafing							#	Service Items (OEM)	TIME		
A/C Compressor Mounting/Clutch							8 9	Replace Transmission Fluid/Filter			
Chassis Drive Line				A	B	C	#	Drain & Refill Differential			
Shocks/Springs/MORryde							9 1	Coolant System Flush & Fill			
Torque Rods							9 2	Engine Tune-Up			
Check Ball Joints							9 3	Power Steering Fluid Flush & Fill			

Steering Gear/Linkage & Arms			9 4	Brake Fluid Flush & Fill			
Steering Shaft & Free play							
Lube Chassis			#	Test Drive	A	B	C
Check Drive Shaft & U-Joints			9 5	Check Engine Performance			
Check Differential Oil Level/Clean Breather/Check Axle Seals			9 6	Check Shift Points			
Check Front Wheel Bearings			9 7	Steering			
Check Brakes (Pull Wheels)			9 8	Suspension			
Air Tank Mounting/Lines & Valves			9 9	Brakes			
Check Exhaust System for Mounting/Leaks/Restrictions			1 0 0	Speedometer			
Underbody/Mounts & Frame							
Fuel Tank Mounting & Fuel Leaks							
v8042021							

BODY CONDITION DIAGRAM

(Place "X" (w/initials) on diagram as needed to indicate damage. Initial AM and/or PM, etc.)



Appendix 3. Accident Investigation Forms

Transportation Authority
SOUTHWEST FOCAL POINT COMMUNITY CENTER
TRANSPORTATION DIVISION
301 NW 103rd Avenue
Pembroke Pines, FL 33026

ACCIDENT REPORT

Today's date: _____

Date of accident: _____

Time of accident: _____

Reporting employee: _____

Detailed recap of accident: (use reverse side for illustration, if necessary)

Witness (list names and phone numbers)

_____	_____
_____	_____

Employee's File

Employee's Signature

Transportation Authority
Southwest Focal Point Community Center
Supervisor's Accident / Incident Report

To: **Carla Maglio** , Director of Human Resources – City PP

Jay Shechter, Director, Community Services - City PP

Rich Passero, President, Transportation Authority

Claim Reporting, Marsh & McLennan Agency

CC: Jessica Matos, Transportation Administrator, Transportation Authority – Community Services

Marie Dorismond, Transit Coordinator, Florida Dept. of Transportation, Marie.dorismond@dot.state.fl.us

From: **Odile Petit-Homme**, Transportation Operations Specialist, Transportation Authority – Community Services

Date:

Accident / Incident Location:

Bus Driver Name:

Bus #:

Date and Time of Accident / Incident:

Description of Accident / Incident:

Injuries reported:

Police Agency at scene:

Police Agency Representative:

Police Report:

Picture attached:

Comments:

Appendix 4.

TRANSPORTATION OPERATING PROCEDURE CERTIFICATION

(Federal Transit Administration Section 5310 only)

Management Commitment

The Southwest Focal Point Senior Center Transportation Division, operated by the City of Pembroke Pines, 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 safe and secure transportation services.

In the interest of safety and security, and in order to comply with the statutory requirements. The Southwest Focal Point Senior Center Transportation Division 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.

The Southwest Focal Point Senior Center Transportation Division 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.

A copy of the TOP shall be submitted to the District office for approval and recertification annually by February 15.

Signature

Charles F. Dodge
City Manager
City of Pembroke Pines

Date: _____

Month/Day/Year

Appendix 5. Maintenance Service Agreements

DocuSign Envelope ID: 0A/E8/78-E1B9-4C/5-BB8A-163893D8A/7B



City of Pembroke Pines

**FIRST AMENDMENT TO
CONTRACTUAL SERVICES AGREEMENT
BETWEEN THE CITY OF PEMBROKE PINES AND
VERA-WILLIAMSON INVESTMENTS, INC. D/B/A VERA CADILLAC**

THIS AMENDMENT ("First Amendment"), dated this 4th day of May, 2022, is entered into by and between:

THE CITY OF PEMBROKE PINES, a municipal corporation organized and operating under the laws of the State of Florida, with an address of **601 City Center Way, Pembroke Pines, FL 33025**, hereinafter referred to as "CITY",

and

VERA-WILLIAMSON INVESTMENTS, INC. D/B/A VERA CADILLAC, a For Profit Corporation as listed with the Florida Division of Corporations, with a business address of **300 South University Drive, Pembroke Pines, FL 33025**, hereinafter referred to as "CONTRACTOR". "CITY" and "CONTRACTOR" may hereafter be collectively referred to as the "Parties".

WHEREAS, on **June 8th, 2017**, the Parties entered into a Contractual Services Agreement ("Original Agreement") for the provision of repair, maintenance, and parts for the CITY's fleet of vehicles for an initial five (5) year period, which expires on **May 2nd, 2022**; and,

WHEREAS, the Original Agreement authorized the renewal of the Original Agreement at the expiration of the initial term for an additional five (5) year term pursuant to a written amendment to the Original Agreement extending the term thereof; and,

WHEREAS, to date the Parties have been satisfied with the performance and execution of the Original Agreement, and desire revise and supplement the terms contained therein and to renew the term for a five (5) year period which shall commence on **May 3rd, 2022** and naturally expire on **May 2nd, 2027** as set forth in this First Amendment.

W I T N E S S E T H

NOW, THEREFORE, for and in consideration of the sum of the mutual covenants and other good and valuable consideration, the receipt of which are hereby acknowledged, the Parties hereto agree as set forth below:

SECTION 1. The recitations set forth in the above "WHEREAS" clauses are true and correct and incorporated herein by this reference.

SECTION 2. Any language contained in this First Amendment, or any subsequent amendment, which is in ~~strikethrough~~ type shall be deletions from the terms of the Original

Appendix 6.

Vehicle Inventory

City of Pembroke Pines														
S.W.F.P. COMMUNITY CENTER														
VEHICLE INVENTORY														
10/01/2025														
VEH NO.	SEAT CAP W/O DRIVER	YEAR/MAKE	VIN #	TAG #	FDOT Control#	FUEL TYPE	DIESEL EXHAUST FLUID	WIC LIFT/NONE	HANDICAP PERMIT #	SECUREMENT SYSTEM	FUNDING SOURCE	Program	DELIVERY DATE	
1	8820	17 (w/out WC)	2014 Ford El Dorado E450 Bus	1FDFE4F57DDB27284	XA4701	97441	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/17/14
2	8870	16 (w/out WC)	2010 Ford GOSH E450 Bus	1FDFE4F57ADA02555	241590		Gas	NO	WIC Lift	A7035871	Ricon/Q'Straint	City	LSP	12/14/09
3	8880	20 (w/out WC)	2013 Ford Elkhart E450 Bus	1FDFE4F51CDB30437	139197		Gas	NO	WIC Lift	A8473894	Ricon/Q'Straint	City 85FRTA-5309	LSP	10/29/12
4	8883	20 (w/out WC)	2013 Ford Elkhart E450 Bus	1FDFE4F53CDB38233	223064		Gas	NO	WIC Lift	A8473838	Ricon/Q'Straint	City 85FRTA-5309	LSP	10/29/12
5	8893	18 (w/out WC)	2015 Ford Turtle Top F550 Bus	1FDUF5GY0FEC84827	XE6616	98450	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	7/31/15
6	8896	18 (w/out WC)	2016 Ford Turtle Top F550 Bus	1FDAF5GY4GEA75174	134758	70411	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/26/16
7	8897	18 (w/out WC)	2016 Ford Turtle Top F550 Bus	1FDAF5GYXGEA75177	134757	70421	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/28/16
8	8898	16 (w/out WC)	2018 Ford F550 Goshen Gforce Bus	1FDAF5GY1HEF01047	XF5133	70494	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	6/1/18
9	8899	20 (w/out WC)	2018 Ford F550 Goshen Gforce Bus	1FDAF5GY4HEF22376	XF5134	40002	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	8/2/18
10	8900	16 (w/out WC)	2018 Ford F550 Goshen Gforce Bus	1FDAF5GYXHEF01046	216579	40009	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	10/4/18
11	8901	20 (w/out WC)	2018 Ford F550 Goshen Gforce Bus	1FDAF5GY5HEF22385	216580	40046	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	11/26/18
12	8902*	18 (w/out WC)	2019 Ford F550 Goshen Coach Bus	1FDAF5GY1KDA16145	XA8018	40123	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	6/18/19
13	8903*	18 (w/out WC)	2019 Ford F550 Goshen Coach Bus	1FDAF5GY4KEE69167	XA8019	40124	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	6/18/19
14	8904	14 (w/out WC)	2020 Ford E450 Turtle Top Odyssey	1FDFE4F5XKDC72798	104860	40219	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/24/20
15	8905	14 (w/out WC)	2020 Ford E450 Turtle Top Odyssey	1FDFE4F51KDC72799	XA2162	40220	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/24/20
16	8906	18 (w/out WC)	2021 Ford 550 G-Force Champion	1FDUF5GN3MEE11038	XJ0566	40282	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/23/21
	8907*	18 (w/out WC)	2021 Ford 550 G-Force Champion	1FDUF5GN3MDA13380	XJ0566	40283	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	9/23/21
17	8908	20 (w/out WC)	2021 Ford 550 Turtle Top Odyssey XL	1FDUF5GN6RDA25565	XM4954	40430	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	5/22/25
18	8909	20 (w/out WC)	2021 Ford 550 Turtle Top Odyssey XL	1FDUF5GN9RDA25575	XM4956	40425	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	5/6/25
19	8910	20 (w/out WC)	2022 Ford 550 Turtle Top Odyssey XL	1FDUF5GN9RDA32476	XM4957	40433	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	6/16/25
20	8912	20 (w/out WC)	2023 Ford 550 Turtle Top Odyssey XL	1FDUF5GN0RDA25609	XM4958	40423	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	6/2/25
21	8914	20 (w/out WC)	2023 Ford 550 Turtle Top Odyssey XL	1FDUF5GN9RDA25625	XM4955	40424	Gas	NO	WIC Lift	TBA	Ricon/Q'Straint	City 85310	LSP	6/2/25
1	8920/BCT M2000	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN0LED72018	TI4656		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	3/25/2021
2	8921/BCT M2001	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN9LED72020	TI4657		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	3/25/2021
3	8922/BCT M2002	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN5LEE97645	TI4664		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	3/25/2021
4	8923/BCT M2003	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN0LDA14939	TI4652		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	3/25/2021
5	8924/BCT M2004	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN5LDA14936	TI4653		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	4/7/2021
6	8925/BCT M2005	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN7LDA14940	TI4654		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	4/7/2021
7	8926/BCT M2006	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN9LDA14938	TI4655		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	4/7/2021
8	8927/BCT M2007	18 (w/out WC)	2021 Ford F550 Champion Bus	1FDUF5GN3LEE90600	TI4662		Gas	NO	WIC Lift	N/A	Ricon/Q'Straint	BCT	CBS	4/7/2021
29														