

REVISION
8

NEW RIVER VALLEY COMMUNITY SERVICES



Agency Vehicle Handbook

Community Transit

2B Corporate Drive, Radford VA 24141

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GENERAL STAFF REQUIREMENTS & RESPONSIBILITIES

It is the policy of New River Valley Community Services to assure the safety of clients by providing qualified, trained drivers (staff) to transport clients and to operate NRVCS vehicles.

LICENSING AND DRIVING RECORDS

All staff and volunteers who transport clients or who operate NRVCS vehicles must possess a valid Operator's License.

An acceptable driving record must be maintained by all staff and volunteers whose assigned duties include transporting clients and/or operating NRVCS vehicles. Staff with unacceptable driving records are not allowed to transport clients or to operate NRVCS vehicles. Staff must immediately notify his/her supervisor concerning any change in the status of his/her Operator's License.

ACCETABLE DRIVING RECORD CRITERION:

- Current, valid Operator's License
- No DUI or Reckless Driving violations within the last three (3) years (and)
- No more than five (5) demerit points

UNACCEPTABLE DRIVING RECORD CRITERION:

- Suspended or revoked Operator's License (*or*)
- DUI or Reckless Driving violation within the last three (3) years (*or*)
- Six (6) or more demerit points (*or*)
- More than two (2) moving violations within the last twelve (12) months (*or*)
- Leaving the scene of an accident conviction (*or*)
- Homicide or assault by motor vehicle conviction (*or*)
- More than one (1) chargeable accident in an agency vehicle within the last twelve (12) months (*or*)

- More than two (2) preventable accidents/collisions in an agency vehicle within the past twelve (12) months

If a staff member's Operator's License is restricted (i.e. is only allowed to drive to and from work) the staff member must comply with the restrictions when he/she is at work. The staff member must also notify his/her supervisor of the restrictions.

Staff must also have on file a driving record release form (obtainable through the Human Resources Department). Driving records will be reviewed annually by the Human Resources Department. If an individual's record no longer meets the requirements defined as an "acceptable driving record" driving privileges will be suspended or revoked.

Employees who do not sign the release form will be required to obtain their driving record annually at their own expense and submit it to the HR Director.

Driving records will be kept in the employee's personnel file.

All staff are required to report DUI or Reckless driving violations to their supervisor within 24 hours after occurrence or immediately upon returning to work on the next working day.

Staff with unacceptable driving records cannot transport clients or operate NRVCS vehicles. Supervisors may opt for one of the following options in such cases:

- Allow the staff member to stay in their present position if he/she can perform his/her primary job functions without transporting clients or operating NRVCS vehicles. Job descriptions must be changed accordingly.
- Move the staff member to a vacant position which does not require transporting clients or operating NRVCS vehicles.
- Terminate the staff member if no other position or alternative is available. Actions taken must be fully documented indicating that no options are available.

INSURANCE REQUIREMENTS

All staff required to transport clients using their personal vehicle are required to maintain liability insurance that covers them and all passengers in their vehicle. A signed statement will be completed by each staff member upon hiring, verifying they have coverage and identify the company and limits.

The minimum limits should be as follows:

- \$50,000 – single passenger
- \$100,000 – all other

Supervisors should ensure they discuss insurance needs with personal auto policies – NRVCS does not pay personal auto policies nor provide reimbursement for additional costs resulting from this employment requirement.

INDIVIDUALLY ASSIGNED AGENCY VEHICLES

All staff assigned an Agency-owned vehicle are responsible for complying with the following requirements:

- All Agency personnel assigned an agency vehicle must complete an *“Individual Vehicle Use Agreement”* provided by the Transportation Department when the vehicle is assigned and picked up.
- Agency-owned vehicles assigned to a staff member shall only be used in the performance of agency business.
- All staff members are required to take every precaution possible in the prevention of an accident.
- All drivers of motor vehicles, owned or leased by the Agency, shall be legally licensed to operate a motor vehicle and shall obey all traffic rules and regulations prescribed by law.
- At the end of each work day, all agency-owned vehicles that are permitted to be taken home, will be driven to the individual’s place of residence and parked until the individual returns to work or is called out on agency business. Staff members who are authorized to take a vehicle home must leave the vehicle at the NRVCS transportation garage when they are on annual leave or otherwise absent from work for a non-job related purpose. Individuals are also responsible for notifying the Transportation Department that they will not be using the vehicle and for what period of time.
- All individuals, assigned Agency-owned vehicles, are responsible for coordinating routine maintenance and repair of the vehicle with Transportation Services’ personnel.
- Whenever possible, all vehicles will be shared with agency employees in need of a vehicle for official agency business.
- In the event that a staff member is involved in a collision or incident and the agency assigned vehicle is being operated for personal use, the staff member will be responsible for reimbursing the agency for all costs associated with the damage to the agency vehicle and other damaged vehicles and/or property.

JOB DESCRIPTION AND TRAINING REQUIREMENTS

Job descriptions for staff that transport clients or operate NRVCS vehicles must reflect that specific requirement. Staff members are required to have any employment offer contingent upon an acceptable driving record, criminal history background check, and pre-employment drug screening.

The hiring supervisor will obtain DMV records on chosen applicants and (if any negative driving points exist) jointly review with the Human Resources Manager to determine if the employment offer should be continued or withdrawn.

All staff members required to operate agency owned or leased vehicles must complete the following trainings before operating agency vehicles:

- Successfully complete Defensive Driving and Pre-trip inspection training. Upon completion of this training fuel card access will be activated.
- Behind-the-Wheel van training is required prior to operating any NRVCS vehicle or leased vehicle capable of carrying more than seven (7) passengers including the driver.
- Basic Wheelchair Securement and Body-On-Chassis (BOC) driving training is required prior to operating any agency vehicles equipped to carry wheelchairs.
- Passenger Service & Safety (PASS[®]) certified training is required of all Community Transit Bus Operators.

USE OF AGENCY VEHICLES

It is the policy of New River Valley Community Services that all agency vehicles will be operated in accordance with common safe practices and procedures.

PRE-TRIP & POST TRIP VEHICLE INSPECTIONS

Employees who are using agency vehicles must complete a pre-trip inspection before starting their trip. Upon completion of vehicle use, a post-trip inspection should be performed in order to ensure that no damages have occurred to the vehicle.

Pre-trip inspection forms are located in the “Inspections” section of the vehicle’s binder.

Vehicle cleanliness is the responsibility of the user and trash must be removed and cleaned from the vehicle after each use. In the event of a bodily fluid spill staff should contain the spill using the BBP kit found in each vehicle, immediately notify the Transportation Department for proper cleaning and replacement of the kit, and complete an “incident” form found in the vehicle binder. The staff person who signs out the vehicle assumes responsibility for cleanliness upon return. Failure to follow this procedure will result in the loss of vehicle privileges as determined by the Transportation General Manager.

Staff must return the vehicle binder with keys attached, Voyager® Card enclosed and all appropriate paperwork included as well as any gas receipts to the site where vehicle was picked up unless prior arrangements have been made with the Transportation Office.

TRANSPORTING PASSENGERS & VEHICLE SAFETY

All passengers that are being transported in an NRVCS agency vehicle are required to wear **safety belts at all times**. This includes staff, clients, and community persons. Any child who does not fit properly in the vehicle seatbelt must be transported using an approved child safety seat or booster seat. All child seats and booster seats are prohibited in front passenger seats.

All Transportation Department vehicles contain:

- A First Aid Kit – Often found in the Trunk area.
- A Bodily Fluids Kit – Often found in the Trunk area.

Under no circumstances is any safety equipment to be removed from agency vehicles.

There is written insurance information located in each agency vehicle. The information will include: insurance name, policy number, and a copy of the insurance card. This information is located above the driver's sun visor.

CELL PHONE USE

It is the agency's recommendation that cell phones should not be used in any manner while driving. All cell phones use is prohibited while transporting clients in agency or personal vehicles unless it is deemed an emergency. Cell phones may be used when clients are not in the vehicle but must comply with state law and be completely hands free. In the event of an accident an employee's personal and agency cell phone records can be reviewed by the agency insurance carrier. If a claim is denied due to an employee being on a cell phone during an accident the employee will be held responsible for all costs associated with the occurrence.

FUELING AGENCY VEHICLES

Always return all agency vehicles with a full tank of gas after each use.

Drivers must remain with the vehicle while pump dispenses fuel, monitor to prevent fuel spills or tank overflows.

NRVCS employees may not fuel any BUS while passengers are aboard, no matter what type of fuel is used.

Fuel may be obtained at any gas station accepting Voyager® Fleet Cards. Every effort should be made to purchase gas from stations with the lowest posted price. If you are unsure whether a gas station accepts the Voyager® Card, please check with the attendant before pumping fuel.

All agency vehicles take Regular Unleaded (87 Octane) fuel. In order to save costs always fuel with the proper grade, do not purchase "PLUS" or "PREMIUM" fuels.

Obtain a receipt after each purchase. Staff must print their name and vehicle number on the receipt. All gas receipts are to be turned in to the Accounts Payable Department of the Montgomery Center immediately upon returning from a trip.

**DO NOT LEAVE RECEIPTS IN THE FUEL CARD POCKET OF THE VEHICLE
BINDERS**

USING VOYAGER FLEET FUEL CARDS

The Transportation General Manager administers the agency Voyager Fleet Card system. Any problems or questions should be directed to the Transportation Department immediately.

Each vehicle is assigned a Voyager fuel card. They should be kept in the pouch located in the front of the vehicle binder.

To use your Voyager fuel card:

1. If the gas station has card readers located at the pump, you may use your

Voyager card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.

2. Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside to the attendant and have him/her attempt to process the transaction electronically on the inside equipment.
(If the attendant questions the card, show him/her the Using Your Voyager Fuel Card brochure and ask him/her to follow the directions.)
3. If the pump terminal requires you to choose either Credit or Debit, press the **[CREDIT]** key.
4. The terminal will prompt you for your PIN number. You will need to enter your Employee ID and press **[ENTER]**. (All numbers are 4 digits, so if your employee number starts with a 0 then enter it)
5. You will then be asked to enter the odometer reading. Enter your odometer as a whole number; **DO NOT use tenths of a mile.**
6. All terminals are different and may require the information to be entered in an alternate order. Simply follow the instructions on the terminal to process your transaction.
7. If the card cannot be read on any of the equipment, have the station attendant call Voyager at the number shown on the back of the card. Voyager will provide a phone authorization of the transaction. Be sure to notify the Transportation Department at 540-831-4020 of your troubles.
8. If the sale is processed manually, write your ODOMETER reading on the ticket. If your card cannot be read at any location, it is likely that the magnetic strip is damaged. If this occurs, notify the Transportation department to get a replacement card.
9. If the attendant has any questions, present the Voyager Retail Instructions or provide them with the 800 number on the back of the card for assistance in processing the transaction.
10. Please-if you attempt to use the card and your PIN is declined or the CARD is declined **do not attempt more than (2) two times** to get authorization. If you try three times unsuccessfully the card will be locked out and you will be unable to fuel the vehicle no matter what you do.
11. Always call the Transportation Department immediately if you experience any troubles with an agency vehicle or fuel cards and they can assist you before the card becomes locked out.

SMOKING, VAPING, FOOD & DRINK

Note that the use of tobacco or alcohol products, smoking, vaping, eating, or drinking in agency vehicles is strictly prohibited at all times.

ANIMALS

Note that animals are not permitted in any agency vehicle at any time with the exception of service animals.

NOTE:

If an agency vehicle is found with spilled food and drink residue, smoke smell, or pet fur, the employee's privileges to operate agency vehicles may be revoked.

Section
3

AGENCY VEHICLE ASSIGNMENTS & MANAGEMENT

The NRVCS Transportation Department shall effectively and efficiently maintain all agency vehicle assignments and usage.

VEHICLE MANAGEMENT ARRANGMENTS

Generally there are First Come/First Serve vehicles available at the following sites
(These assignments may be altered at any time by the Transportation General Manager):

- The Transportation Office (Radford)
- Montgomery Center (Blacksburg)
- Pulaski Center (Pulaski)

Agency vehicles are not to be used for staff to get to or from their work site unless granted permission by the Transportation General Manager (*typically this includes "On-Call" staff or those who provide direct client services in route to or from their home*).

The Transportation Department is responsible for a continual review of the use of agency vehicles; individual vehicle assignments may be altered at any time in order to maximize efficiencies of vehicle use.

The Vehicle Binder (with keys) will be available at the site where the vehicle is assigned unless prior arrangements have been made with the Transportation Department. All required paperwork must be completed in the Vehicle Binder.

Vehicle Binders (with keys) to an assigned vehicle shall be made available for emergency services staff for after hour and inclement weather.

Vehicle assignments are updated annually (at a minimum) by the Transportation General Manager to ensure effective vehicle use.

ENTERPRISE RENTAL PROGRAM

Vehicles are available for staff travel through the Enterprise® Rental Program administered by the Transportation Department.

Rented vehicles are not to be used in the transport of clients unless otherwise instructed to do so through the Transportation Department.

Requests for rental vehicles should be e-mailed to Transportation@nrvc.org with at least 48 hours' notice.

The Enterprise Rental Program effectiveness and purpose of use is monitored and determined by the Transportation Department to ensure maximum savings of mileage reimbursement costs.

Staff members using an Enterprise Rental vehicle are expected to treat the vehicle as if it were agency owned. Any Accidents or Incidents must be immediately reported to the Transportation Department for assistance. (Refer to "Accidents" section of this manual.)

Fuel card and Insurance Packets are available for Enterprise rentals at the Transportation Department, Montgomery Center Front Desk and Pulaski Center Front Desk.

REQUEST FOR TRANSPORTATION SERVICES

Any client/consumer who is in need of agency transportation services must contact the appropriate transportation insurance broker, complete and fax the “Request for Transportation Form” 5 business days before the transportation required date. The case manager and/or family member may assist the client/consumer as needed. The request is to be used for services that are daily, such as transportation to Recovery Center, Day Programs, Stepping Stones, etc., not for transportation for medical appointments, etc

TRANSPORTATION REQUEST FORM

All requests for “standing order” transportation must be sent to the Transportation Department at a minimum of five (5) business days before the requested start date of services.

The Transportation Request form is available from the Transportation Department – please call 540-831-4020 or e-mail Transportation@nrvc.org to request a copy. This document is available in electronic format to be completed.

The completed request must be submitted to the Transportation Department at a minimum of 5 business days before requested services are to begin.

The completed request will be reviewed by the Transportation Department dispatchers.

The dispatchers or designee will contact the client/consumer and/or case manager to discuss the application and to schedule the client pickup.

The original request will be filed in the client’s file maintained at the Transportation Office.

A transportation request must be completed for each client/consumer currently receiving agency transportation services.

VEHICULAR EMERGENCY OR BREAKDOWNS

The NRVCS Transportation Department will maintain plans of action for the appropriate staff response to vehicle related emergencies.

TRAFFIC VIOLATIONS AND ACCIDENTS

All accidents will be investigated and appropriate action will be taken by the Transportation General Manager as defined in section 5A.

Staff drivers are responsible for paying any moving traffic fines, illegal parking fines or court costs resulting from driving NRVCS vehicles if the charges stem from failure to adhere to agency policies or negligence.

Staff members operating a NRVCS vehicle are required to report ALL accidents or mechanical problems **immediately** to the Transportation Department. In the event of an accident:

- If there are injuries or any person is in imminent danger – **DIAL 911**; otherwise contact the Transportation Department for assistance.
- **Staff must call 540-831-4020 (24 Hours/365 Days) in the event of an accident or collision.** If the Transportation Office is closed follow emergency procedures as prompted. The Transportation General Manager, mechanic or a designee will respond to all collisions involving agency vehicles.
- All accidents must have police reports filed.

Staff members who are transporting clients in their personal vehicle and are involved in an accident must notify their supervisor immediately. Supervisors should contact the Transportation General Manager to discuss the accident and determine any necessary actions.

PROCEDURES

In the Event of an Accident

Your clients place their lives in your hands every time they get into your vehicle. They trust you to transport them safely to their destinations. It is ultimately your responsibility.

Your responsibilities also include protecting yourself and your passengers from injury and death and to protect your agency afterwards from possible liability claims.

In the event of an accident or emergency involving your vehicle you have the responsibility to protect your vehicle and passengers from further damage and/or injury. Transportation suggests that you follow the four basic accident and handling procedures set forth by CTAA (Community Transportation Association of America):

1. Keep calm – you are the person who must make rational and informed decisions. Pause for a moment; take a deep breath; take control.
2. Contact your dispatcher – advise the transportation department of who and where you are, that you have had an accident and whether or not anyone appears injured or is complaining of an injury. Ask the dispatcher to request the police and if necessary, an ambulance. It is important to stay in contact with the dispatcher.
3. Protect your passengers, yourself, your vehicle – determine if the vehicle must be evacuated or not. Make certain your passengers are in a safe location and do not wander into danger. Do not become so involved in the situation that you move in front of traffic. Be aware of circumstances around you. Move the vehicle only when instructed to, and put it in a location where it will be safe from further damage.
4. Complete the required reports – you are responsible for completing accident reports thoroughly and in full detail. This report must be completed on the day of the incident prior to departing for your home, unless of course, you are receiving medical treatment as a result of the accident/incident.

Assure the safety of your passengers at all times. Never leave passengers in a disabled vehicle; when/if possible remove passengers from the disabled vehicle and move to a safe distance.

In the event of a life threatening injury, begin Life Saving measures/First Aid to the degree that you are trained and qualified. Do not move the person unless absolutely necessary for safety reasons (i.e. smoke, fire, gas leaking, etc.). Once you begin Life Saving measures/First Aid you may not stop until you are relieved by another person, or instructed to do so by a licensed medical professional, or are too exhausted to continue.

>> Always use all universal precautions when dealing with bodily fluid spills <<

Notify the Transportation Department by dialing 540-831-4020 24 hours/365 days.

If instructed to do so or if there are injuries, DIAL 911.

Do not admit guilt or discuss the accident with anybody except the Police or Transportation Department Personnel

Local Police Department Telephone Numbers (for your reference):

FLOYD COUNTY:	540-745-9334
PULASKI COUNTY:	540-980-7800
GILES COUNTY:	540-921-3842
MONTGOMERY CO.:	540-382-6900
RADFORD CITY:	540-731-3624
BLACKSBURG:	540-961-1150
CHRISTIANSBURG:	540-382-3131

If able to, perform the following after you are assured of your passenger's safety:
Set emergency triangles (instructions are with equipment). Begin obtaining all pertinent information (example: other driver's name, address, phone number, insurance company, description of vehicle; property owner's name, address, phone number, and location of property involved.)

In the Event of a Vehicle Breakdown

Assure safety of passengers. Never leave passengers in a parked vehicle. When/if possible remove passengers from the vehicle to a safe distance.

- Set out emergency triangles (instructions are with equipment).
- Call the Transportation Department at 540-831-4020 (24 hours/7 days a week) and report the nature of the breakdown, specific location, and number of clients on the vehicle.
- Arrangements for assistance or repairs will be made by the Transportation Department.
- Complete and submit an incident report (as found in the vehicle binder) immediately to the Transportation Department. .
- Never attempt to change flat tires yourself or allow anybody else to assist you.
- Notify the Transportation Department at 540-831-4020 (24 hours/7 days a week).
- The Transportation Department will handle all tire failures.

In the Event of a Behavioral Emergency

- Stop the vehicle in a safe location, secure it, and remove the keys.
- Try to remain calm; others will feed off your energy.
- Assure the safety of all passengers.
- Speak in a soft, firm, non-threatening manner; the object is to prevent escalation.
- Listen, do not counsel; suggest others who might be helpful (example: staff, relative, case manager).
- Divert attention . . . (for example: discuss scenery, movies, food, music, etc.).
- Change environment (example: rearrange seating, change radio stations, alter route, or take a break).
- Contact the Transportation Department for assistance.
- Dial 911 (if the emergency is severe).
- Complete and submit incident report immediately to the Transportation Office and your supervisor.

If Attacked

Once you are able contact dispatch and Dial 911.
Keep yourself under control.
Protect yourself and the other passengers as necessary.
If unable to call, seek assistance from other motorists.

Complete and submit an incident report immediately to the Transportation Department and your supervisor.
If desired contact the E.A.P at 1-800-992-1931

Threats from Firearms and Weapons

In case of an individual possessing a weapon, staff should remain calm and conform to the individual's demands. Do not confront or agitate the individual. When possible, dial 911 and notify the Transportation Department.

USING EMERGENCY EQUIPMENT

Emergency equipment is typically located in the trunk area of agency vehicles; some vehicles have this in the drivers' area. Be sure to familiarize yourself with the location of these items prior to vehicle use.

USE OF REFLECTIVE TRIANGLES

Triangles must be deployed within 10 minutes of stopping your vehicle.
On a two-lane road carrying traffic in both directions or on an undivided highway
Place triangles within 10 feet of the front or rear corners of the vehicle, 100 feet behind the vehicle and 100 feet in front of the vehicle.
On a one-way or divided highway, 10 feet behind the vehicle, 100 feet behind the vehicle, and 200 feet behind the vehicle.
On a curve, hill, or anything else that prevents other drivers from seeing your vehicle, move the rear Triangles up to 500 feet behind or in front of the vehicle.

USE OF FIRST AID KIT

Kits are typically located in the driver area or rear of vehicle.
Utilize as needed and apply first aid measures only to the extent you are qualified.

BODY FLUID/ INFECTION CONTROL KIT

Kits are typically located in the driver area or rear of the vehicle.
Always use Universal Precautions.
Kits may only be used once, if opened they must be discarded following hazardous materials procedures.
Notify the Transportation Department immediately upon use of a Body Fluid Kit and submit an incident report.

TRANSPORTATION DEPARTMENT ACCIDENT INVESTIGATION PROCEDURES/GUIDELINES:

An accident occurs any time an agency vehicle comes into contact with another object, either moving or stationary. **All** accidents, no matter how minor, must be reported to the Transportation department immediately and a Transportation staff member will advise the agency employee how to proceed.

In the event of an accident in an agency owned vehicle or contracted vehicle, transportation department personnel will follow these procedures:

- A member of the transportation department staff will respond to all accidents (when feasible determined by the proximity to the office).
- A determination will be made using the following guidelines as to whether the employee will be required to complete a post-accident drug screen. (Steps must be answered in the order listed.)
 - Is the occurrence associated with the operation of a revenue service vehicle, whether or not the vehicle is in revenue service?
 - Is there a fatality?
 - Does any individual require transportation from or has been transported immediately from the scene to a medical professional?
 - Has one or more of the vehicles sustained disabling damage which does not allow it to be pushed, pulled, or driven from the scene? (Disabling damage does not include cosmetic damage, tire failures, or damage that can be remedied at the scene.)
 - Can the employee be completely discounted as a contributing factor to the accident?

All accidents will then be investigated by the Transportation General Manager or designee who will provide a recommendation for action based on accident findings. The Transportation General Manager will determine when the employee may resume driving agency vehicles.

The accident will be classified as preventable or non-preventable. A preventable accident is when an employee does not do everything reasonable to avoid the accident.

All rear-ending accidents (no matter how minor) will require that the employee take a defensive driving test and must pass the test with an 80% or better within a time frame specified by the Transportation General Manager. Should the employee fail to meet the 80%, the employee will be required to take defensive driving at the expense of that employee's unit. If the employee is issued a ticket in any accident, the employee will be required to pay for and attend the next available defensive driving class. The employee will be suspended from driving any agency vehicle until the course is completed.

In the event of a chargeable accident the employee will be suspended from driving agency owned vehicles until completion of the defensive driving requirements. If a drug test is

administered the employee will be suspended from driving agency owned vehicles until the results are obtained by the agency.

In addition to the accident investigation conducted by the Transportation Department, all accidents will be reported to the employee's unit director. If requested the Transportation General Manager will provide a copy of the accident report to the unit director for review and comment. The decision for action taken as a result of the accident will rest with the Transportation General Manager.

If an employee is found to be negligent in an accident involving an agency vehicle the employee's unit may be required to pay the insurance deductible of up to \$1,000. If an employee is found to be using the vehicle for unauthorized use they may also be required to pay all damages to the vehicle and other related costs to the agency not covered by insurance.

PREVENTATIVE MAINTENANCE PROGRAM

NRVCS shall operate a high quality preventative maintenance program for all agency vehicles. Preventative maintenance is the #1 priority for safety and comfort of clients and staff.

GUIDELINES

The NRVCS preventative maintenance program will, at minimum, follow the guidelines of the Virginia State Inspection Program.

The program will endeavor to meet or exceed manufacturers recommended maintenance intervals.

MAINTENANCE SERVICES

All maintenance services take precedence over any other vehicle use.

The agency mechanics may hold any vehicle due to safety concerns or mechanical concerns as needed. No staff member is permitted to operate an agency vehicle deemed unsafe or unsuitable for use by the agency mechanics.

Agency vehicle use arrangements vary dependent upon site assignment.

The vehicle maintenance schedule shall be maintained by the Transportation Department.

The maintenance calendar shall be viewable in the Microsoft Outlook® public folders under "Vehicle Maintenance". Typically agency vehicles are serviced bi-monthly or as otherwise designated by the agency Maintenance Supervisor.

In addition all agency vehicle binders have a sheet inside the front cover listing that vehicle's maintenance dates for the entire year.

PROGRAM ADMINISTRATION

Scheduled maintenance intervals on all NRVCS vehicle's is determined by the agency Maintenance Supervisor. It is often predetermined by time and mileage but varies dependent upon vehicle type and use. At present, vehicles are inspected monthly or every other month

at a minimum to ensure safety and efficiency of operation.

All agency vehicles will be cleaned if time allows. The user and program are responsible for cleaning as needed.

Preventative maintenance records are maintained at the Transportation Office.

COURIER SERVICES

The NRVCS Transportation Department will administer and provide courier services for Intra-agency mail in an efficient and timely manner.

SERVICE GUIDELINES

Contact the Transportation General Manager or designee to arrange new service or to request changes to existing service.

All drop off/pick up points are to be located at the main entrance of the facility.

Each unit/piece must have the destination's name and location as well as senders name and location clearly noted on the outside of the envelope.

Money, checks, drugs, or body fluids specimens cannot be transported through the courier service.

All items must be enclosed in an envelope or small container – loose documents will not be accepted and may be destroyed if they could violate confidentiality laws.

Oversized or large, heavy items that do not fit into the courier's bag cannot be transported through the courier service.

Mail that needs postage should be placed into an envelope addressed to Front Desk at the Montgomery Center.

ADMINISTRATION

The Transportation General Manager or designee will establish and maintain the schedule for courier service.

All mail picked up by the courier is returned to the Transportation Office, sorted and dispatched according to destination.

Transportation Drivers are responsible for all courier mail items in their possession until they are delivered to the Transportation Office or destination location.

WHEELCHAIR PROCEDURES

It is the policy of NRVCS to provide for passengers using a wheelchair by utilizing responsible boarding, de-boarding and securement procedures.

GUIDELINES

- Do not allow an untrained person to operate the lift.
- The ADA stipulates that any passenger may use the lift if they request it; however please advise passengers wishing to stand on the lift to use extreme caution; and hold tight to the handrails as the lift may move abruptly and they may be thrown off balance.
- Always operate the lift from the ground. Do not remain in the vehicle while raising or lowering the lift platform.
- You may only ride the lift to stabilize an ambulatory passenger. You may not ride the lift with a wheelchair.
- The maximum capacity of the lift is approximately 800 pounds

PROCEDURES

Pre-Trip Procedures

- Inspect and cycle the lift prior to use. If any unsafe condition exists or unusual noises or movements are noted, **DO NOT** use the lift. Contact the Transportation Office and report the problem.
- Check the contents of the tie-down storage bags to ensure there is a complete set of securements in each bag.
- Inspect the tie-down straps and retractors. Report any damage or missing straps. **DO NOT** use any damaged equipment.
- Do not operate the lift if you suspect damage, excessive wear, or abnormal conditions.
- Use extreme care in wet conditions. Wheelchair brakes are less effective if the platform and/or wheelchair wheels are wet.

Loading and Securing Passengers

1. The control for the lift is a hand-held, hard-wired remote device called the 'Control Pendant,' which contains switches to FOLD, UNFOLD, RAISE, and LOWER.
 - a. In case of engine or electrical failure, the lift may be manually lowered or raised in an emergency by operating the hydraulic system by hand. (*See section: Manual Operation of the Lift, page 36*)
2. A passenger that uses a wheelchair to board the vehicle may be transferred to a fixed seat if desired by the passenger and if a seat is available. The wheelchair must be folded and secured using supplied straps.
3. Guidelines for loading passengers:
 - a. Have the passenger place their hands in their lap to prevent possible hand injury.
 - b. Check the wheelchair brakes and hand grips. Make sure that the brakes are working and the hand grips are secure.
 - c. If the passenger has belongings, have the passenger carry their belongings in their lap while the lift is in motion or take them inside the van after boarding the passenger.
 - d. Passengers are permitted to ride with respirators, portable oxygen, and other life support equipment. Cylinders of oxygen used by passengers for health reasons are not subject to Hazardous Materials Regulations.
 - e. Any items that are carried onto the van must be secured firmly to prevent incidents or accidents.
4. Procedure for loading passengers with lift:
 - a. If possible, park the van on level ground. Avoid parking on sloped ground. If the van cannot be parked on level ground, extra care must be taken to prevent the passenger from rolling off the lift platform.
 - b. Apply vehicle emergency/parking brake.
 - c. Leave the engine running. Place the gear shift lever in the 'Park' position. Ensure that the wheelchair switch on the dash is in the 'on' position and place the engine in high idle. The high idle control push button is also located on the dash. Push the (fast or high) idle control button and listen for the engine to increase speed. An indicator light on the dash shows the engine is in fast/high idle mode.

Note: this is the only time the van's engine should be running when driver is not in the driver's seat.
 - d. Unlock and open the front entrance door.
 - e. Exit the van and open the lift door. Secure the door if necessary.

- f. Ensure that the area outside the van is clear before deploying the lift. Provide adequate clearance outside the vehicle to accommodate the lift. Keep operator and bystanders clear of area while lift operates.
- g. Unfold the lift platform to a horizontal position level with the van's floor using the 'unfold' switch. Next, press the down switch and the lift platform will lower and stop when the platform reaches ground level and the roll stop will unfold.
- h. If the lift has a platform safety restraint belt it must be unlatched before positioning the passenger onto the platform, then re-buckled after positioning the passenger on the platform before the lift will operate.
- i. Ensure the wheelchair fits properly on platform inside yellow boundaries and does not contact roll stop to prevent roll stop from locking as platform rises.
- j. The passenger must be seated in the wheelchair before boarding the lift platform.



Roll the passenger backwards onto the lift facing away from the van and secure both brakes on the wheelchair. The platform roll stop is not designed to stop a fast moving wheelchair. *Note: If the passenger wishes to board the lift facing the vehicle they must be allowed to do so.*

- k. If the passenger is using motorized wheelchair, have the passenger shut off power to its control.
- l. Stand on the ground and hold onto the wheelchair with one hand and with the other hand, raise the lift slightly for approximately six inches by pressing the "RAISE" button on the pendant switch.



Check the roll stop to ensure it is locked in 'up' position. After making certain roll stop is locked, continue raising the lift platform to van floor level. Secure pendant in its holder.

- m. While still holding onto the wheelchair, release the wheelchair brakes and push the wheelchair as far back as possible into the van, and then reset both brakes. If you are not able to do this or feel unsafe doing this, the passenger may need to remain on the lift while you enter the vehicle.



- n. When the wheelchair is steadied as to where it cannot roll, proceed inside the van and grasp the wheelchair. Release the brakes and position the wheelchair between the tie-down locations ensuring that the passenger is facing forward. Passenger must be facing forward. The wheelchair tie-down system consists of four retractable straps which are inserted into a locking track on the floor.



- o. Set the wheelchair brakes. Secure the wheelchair with the four tie-down straps. Place the rear tie-down straps into the locking tracks on the floor. Place the front tie-down straps into the locking tracks on the floor.



Attach the tie-down straps to each of the corners of the wheelchair by attaching the hook at one end of the strap to the wheelchair.

- p. **Do not attach hooks to adjustable, movable, or removable parts of the wheelchair.** Attach hooks to structural points as close to the seat surface as possible to provide stability. Turn the adjustment wheel on the floor mounted retractors as tightly as possible by hand on all four retractors.

- q. Connect the lap belt from the rear tie-down straps around the passenger with the shoulder locking pin near the passenger's hip, opposite the wall. The lap belt should be placed low across the front of the pelvis near the upper thighs. Armrests and such may interfere with belt fit; it may be necessary to insert the belt between the armrest and the seatback or opening under the armrest.



Attach the shoulder belt on the wall mount and place the shoulder belt diagonally across the middle of the passenger's shoulder and sternum area of the chest.

The end of the shoulder belt should be fastened to the locking pin located on the lap belt. Adjust the shoulder belt so it is comfortable and does not rub the passenger's neck.

- r. Grab the wheelchair, release the brakes, and try to move it. If it does move, tighten the tie-down straps again until the wheelchair cannot be moved by hand.

Unloading Passengers Using Lift

- a. If there is more than one wheelchair in the vehicle, unload the passenger nearest the door first. Do not remove the tie-down straps on more than one passenger at a time.
- b. Remove the four tie down restraints and the shoulder belt from their mountings and place them in one of the storage bags. **There should be only one complete set of wheelchair restraints per bag.** To remove the retractable tie down restraint, press the lever behind the retractable housing and pull on the strap to extend the strap far enough to allow removal of the hook. When the hook is removed, press the lever again while holding the hook and the strap will retract into the housing (ensure the belt is not twisted as to prevent jamming). Do not leave the straps extended outside of the housing.



- c. Release the wheelchair brakes and roll the wheelchair to the lift door opening, just barely placing the front wheels of the wheelchair onto the platform. Set the wheelchair brakes. If needed, you may have to place the passenger completely on the lift.
- d. When satisfied that the wheelchair will not roll, proceed to the outside beside the lift and hold onto the wheelchair and release the brakes. Pull the wheelchair onto the lift and place it within the yellow markings. Apply the wheelchair brakes.
- e. Remove the pendant from its mounting. While holding onto the wheelchair, press “LOWER” switch to lower the passenger to the ground. Place the pendant back in its holder.
- f. Release the wheelchair brakes and roll the passenger off of the lift and onto the ground and apply the brakes. If there are other passengers on the van, raise the lift platform back to the floor level of the van. Retrieve any of the passenger’s belongings and transport the passenger with their belongings to their destination.
- g. Repeat steps above for any additional passengers. Then fold the lift and close and latch the doors. Always double-check the doors to ensure they are latched before moving the van.
- h. Enter the van and press the brake to disengage high idle. Close the front door and release the emergency brake.

Manual Operations of the Lift

- a. If the lift is not working, call the Dispatcher at 540-831-4020 and explain the problem. Only use manual operation of the lift if instructed to do so by a Dispatcher.
- b. Try operating the lift to the horizontal floor level position using the pendant unfold switch. The van may have a backup electrical supply source. The ignition switch and all of the other interlocks must be engaged before the lift will operate on the backup source. If the backup source works, proceed as usual.
- c. If the backup electrical supply does not work, then the hydraulic lift mechanism can be operated manually. Locate the lever that operates the hydraulic lift. It is a metal bar about 1 inch in diameter and approximately eighteen inches long. It may be located inside the mechanism housing, or attached to the outside of the mechanism housing.
- d. Set the emergency brake and put the gear lever into “park.” Open the lift doors. Go back into the van and locate the manual lever.
- e. Place the slotted end of the lever into the round hole located near the lift mechanism housing inside the van. Slowly twist the lever counterclockwise. The lift will unfold. **USE EXTREME CAUTION.**
- f. When the lift reaches the horizontal position and is level with the floor, quickly twist the lever clockwise to stop the lift. If the platform continues past the floor level, it will start lowering and the rear roll-stop will rise. If this occurs, place the lever into the jacking mechanism and pump the lever up and down until the platform and roll-stop are level with the floor.
- g. Slowly roll the wheelchair onto the lift and set the wheelchair brakes.
- h. Twist the lever counterclockwise again until the lift begins to lower. If possible, hold onto the wheelchair rear handle while the lift is lowering.
- i. When the lift reaches the ground and the roll stop unfolds, twist the lever clockwise, proceed to the outside and take the passenger to their destination.
- j. If there are other passengers using a wheelchair, ensure that the release screw has been re-tightened. Raise the lift to the floor level by inserting the lever into the jacking mechanism. Pump the lever up and down until the lift platform is level with the floor and proceed as before.
- k. To return the lift to the stowed position, pump the lever until it is secured. Then close the doors and replace the lever and the tie down equipment.
- l. Complete a full Incident report and return it to the Transportation General Manager.

EMERGENCY NUMBER

24 Hours/7 Days a week

540-831-4020

Follow Prompts for Vehicle or Staff Emergency

Maintenance On-Call

540-357-0923