



Policies

Sections

1. Ethics

1.1. Code of Ethics

1.2. Gifts/gratuities

1.2.1. Employees

1.2.2. Standards

1.3. Conflict of interest

1.4. Penalties for violations of the code of ethics

2. Drug and Alcohol program

2.1. Drug testing

2.2. List of prohibited substances

2.3. Prescriptions and over-the-counter medications

2.4. Conducting drug and alcohol tests

2.5. Training

2.5.1. Reporting requirements

3. Purchasing

3.1. Purchasing Authority

3.2. Purchasing Procedures by Threshold

3.2.1. Micro purchases

3.2.2. Small purchases

3.2.3. Large purchases

3.3. Appeal and protest procedures

4. Equal Employment

4.1. Equal Employment Opportunity Policy

4.2. Harassment & Discrimination Will Not Be Tolerated

4.3. Retaliation for Harassment & Discrimination Claims Prohibited

4.4. What is discrimination & harassment

4.4.1. Sexual Harassment

4.4.2. Sexual Orientation, Gender Identity or Gender Expression
Harassment

4.5. What to do if harassment or discrimination occurs

4.6. Harassment & discrimination Claim Investigation



5. Safety Plans

5.1. Safety management policy

5.1.1. Internal emergencies

5.1.2. State and regional emergencies

5.2. Risk management

5.3. Safety assurance

5.4. Safety promotion

5.5. Safety performance targets

6. Security plan

6.1. Crime prevention

6.2. Passenger Code of Conduct (See section 8.3)

6.3. Protecting from acts of terrorism

6.4. Vulnerability assessments

6.5. Enhancing security efforts

6.6. Warrantless Bus Searches

7. Accident reporting

7.1. Procedures

7.2. Reporting forms

8. Rider requests

8.1. Procedures

8.2. Missed pick up/No-show

8.3. Rider Rules

8.4. Site survey forms

8.5. Requesting a site Evaluation

8.6. Rider request form

8.7. Cancellation Policy

9. ADA Policy

9.1. Purpose

9.2. Policy

9.3. Reasonable Accommodation

9.4. Requests for Accommodations

9.4.1. How to request

9.4.2. Privacy

10. Office Staff

10.1. Office Hours

10.2. Holiday Schedule

10.3. Inclement Weather/Emergency Closing

11.1 Complaint Policy



Section 1: Ethics

1.1 General Standards of Conduct (Employee handbook Section 17)

In general, the Community expects all employees to conduct themselves in a productive, ethical, and professional manner consistent with the Community's philosophy to provide high-quality services. In addition to complying with all policies in this Handbook or otherwise, as well as all applicable laws and regulations, the following are examples of some, but not all, types of conduct which may lead to disciplinary action, up to and including immediate discharge. It is not possible for the Community to provide a complete or exhaustive list of all types of potentially unacceptable conduct. As such, the following list is merely illustrative or for example purposes. The employment relationship between the employee and the Community always remains at-will and either may terminate the relationship at any time without any cause whatsoever.

- Falsifying timesheets, expense reports, employment applications, or other records.
- Violating any Community policy including but not limited to “Non-Discrimination and Anti-Harassment” policy.
- Reporting to work appearing to be intoxicated or under the influence of alcohol or any non-prescription drug or other violations of the Drug-Free Workplace policy.
- Theft (or failing to report a known theft), of Community or personal property.
- Excessive absenteeism or tardiness.
- Unauthorized possession of firearms on Community property.
- Fighting, insubordination, or refusal to follow lawful management directives.
- Disregarding safety procedures.
- Excessive, careless, unnecessary, or unauthorized use of Community assets or client possessions.
- Excessive personal phone calls, personal long-distance calls, or personal expenses charged on Community accounts.
- Ineffective or substandard performance that in the sole discretion of the Community does not meet the requirements of the position.
- Violating our Conflict of Interest or Confidentiality policies.
- Violating the No-Solicitation Policy.
- Engaging in inflammatory political discourse with clients and/or co-workers
- Negligence or improper conduct, leading to damage of property.
- Commission of an act that constitutes a crime.
- Smoking/vaping in areas other than designated areas.
- Maliciously false or obscene conduct.



- Sleeping on duty.
- Off-hours or off-premises behavior, which, in the sole discretion of the Community, could reasonably adversely affect one's job or the reputation of the Community.

Nothing outlined here is intended to limit an employees' right to raise or discuss protected issues regarding the terms and conditions (such as wages, hours, working conditions) of employment with the Community or otherwise engage in protected concerted activity under the National Labor Relations Act.

1.2 Gifts/gratitude's

Employees are prohibited from requesting or accepting for themselves or others any gifts, favors, entertainment, payments without a legitimate business purpose (nor shall they seek or accept personal loans other than conventional loans at market rates from lending institutions) from any persons or business organizations that do or seek to do business with or is a competitor of the Community. In the application of this policy:

1.2.1 Employees may accept for themselves, and members of their families' common courtesies usually associated with customary business practices. These include but are not limited to:

- Lunch and/or dinner with vendors sometimes including spouses if the invitation is extended by the vendor.
- Gifts of small value from vendors such as calendars, pens, pads, knives, etc.
- Tickets to events (such as sports, arts, etc.) are acceptable if offered by the vendor and the vendor accompanies the associate to the event. These are not to be solicited by the Community associate and must be approved by the appropriate Community officer.
- Overnight outings are acceptable under the condition that individuals from either other companies or the vendor are in attendance. The associate must have prior approval from the appropriate Community officer.
- The receipt of alcoholic beverages is discouraged.
- Gifts of perishable items usually given during the holidays such as hams, cookies, nuts, etc., are acceptable.

1.2.2 A strict standard is expected with respect to gifts, services, discounts, entertainment, or considerations of any kind from suppliers. The following should serve as a guide:

- Day outings such as golf, fishing, and hunting are acceptable with prior approval from the appropriate Community official. The vendor must be in



attendance and participation by the employee's family members is not acceptable.

- Use of vendor's facilities (vacation homes, etc.) by employees or families for personal use is prohibited. In the event the vendor is present for the duration of the visit such a situation is acceptable if it is only once per year and for limited duration, i.e., a long weekend. The employee must have prior approval from [XX].
- It is never permissible to accept a gift in cash or cash equivalent such as stocks or other forms of marketable securities of any amount.

Management employees should not accept gifts from those under their supervision of more than limited value.

1.3 Conflict of interest

Employees should avoid any situation which involves or may involve a conflict between their personal interest and the interest of the Community. As in all other facets of their duties, employees dealing with clients, suppliers, contractors, competitors, or any person doing or seeking to do business with the Community are to act in the best interest of the Community. Each employee shall make prompt and full disclosure in writing to their manager of any potential situation which may involve a conflict of interest. Such conflicts include, but are not limited to:

- Ownership by an employee or by a member of their family of a significant interest in any outside enterprise which does or seeks to do business with or is a competitor of the Community.
- Serving as a director, officer, partner, consultant, or in a managerial or technical capacity with an outside enterprise which does or is seeking to do business with or is a competitor of the Community. Exceptions to this can be approved by the Executive Director or the Board President.
- Acting as a broker, finder, go-between or otherwise for the benefit of a third party in transactions involving or potentially involving the Community or its interests.
- Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the associate from acting in the best interest of the Community. See Dating & Personal relationships Policy.

1.4 Penalties for violating the code of ethics

Penalties for violations of the code of ethics is based on the severity and individual circumstances of the violation. Each violation will be investigated by management and consequences will include, but not limited to:

- Termination of employment
- Suspension with/without pay
- Written letter of reprimand
- Verbal warning



Section 2: Drug and Alcohol Program

2.1 Drug testing

Pre-employment drug testing is required for all potential employees with Snow Goose Transit (SGT). To be considered for employment, the prospective employee must submit to a federal drug urine test prior to his/her date of hire. Failure to submit to or provide a urine sample when requested is considered a “positive return” and will result in not being considered for the position within SGT.

If SGT receives a positive notification, **marijuana/alcohol use only**, from the testing facility the prospective employee will be notified and provided two options:

1. For the use of Marijuana only: provide a 2nd sample within 40 days of notification
 - a. Provide additional samples randomly for the first (3) three months of employment
2. Terminate employment application

A positive result for any other legal or illegal substance may subject an employee to discipline, up to and including termination.

A 2nd positive return for urinalysis will result in the employment application being terminated. Employees who are in their 90-day new hire window fall within this section of the guidelines.

2.1.1 Conducting Drug and Alcohol Testing

All SGT employees will be randomly tested for all listed prohibited substances. If any test is returned positive, the employee will be removed from their duties until a negative test result is received. The employee will be given the option to continue employment but must see a substance abuse professional. The employee can return to full status once the negative test result is obtained and the substance abuse professional approves their return to work.

As part of the federal urinalysis testing, a positive result will be submitted to the Department of Licensing and added to your driving abstract. This is a federal mandate, not just a policy of SGT.

Any driver who tests positive for alcohol in the range of .02-.039 will not be allowed to operate an SGT vehicle. The employee will not be allowed to return to duty until their alcohol concentration is below .02 or it is their next work shift, but not fewer than 8 hours since their test.

An employee can be subject to drug testing for the following reasons such as:

- Pre-employment
- Random
- Reasonable Suspicion



- Reasonable suspicion via a report of unusual behavior or odor emanating from an employee, verified by a supervisor or manager is sufficient grounds to request a random drug test
- Post-accident
- Return to duty
- Follow up

2.2 List of prohibited substances

All schedule (1) one narcotics, including but not limited to:

- Cocaine
- Opioids
 - Hydrocodone
 - Hydromorphone
 - Oxymorphone
 - Oxycodone
- Amphetamines
 - Methylenedioxymethamphetamine (MDMA/Ecstasy)
- Phencyclidine

Testing will include (State and/or Federal) legal drugs such as:

- Marijuana
- Alcohol

2.3 Prescriptions and over-the-counter medications

Working under the influence of any legal substances, over-the-counter medication or prescription medication that impairs your ability to effectively perform your job functions in a safe manner are prohibited. If such medications are prescribed by a medical professional, you must:

- Provide a letter from your doctor stating:
 - Any cautions or temporary job modification(s)/accommodation(s) are needed during this period
 - Length of time you will be on medication
 - What side effects to be aware of (unless employee is home)
- All prescribed medication that will result in a positive reading on a urinalysis test must be documented.

Drivers are not allowed to drive while using any legal over the counter or prescribed medication that will impair their ability to drive company vehicles in a safe manner.



2.4 Training

All drivers must receive 60 minutes of training on the effects of drugs and alcohol use in the workplace. Additionally, any supervisors or other employees (dispatchers) in your organization authorized to make reasonable suspicion determination must receive:

- 60 minutes of training on the physical, behavioral and performance indicators of probable drug use.
- 60 minutes of training on the physical, behavioral and performance indicators of probable alcohol misuse.

Drug and Alcohol program managers should receive training on FTA drug and alcohol program requirements.

2.5 Reporting requirements

SGT is required to submit an annual report on our drug and alcohol testing results to the Drug and Alcohol Management Information System. Our annual drug and alcohol testing report is due to WSDOT:

- Annually by **March 1**

WSDOT must review and accept our report prior to the **March 15** federal deadline. WSDOT Drug and Alcohol Program staff will email to us login information and instructions for the report between December and January of each year.

2.5.1 Drug and Alcohol reporting to Washington State Department of Licensing (WSDOL) for positive test results is covered under 49 CFR Part 655 and under the following circumstances only:

- The positive result is from a pre-employment test
- You terminate the driver, or they resign
- Any grievance processes are completed, up to but not including union arbitration
- At the time of termination or resignation, the driver had not been cleared to return to safety-sensitive functions

The test must be submitted within (3) three days of the above circumstances occurring. In accordance with RCW 46.25, test refusals are considered "positive test results."



Section 3: Purchasing

3.1 Purchasing Authority

Staff shall acquire authorization for purchases in accordance with the following:

- Petty cash (under \$100): Manager, bookkeeper/dispatcher
- Products and services with a cost less than \$500: all staff with company credit card
- Products and services between \$500 and \$10,000: Executive Director authorization
- Products and services over \$10,000: Board of Directors

3.2 Purchase Procedures by Threshold

Lincoln Hill Retirement Community and Snow Goose Transit shall purchase products and services in accordance with the following:

3.2.1 Micro-purchases – Procurements less than or equal to \$3,000:

- Equitably distribute among qualified suppliers.
- Document that the purchase was “fair and reasonable” with a description of how this determination was made.

3.2.2 Small Purchases – Procurements greater than \$3,000 but less than \$100,000:

- Perform an independent cost estimate
- Avoid unreasonable qualifications, specifying brand, and geographic preference.
- Obtain documented price or rate quotations from an adequate number of qualified sources
- Perform a cost or price analysis

3.2.3 Large Procurements – Procurements \$100,000 or more:

- Formal bid process adhering to all FTA procurement requirements (including Buy America): RFI, RFP or Joint procurement
- Vehicles and equipment procurement will be publicly solicited, and the vehicles and equipment specifications should follow the Full and Open Competition Principle (BPPM 2.4.2.1) and not restrict competition



- Perform an independent cost estimate for any non-commercial or custom products

3.3 Appeal and Protest Procedures

Any bidder or contractor who is aggrieved in connection with the solicitation or award of a bid or contracted product and services may file an appeal with Lincoln Hill Retirement Community. Bidders or contractors may submit an appeal of an award to the Executive Director in accordance with the following procedure:

- Bidder or contractor shall submit an appeal no later than five (5) business days after notification of the bid award. Such appeals must be received by the Executive Director no later than 5:00 pm within five (5) days of notice of award postmark date.
- All appeals must be in writing and signed by the bidder or an authorized agent of the bidder.
- The appeal shall include the name and address of the bidder or contractor.
- The appeal shall include a detailed description of the facts and disagreement that form the basis of the bidder's or contractor's appeal and supporting documentation and the specific decision requested.
- The bidder or contractor shall also promptly provide any additional documentation related to the appeal upon request from the Executive Director.
- The Executive Director or authorized representative of Lincoln Hill Retirement Community will provide the allegedly aggrieved bidder or contractor with a written decision within five (5) business days after receipt of the appeal.
- Decision by the Executive Director of Lincoln Hill Retirement Community is final. If additional time is mutually agreed on, the Executive Director shall notify the bidder or contractor of any delay.
- Failure to comply with the appeal procedure shall render an appeal untimely or inadequate and result in rejection by Lincoln Hill Retirement Community.

In the case of WSDOT-grant funded operation, the vendor may further file a protest of the decision that resulted in the appeal process to WSDOT. The protest to WSDOT shall include a detailed description of the facts and disagreement that form the basis of the bidder's or contractor's protest and supporting documentation and the specific decision requested.



Section 4: Equal Employment

We operate based on mutual respect and are committed to providing a work environment that is free from unlawful harassment and discrimination. Harassment and discrimination, on the job or off, of your co-workers, outside vendors, volunteers and clients is strictly prohibited. The Community prohibits any form of unlawful harassment or discrimination based on a protected class.

Protected classes include those protected by applicable law, but are not limited to race, color, religion, national origin, age, gender, pregnancy, sexual orientation, gender identity, gender expression, genetic information, marital status, physical disability to include obesity, sensory or mental disability, Hepatitis C or HIV/AIDs status, honorably discharged veteran and military status, use of a service animal, victims of domestic violence, sexual assault or stalking, citizenship and immigration status, hairstyle, or any other factor prohibited by law.

4.1 Equal Employment Opportunity Policy

The Community is an equal opportunity employer and is committed to providing a workplace that is free from verbal, physical, visual, and any other forms of discriminatory practices, including harassment so everyone can work, in a productive, respectful, and professional environment. We do not make employment decisions based on membership of a protected class or any other factor prohibited by law.

4.2 Harassment & Discrimination Will Not Be Tolerated

Employees who violate this Anti-Harassment and Non-Discrimination policy are subject to discipline, up to and including possible termination. The Community expects adherence to this policy at any time while working or representing the Community this includes work-related settings outside of the workplace such as business trips or business-related social events.

This policy applies to all job applicants and employees as well as vendors, clients, volunteers, or other individuals engaged with the Community

4.3 Retaliation for harassment & discrimination claims prohibited

The Community encourages reporting of all perceived incidents of discrimination or harassment. Retaliation is not permitted against anyone for making a good faith complaint or cooperating with an investigation. No loss of benefits, hardship, monetary or other penalties may be imposed on an employee as punishment for good faith:

- filing or responding to a bona fide complaint of discrimination or harassment.



- providing information or acting as a witness in the investigation of a complaint; or
- serving as an investigator.

Any person filing a good faith complaint of harassment shall be treated with courtesy. Filing such a complaint will not be used against the employee nor will it have an adverse impact on the individual's employment status.

Any employee who engages in harassment, unlawful discrimination, or retaliation will be appropriately disciplined, up to and including discharge.

4.4 What is discrimination & Harassment

Discrimination occurs when the employer treats a person unfairly based on their actual or perceived membership of a protected class unfairly rather than based on their individual merit. This includes but is not limited to hiring, firing, promoting, disciplining, scheduling, training, evaluating, or compensation.

Harassment is unwelcome conduct including verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their actual or perceived protected class membership or any other characteristic protected by law. Examples include but are not limited to intimidation, insults, comments, and physical conduct. Harassment is still prohibited even if occurring between persons who share the same protected class.

A hostile work environment is when harassing conduct has the purpose or effect of unreasonably interfering with work performance, or creates an intimidating, hostile, offensive work environment. Examples can include, but are not limited to:

- Cartoons or other visual displays of objects, pictures, or posters that depict such protected groups in a derogatory way.
- Verbal conduct, including making or using derogatory comments, epithets, slurs, and jokes towards such protected groups or individuals.
- Physical assault or stalking.
- Unwillingness to work with an individual.
- Physical gestures that could be considered obscene or derogatory to a protected class.
- Unwanted or negative political discourse

Conduct becomes unlawful where:

- Enduring the offensive conduct becomes a condition of continued employment; or
- The conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.



Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or lawsuit under these laws; or opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws.

Conduct does not need to meet the level of illegality shown above to violate Community policy.

4.4.1 Sexual Harassment

Sexual harassment is a specific form of discriminatory harassment. Applicable law recognizes two types of sexual harassment

4.4.1.a “Quid pro quo” harassment, means this for that, where submission to or rejection of harassment is used as the basis for employment decisions. This may include promises of employee benefits such as raises, promotions, and position transfers, etc., that are linked to compliance with sexual advances.

4.4.1.b “Hostile work environment” results from conduct that creates an offensive and unpleasant working environment. A hostile work environment can be created by anyone in the work environment including managers, other employees, vendors, or clients.

Examples of Expressly Prohibited Sexual Harassment Include:

- Sexual advances involving a person of perceived authority.
- Unwelcome sexual advances.
- Requests for sexual favors; and
- All other visual, verbal, or physical conduct of a sexual or otherwise offensive nature where:
 - Conduct is either explicitly or implicitly made a term or condition of continued employment.
 - Rejection of such conduct by an individual is used as a basis for employment decisions; or
 - Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment.

Sexual harassment does not have to be of a sexual nature and includes harassment based on another person’s gender, sexual orientation, gender identity; or harassment based upon pregnancy, childbirth, and other related medical conditions. It is also considered harassment when prohibited conduct is directed at another employee of the same gender as the harasser.

4.4.2 Sexual orientation, gender identity or gender expression harassment

Examples of harassment based on a person's sexual orientation, gender identity or gender expression can include, but are not limited to:

- Asking unwelcome personal questions about a person's sexual orientation, gender identity or expression, transgender status or sex assigned at birth.
- Intentionally causing distress by disclosing the person's status against their wishes.
- Using offensive names, slurs, jokes or terminology about a person's orientation, identity, or expression.
- Deliberately misusing a person's preferred name, form of address or gender-related pronoun.

Sex-based harassment and discrimination is illegal under federal, state, and local laws.

4.5 What to do if harassment or discrimination occurs

The Community is committed to taking reasonable steps to prevent harassment and discrimination from occurring. We will take immediate and appropriate action when we know that unlawful harassment or discrimination has occurred. To do this, however, we need the cooperation of all employees at all levels.

Each employee is responsible for supporting and adhering to this policy. Employees should never tolerate inappropriate behavior. If you believe you have been subjected to or witnessed harassment or unlawful discrimination you should promptly discuss these concerns with your manager or the Executive Director.

When possible, the Community encourages individuals who believe they are being subjected to such conduct to clearly state your displeasure to the offender and advise the offender that their behavior is unwelcome and request that it stop. Often, this action alone may resolve the problem.

The Community understands and allows that the individual may prefer to pursue the matter through direct reporting to their manager or the Executive Director.

Further, all employees (including those who do not feel comfortable speaking with the offending person) are requested to promptly report complaints or concerns so that swift action can be taken.

If an employee's immediate manager is the alleged perpetrator, the report may be made to the Executive Director or the Board President.

Report any offending behavior whether such behavior is directed towards you personally or to other employees of the Community.

Supervisors and managers who know or receive reports of offending behavior must promptly notify the Executive Director or the Board President so that



appropriate action can be taken. All complaints will be promptly investigated to the extent appropriate in the circumstances.

The reporting of incidents or filing complaints of harassment may be a difficult personal experience yet allowing the harassing behavior or activities to continue may create a more difficult personal experience or other less desirable outcomes. Employees are strongly urged to follow this procedure. However, filing bad faith or maliciously false complaints is an abuse of this policy and is prohibited.

4.6 Harassment & discrimination claim investigation

The Community will promptly and thoroughly investigate all claims of harassment and discrimination to the extent reasonable and appropriate in the situation. Complaints will be handled with sensitivity, discretion, and confidentiality to the extent allowed by the circumstances and the law. Generally, this means that allegations of discrimination or harassment are shared with those who need to know so that the Community can conduct an effective investigation. Although we involve only those who are necessary to the investigation, we cannot promise complete confidentiality.

If the Community concludes that unlawful harassment or discrimination has occurred, prompt and effective remedial action will be taken. This may include discipline of the harasser and other actions to remedy the effects of the behavior and to prevent further harassment or discrimination. No action will be taken against any employee who in good faith files a complaint of harassment or discrimination or assists in the investigation of such a complaint. Employees who believe they have been retaliated against for having reported concerns or participating in an investigation of a harassment or discrimination complaint are urged to promptly notify the Executive Director so that their concerns can be investigated. Appropriate corrective measures will be taken if allegations of retaliation are substantiated up to and including termination of employment or business relationship.



Section 5: Safety Plan

5.1. Safety management policy:

It is the responsibility of all SGT staff to operate all SGT or Lincoln Hill vehicles in a safe manner. All violations must be reported immediately to the SGT manager including:

- Tickets received in all vehicles, including your personal vehicle when off duty
- Violations/Citations for:
 - DUI/DWI
 - Speeding
 - Reckless Driving
 - Accidents regardless of fault

The tickets/citations will be paid for by the driver of the vehicle, including those received while on the job in SGT or LHRC vehicles.

5.1.1. Internal emergencies or evacuation of SGT office or LHRC building will result in all office staff assembling in the main parking lot far enough to be out of the way of emergency vehicles and up wind of all possible contamination by fire or smoke.

Dispatcher(s) shall:

- Assist with evacuation (if possible)
- Notify all drivers of the evacuation and re-route as needed
- (If time permits) Forward the office phone to a work phone

Manager(s) shall:

- Assist with evacuation (if possible)
- Verify all staff are present
- Make reports to director as needed
- Inform staff when the building is safe for re-entry

5.1.2. State and regional emergencies will depend on type of emergency.

This may include:

- Sheltering in place
- Closing of office and going home until further notice
- Following all recommendations from local, state, or federal authorities
- Follow all directions from the director of LHRC and/or SGT manager

5.2. Risk management:

5.3. It is the responsibility of all SGT team members to minimize the risk associated with the job we do. This can be completed:



- Drivers:
 - Obtaining at least 8 hours of sleep between shifts
 - Operating their vehicle in a safe manner
 - Dressing appropriately
 - Wearing slip resistant footwear
 - Long pants
 - Jacket (if needed)
 - No drinking alcoholic beverages the night before their shift
- Office Staff:
 - Identifying warning signs of driver fatigue or alcohol abuse
 - Ensuring drivers are properly dressed for their shift
 - Maintaining all driver equipment
 - Ensuring all vehicle maintenance is completed on time or in advance
 - Effectively communicating with staff regarding all concerns

5.4. Safety assurance:

For quality control, all SGT staff will be required to submit to a driving license abstract annually from original date of hire, regardless of job position or shift change. Any driver who:

- Receives 3 vehicle moving citations, regardless of cause, within a 3-year period will be restricted from driving and suspended from duty, without pay, until:
 - One of the violations is removed
 - The driver goes through a remedial training program paid for by the driver.
 - The remedial training must be a state recognized training program and provide hands on training with a certification of completion certificate

Office staff, managers, and dispatchers, who obtain 3 vehicle moving citations in a 3-year period will be restricted from driving any SGT or LHRC vehicle until:

- One of the violations is removed

All SGT staff who receive vehicle non-moving violations or parking tickets will be responsible to pay for the ticket. If passengers were in the vehicle, it is the responsibility of the driver to pay for the ticket. Proof of payment must be provided to the SGT manager within the specified time agreed on. Failure to adhere to agreement or to pay for any citation may result in termination of employment with SGT



5.5. Safety promotion:

Monthly: Each SGT staff members are required to complete a minimum of one (1) hour of safety training provided in one of the following ways:

Websites:

- [National RTAP Portal > LMS Learner > Courses](#)
- www.oshatrain.org/index.html
- [Online Safety Training \(wa.gov\)](#)

Training may be performed by other means as presented by the SGT manager or suggested by SGT staff.

Training topics will be determined by the SGT manager(s) and present to each staff member to complete by a specific date. All certificates must be submitted by the date requested. The certificate will be placed in the employee's training folder.

Quarterly: SGT will hold a safety meeting to discuss safety concerns and topics directly related to each position. All staff will be required to attend and provide the following:

- Topics for discussion
- Improvement suggestions
- Areas of concern

Annually: SGT will recognize our top performer or "Safety professional" who exceeds our goals. Our recognized employee will receive:

- Letter of appreciation in his personal file
- Certificate for his/her personal use

5.6. Safety performance targets:

It is the goal/target of all SGT staff to be as safe as possible. We continually learn ways to improve our safety by being vigilant, taking our time, and observing our surroundings. Our goal is, and always will be, to provide the best and safest transportation option to our clients and community.

Our performance will be measured by:

- Number of accidents per quarter
- Number of tickets/citations per quarter
- Client reviews both positive and need to improve
- Adherence to safety, aka: having a "safety mindset."
 - How well we or safe are we at our jobs

Safety is an all-hands effort, and each member of staff must do their part to ensure we are performing at our best.



Section 6: Security plan

6.1. Crime prevention:

SGT drivers are responsible for the safety of their passengers while operating any SGT vehicle. It is by their determination if law enforcement should be called for assistance. If an SGT driver calls 911, they must:

- Give clear justification for the need for assistance
- Maintain a safe distance from the suspected person
- Notify SGT dispatch of their delay
 - Updating situation is based on driver needs and can be accomplished after the situation is resolved

If driver is not able to call 911 due to safety concerns, he/she can call dispatch and provide their “code word” which changes monthly as follows:

- January
 - Orange
- February
 - Purple
- March
 - Gray
- April
 - Blue
- May
 - Yellow
- June
 - Green
- July
 - Mellow
- August
 - Broken
- September
 - Rainier
- October
 - Sunset
- November
 - Turkey
- December
 - Chilled



It is the responsibility of the dispatcher to ensure the driver is safe. This may be performed by simply asking the driver. The If the driver does not respond or confirms the distress call, then the dispatcher must:

- Call 911 and provide needed information, such as:
 - Driver's location
 - His/her inability to talk freely (possibly under duress)
- Maintain open mic with driver to try and hear anything in background
 - Take notes of any background noise, voices, and/or dialog
- Notify supervisor or manager of the situation as soon as possible

6.2. Passenger Code of Conduct:

Section 8.3 "Rider Rules" covers SGT's code of conduct.

6.3. Protecting from acts of terrorism:

The well being and safety of all SGT passengers and employees is top priority. Protecting against terrorism is a difficult task and should not be taken lightly.

The FBI defines terrorism as: The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

Our goal is to minimize the threat of terrorism through identifying situations that may lead to acts of terrorism and how to responds to such threats.

Identifying potential acts of terrorism include:

- Observing your surroundings
 - Avoiding mass gatherings, such as protests, in public areas
- Listening to news or emergency broadcasts
 - Obtaining knowledge in advance may help you avoid potential hazard zones
- Receiving notice from dispatchers
 - Dispatch may receive local broadcasts of terrorist activities and contact our drivers to set alternate routes to avoid hazard area

It is not always possible to avoid acts of violence. In this case it is our responsibility to ensure the safety of our passengers. Best judgment should be used to ensure their safety and the safety of all staff.

- Drive to a safe location
- Inform dispatch or call 911, whichever option is best



- Evacuate the bus, if safe to do so
 - If evacuating the bus is not an option:
 - Have everyone on bus lay flat on the ground or under seats
 - Lock the bus doors
 - Turn off or silence all cell phones
 - Help disabled persons out of their wheelchairs
 - Use any solid object as a barrier to help minimize possible harm
- Take shelter in a safe location using:
 - Cover
 - A solid object that may provide protection against firearms or explosions
 - Concealment
 - A place to hide from aggressors, but will provide minimal to no protection from firearms or explosions
- Avoid the target zone
 - Staying calm is key! Running may be the best option available. It is best to run in a safe direction. Staying calm will help you identify and avoid the threat area.
- Follow direction from law enforcement only
 - It is best to trust your gut. If something seems wrong, it probably is. This includes listening to others, especially those not in a law enforcement or emergency capacity, such as first responders (police officers, firefighters, emergency medical staff, federal agencies, national guard, or military).
 - When LE officers arrive, follow their directions. Do not run at the officers or make any move that may seem threatening. Keep your hands free of objects, such as cell phones. These items may be mistaken as weapons in heightened situations.
- Once in a safe location, verify which of our passengers are present and notify dispatch of your current location.

There are multiple scenarios when dealing with terrorism. The best practice is to use your best judgement. No matter the situation, remember people's lives are more important than any SGT property.

6.4. Vulnerability assessments:

Should be conducted on a random basis to determine if any vulnerabilities exist within our systems to include:

- Computer integrity
- Money/donations



- Payroll
- PII
- Vulnerability assessments will focus on ensuring:
 - Computer software is up to date
 - Review of PII for safety
 - Positive control of PII
 - Limited access
- Handling of money/donations will be strictly monitored. Once the donation(s) are provided to the driver:
 - The driver must:
 - ensure the funds are placed inside an envelope and marked
 - Turn in each donation to the dispatcher on duty and have them sign stating the date, time, and amount received
 - The dispatcher must:
 - Place the funds in a locked location
 - Turn all donations over to the manager once the amount exceeds \$100.00 or at the end of each week
 - Have the manager sign receipt for funds
 - Enter funds into QuickBooks
 - The manager must:
 - Deposit funds into Snow Goose account
 - Provide bank receipt to lead dispatcher
- Any vulnerability concerns should be directed to the manager along with possible solutions by any member of SGT family

6.5. Enhancing security efforts:

The safety of all employees and passengers is always the top priority. A security review of all policies and procedures will happen for any of the following reasons:

- When first hired
- Annually
- When any change has been made to policy handbook

Any law enforcement announcements which will directly impact SGT or any of our passengers will be immediately relayed to the drivers for prompt response. Security measures are fluid and constantly changing due to environment. Enhancing efforts will be a continuous process.



Section 7: Accident reporting

7.1. Procedures:

Accident reporting can will be accomplished depending on the position and responsibilities associated with that position. The responsibilities are divided into five (5) phases:

- Phase 1:
 - Manager, supervisor, and/or dispatcher: Whoever takes the initial call oversees communications with the rest of the staff.
- Phase 2:
 - Ask the right questions. If you need, use the document called “2. Ask the right questions.”
- Phase 3:
 - Driver & Dispatcher will complete the accident report
- Phase 4:
 - Dispatcher will complete their required accident report
- Phase 5:
 - Manager, supervisor, director, and trainer will complete the follow up action report.

All forms must be completed within the first 24 hours of the accident unless the driver was injured. In this case, the initial call taker will complete as much information as possible.

SGT manager or supervisor will submit all accident forms to the insurance company, WASDOT and will include:

- All completed accident forms
- A copy of the police report and/or police report number
- Copies of all photographs taken
- Suggested corrective action provided by manager and/or director

All accident forms completed will be kept in a separate file for at least six (6) years or no longer than WASDOT requires.



7.2. Reporting forms are as follows:

Job duties of SGT Staff Members

Forms mentioned below are located at [file location]. There are 5 phases to our emergency response.

Phase 1: Whoever takes the initial call oversees communications with the rest of the staff.

- Remember to breath and be calm. This is not happening to you; it's happening to the driver.
- Allow no distractions.
- Nothing you are doing right now is as important as this.
- Be deliberate. Be supportive. The driver will have a rush of adrenaline that may make communication difficult for them.
- Be patient.

Phase 2: Ask the right questions. If you need, use the document called "2. Ask the right questions."

- Pull up the map and find out exactly where the bus is located.
- Ask if it's fire or a vehicle accident or incident.
- If they need help in terms of police or fire/aid unit, you will need to know where the bus is, exactly, and be able to describe the issue.
- Tell the driver to find their accident packet on the bus. It will have forms they need.

Phase 3: Use the accident report itself. The driver and whoever took the initial call will sit down and fill this form out online together when the driver returns but get the basics onto paper as soon as possible. It is then saved and sent with all other documentation to appropriate Supervisor. Use a biohazard incident report if necessary.

Phase 4: Fill out the Accident Report. This is the form done by the person who took the call. After the initial emergency is handled, fill this out immediately and sign it. This form is also used for response to an incident that is reported by a driver.

Phase 5 is the form for supervisors, director, and trainer. It is an investigation form, follow up form and retraining form. Everyone has a role in accidents.



PHASE 1

Roles during an accident: Who does what and where the paper goes

Driver

- Take a breath
- Assess the scene
- Calls 911
- Exchange info (insurance and contact info)
- Use the Phase 2 Packet Questions to Ask
- Take photos
- Fill out Accident form on Scene
- Hand out Witness Cards and/or Witness Statement Forms
- Call Dispatch (if needed)*
- Obtain Police Report # *if possible*
- Call Dispatch
- Collect Witness Cards and/or Witness Statement Forms

Dispatch is the second point of contact for the Driver.

Dispatch does this:

- The dispatcher who takes the call gets all pertinent information and asks for assistance from fellow office staff.
- Contacts ops manager and/or director
- Organizes towing and assistance if needed
- Arranges for vehicle transfer if needed
- Ensures driver fills accident /incident report completely
- Ensures all information is gathered regarding witnesses, injured party, riders, owner of damaged property etc. All people involved.
- Fills out reports for Phase 4 **w/ Driver**
- Passes all information to appropriate supervisor

Third point of contact – Supervisor

- Obtain Police Report # prior to calling insurance
- Notify insurance company and obtain claim number
- Review documentation
- Speak with driver
- Identify causal factors/root causes
- Determine preventable and non-preventable
- Near-misses just need to be discussed and recorded
- Follows the rules for drug/alcohol testing, provide paperwork to driver
- Determine corrective actions
- Prepare report



- Attach all photos with report
- Communicate report
- Update last date of preventable accidents on whiteboard
- Ensure all appropriate information has been documented by driver and dispatch
- Read any official reports and go over them with director
- Question all parties involved to ensure we have all information
- Determine if safety/training needs to be involved
- Review accident/incident report
- Pass all reports to director
- Fill out Accident/incident spreadsheet and file copy of reports on OneDrive after Director has reviewed

Fourth point of Contact – Director

Review reports including

- Police reports
- Drug and alcohol test results
- Phase 2- 4 reports from Dispatch
- Supervisor's reports

Ask questions

Contact parties involved if need be

Use the following criteria to determine if driver will be put on unpaid leave pending further investigation and/or retraining.

- Nature of occurrence
- Severity of occurrence
- Preventable vs. non-preventable
- Number of past driver accidents/incidents

Fifth point of contact – Safety and Training

- Determine how much and what type of training will need to be done
- Set a time and date for retraining if necessary
- Submit recommendation to Supervisor

Additional training – if required – may consist of:

- Test driver both in classroom and on the road
- Test driver and submit copy with results to Supervisor and scan into report file.
- Do a 3-month, on-road evaluation of driver depending on type of accident



PHASE 2 EMERGENCY QUESTIONNAIRE FORM

Important #'s: Ops Manager: Work cell: 425-866-6873 Office: 360-629-7403 ext 101

Dicks Towing company: 360-629-2722

Date: ___/___/___ Time: _____ AM or PM Route: _____ Driver: _____

QUESTIONS TO ASK

(then move on to sections: Accident then to Fire, Police or Medical):

1. Is everyone okay? Yes or
No
(If **No**, see Medical Emergency section)

2. Where are you right now?

Nearest cross streets or land marks?

Which direction were you heading?

3. **Has 911 been called?** Do you need: Yes or
No

Fire?

Police?

Medical?

4. What are you reporting?



5. Do you have any passengers aboard? **Yes or**

No

How many? _____

Who?

6. Is there anyone there who can assist you? **Yes or**

No

7. Do you need to get your riders off the bus? **Yes or**

No

8. Are there any witnesses? **Yes or**

No

“Try to get their names and numbers if you can. There are witness cards in your emergency/accident packet.

ACCIDENTS

1. Is everyone ok? **Yes or**

No

(If **No**, see Medical Emergency section)



2. Any possibility of fire? **Yes or**
No
(If **Yes**, see Fire Emergency section)

3. What Happened?

4. Is your vehicle blocking traffic or in a vulnerable spot? **Yes or**
No

5. Are any other vehicles involved? **Yes or**
No
How many? _____

6. Is there damage to any vehicles or property? **Yes or**
No

7. How bad is the damage and where?

8. Have you taken pictures? **Yes or**
No



If not, can you take pictures?

9. Is your vehicle still drivable? **Yes or**
No

10. Have you swapped insurance and contact information? **Yes or**
No

Have you called 911?

MEDICAL EMERGENCY

1. Are you reporting more than one medical problem? **Yes or**
No
How many? _____

2. Can you tell what kind of injury or medical condition it is? **Yes or**
No



3. Who needs help? What is their name(s)?

4. Do you need to start first aid or CPR?
No

Yes or

You have been trained for this.

5. Is there a medical alert bracelet on the person needing help? **Yes or**
No

If "yes" what does it say?



Have you called 911?

FIRE EMERGENCY

1. **If there is an engine fire or fire is not containable evacuate bus immediately.**

 2. Have you evacuated the shuttle? **Yes** or **No**

 3. Do you smell something burning? **Yes** or **No**

 4. Do you see smoke or flames? **Yes** or **No**

 5. Can you tell where the fire is coming from? **Yes** or **No**
- **If the fire is in the engine be sure not to open your hood.**

 - **If the fire is small & you feel it is safe to do so go ahead & put out the fire. Remember to pull the Pin, Aim, Squeeze the trigger and Sweep at base of fire.**



Have you called 911?

FOLLOW UP

1. "What needs to be done" (add any additional items requested):

- Take photos
- Fill out Accident form on Scene
- Hand out Witness Cards and/or Witness Statement Forms
- Call Dispatch (if needed)
- Obtain Police Report # if possible
- Call Dispatch
- Collect Witness Cards and/or Witness Statement Forms
- Incident Report(s) (if anyone injured, etc.)
- _____

- _____

- _____

- _____

- _____

____/____/____

Print Name

Signature

Date



SNOW GOOSE TRANSIT ACCIDENT REPORT

Check which type of accident applies:

Vehicle Collision Passenger Pedestrian Fixed Object Ran off road

1. Notify dispatch of all accidents - Never admit guilt or talk to reporters. Never contact other party except at accident scene.

Date of accident:	Day of week:	Time:	AM or PM
Address or street accident occurred:	Name of intersecting street	City/Town	

If not at intersection, what is the nearest intersecting street or house number? How many feet from accident?	Is it N S E or W of accident?
--	-------------------------------

2. SGT vehicle No. 1	6. Other vehicle No. 2
----------------------	------------------------

Driver's name:		Driver's Name:	
Vehicle #	Route #	Driver's Address:	City:
Vin#	Make:		
Model:	Year:	Drivers occupation:	Age:
Parts of vehicle damaged(Include DVIR for repairs):		Driver's Liscence #	
		Insurance company:	
Was street lighted? <input type="checkbox"/> Yes <input type="checkbox"/> No	Was vehicle lighted? <input type="checkbox"/> Yes <input type="checkbox"/> No	Make & model of vehicle:	Year: Color

3. Was there a police investigation? <input type="checkbox"/> Yes <input type="checkbox"/> No	Liscence Plate # Registered Owner:
<input type="checkbox"/> City Police <input type="checkbox"/> State Patrol <input type="checkbox"/> Sheriff	Owner's Phone #
Name of officer:	Badge #:
	Owner's address:

4. What were drivers doing at time of accident	Others in vehicle? <input type="checkbox"/> Yes <input type="checkbox"/> No How Many?
Driver #1 (SGT) Headed N S E W on (street name)	Names:
Driver #2 Headed N S E W on (street name)	

<i>Note: If you have more than one injured person or you are injured include info on separate sheet.</i>	Was vehicle lighted <input type="checkbox"/> Y <input type="checkbox"/> N
	Parts of vehicle damaged:



PHASE 4

**Accident Reporting
Incident Form**

Date of incident: _____ Time: _____ Route:

Driver/office personal:

Vehicle # _____

Address of Incident:

Dispatcher on duty:

Type of Incident (circle whatever applies): Medical emergency, dispute, trip,
fall,
mobility aide, mental or physical concern, rider conduct, property damage,
road rage
Other (if other please explain) _____

Person(S) involved: _____

Name: _____ Address:

Phone number: _____

(if more than one person fill out separate Accident Reporting Form)



Phase 5 - Supervisor's Accident Follow-up Report

The purpose of the Follow-up & Corrective Action Report is to provide a tool for supervisors and Safety Training Coordinator to find underlying causes of an accident, incident, near miss and/or dangerous occurrence and to document the corrective actions taken. Drivers should understand that investigations are not intended to assign blame.

Review Emergency Phase 2 – 4 Reports for details

Supervisors Name:

Date of Investigation: Click or tap to enter a date.

Driver's Name: Click or tap here to enter text.

Route: Click or tap here to enter text. Bus # Click or tap here to enter text.

Driver original date of hire: Click or tap here to enter text.

THE INVESTIGATION: Review reports from both driver and dispatch. Remember each time the answer reveals an unsafe condition, ask the question why.

Was the driver: Choose an item.

A preventable accident/injury is one in which the employee/client failed to do everything within reason to prevent it from occurring. Choose an item.

Would you categorize this as: Choose an item.

If Other, please describe:

If the occurrence was road rage, rider confrontation or a similar situation, did the driver make it

Better or Worse

If worse, give a brief description of what the driver said, or did that escalate the situation? Click or tap here to enter text.

At the time of the occurrence, was the driver performing his or her duties following SGT policies and procedures?

YES NO NA

Was an onsite investigation performed?

YES NO NA



When was it investigated?

Date:

By:

Were all parties involved questioned?

YES NO NA

Has the driver been trained on policies/procedures about this occurrence?

YES NO NA

Do you feel that reporting given by dispatch was complete?

YES NO NA

Did driver handle the occurrence in a professional manor?

YES NO NA

How busy was the route that day?

LGHT AVG BSY

Did Weather play a part in it?

YES NO

Was there equipment failure?

YES NO

Where there any obstacles or tripping hazards?

YES NO

Was the driver fatigued?

YES NO

How long had the driver been driving that day prior to the accident or incident? 4.5 hours

Examine the following:

- Events prior to the accident
- Events during
- Events immediately after



FOLLOW UP

Assign duties for after occurrence: Marcia Bennett Reinert is to follow up with Driver, Amy Biggs to contact insurance. Harold from Metro contacted. Rip is to find body shop and arrange for repairs

Contact Insurance if needed?

YES NO

Who did you talk with? Click or tap here to enter text.

Date/Time: Click or tap to enter a date.

What is the Claim number assigned to this case? # Click or tap here to enter text.

Sent appropriate information to insurance?

YES NO NA

Obtain quotes

YES NO NA

Had conditions changed to make normal procedure unsafe

YES NO NA

Did driver go in for injuries?

YES NO NA

If Yes was HR informed of a L & I claim

YES NO NA

Did the Doctor ok driver to return to work

YES NO NA

Who will fill in route if driver is out due to injury or suspended from work?

YES NO NA

Do you feel the driver needs to be referred to the Training and Safety Coordinator?

YES NO

Do you feel that our procedures for this occurrence needs to be reconsidered?

YES NO



Follow-up actions include:

- Respond to the recommendations in the report by explaining what can and cannot be done (and why or why not).
- Develop a timetable for corrective actions.
- Monitor that the scheduled actions have been completed.
- Check the condition of injured driver(s).
- Educate and train other drivers at risk.
- Re-orient worker(s) on their return to work.
- Did all staff involved meet to discuss the occurrence and how it was handled?

Supervisor Comments:

What was the conclusion of the investigation?



Operation Manager Comments:

Director's Comments:

Safety/ Training Coordinator Portion:

Safety /training recommendations:

Supervisor and driver informed of date and type of retraining

YES NO

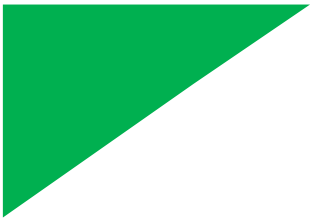
Type of retraining Choose an item.

Date scheduled for retraining: Click or tap to enter a date.

What preventative action can be taken to prevent the same accident/injury from occurring in the future?

Notes:

Safety/Training Coordinator _____ Date _____



Driver's (Print) Name: _____

Drivers Signature: _____ -
_____ Date _____

Supervisor's (Print) Name: _____

Supervisor's Signature: _____ Date _____

Director's (Print) Name: _____

Director's Signature: _____ Date _____



BUS XYZ EMERGENCY VEHICLE PACKET

This envelope contains:

Proof of Insurance Card & contact info –

Phase 1. Driver Roles –

Phase 2. Ask the Right Questions –

Phase 3. Accident Report – Witness cards & witness statements –

Phase 4. Accident Reporting Incident Form

STEPS TO EMERGENCY MANAGEMENT – Accident/Fire procedure – All accidents and/ or incident must be reported to dispatch immediately. Dispatch or supervisor will direct you on how to proceed.

- 1. REMAIN CALM – BREATH**
- 2. ASSESS THE SITUATION**
- 3. PROTECT THE PEOPLE – THEN THE PROPERTY – EVACUATE WHEN NECESSARY
20' FT FROM BUS IF POSSIBLE.**
- 4. OBTAIN HELP/CALL 911**
- 5. REASSURE AND ASSIST YOUR CUSTOMERS**
- 6. SECURE THE SCENE**
- 7. CALL DISPATCH (if needed)**

(refer to packet content for additional steps and information)

FIRE EXTINGUISHER – Remember: “**PASS**”

- 1. PULL PIN**
- 2. AIM AT THE SOURCE OR THE BASE OF THE FIRE**
- 3. SQUEEZE THE TRIGGER**
- 4. SWEEP THE BASE OF THE FIRE UNTIL EXTINGUISHER IS EMPTY**



SUPERVISOR ACCIDENT REPORT

TYPE OF INCIDENT: <input type="checkbox"/> Injury <input type="checkbox"/> Bloodborne <input type="checkbox"/> Other (Specify):					
EMPLOYEE NAME:			JOB TITLE:		
Date of incident:	Time of Incident:	am/pm	Date & Time Reported:		
Place of Incident (address, worksite, etc.):					
Employee Status: <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary		Date of Hire:	Pay Rate:\$	per	
DESCRIPTION					
How did the accident/exposure occur? (object, activity or substance involved?)					
Unsafe acts involved? <input type="checkbox"/> No <input type="checkbox"/> Yes (If yes, explain.)					
Unsafe conditions present? <input type="checkbox"/> No <input type="checkbox"/> Yes (If yes, explain.)					
Accident caused by anyone not on employer's payroll? <input type="checkbox"/> No <input type="checkbox"/> Yes (If yes, explain.)					
List Witnesses Below (names, titles & how to contact them)					
Other contributing factors (i.e., employee pre-existing injury)? <input type="checkbox"/> No <input type="checkbox"/> Yes (If yes, explain.)					
<i>INJURY/DAMAGE: IF TIME LOST OR MEDICAL TREATMENT REQUIRED, CALL MAIN OFFICE IMMEDIATELY</i>					
Employee injury involved? <input type="checkbox"/> No <input type="checkbox"/> Yes			Public injury involved? <input type="checkbox"/> No <input type="checkbox"/> Yes		
Specify body part(s) injured/exposed & type of injury/exposure (e.g., back strain, blood in eye):					
Was personal protective equipment required? <input type="checkbox"/> No <input type="checkbox"/> Yes		Available? <input type="checkbox"/> No <input type="checkbox"/> Yes		Used? <input type="checkbox"/> No <input type="checkbox"/> Yes	
Describe actions &/or PPE used:					
Was there property damage involved? <input type="checkbox"/> No <input type="checkbox"/> Yes (If yes, describe damage)					
Was first aid given? <input type="checkbox"/> No <input type="checkbox"/> Yes Was medical treatment given? <input type="checkbox"/> No <input type="checkbox"/> Yes Was there any lost time? <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/>					
CORRECTIVE ACTION					
Corrective action to be taken for unsafe act (e.g., discipline, training).					
Corrective action to be taken for unsafe condition (immediate & long term).					
Other action taken:					
DISPOSITION					
<input type="checkbox"/> Sent back to work		<input type="checkbox"/> First Aid Required		<input type="checkbox"/> Sent to Doctor	
<input type="checkbox"/> Sent to hospital		Date & Time left work:		AM PM	
Comments:					
SUPERVISOR SIGNATURE:		Print Name:		DATE OF REPORT:	
COMPLETE & FORWARD TO THE MAIN OFFICE					



WITNESS CARD

Accident Date: Accident Time: AM PM

Did you see the accident? (circle one) YES NO

Does any appear injured? (circle one) YES NO

Were you a passenger at the time? (circle one) YES NO

Where were you at time of accident?

What was your destination?

Where were you originally picked up?

How did the accident happen? (USE REVERSE SIDE IF NECESSARY)

YOUR NAME:

ADDRESS:

ZIP:

DAYTIME PHONE NUMBER:

PLEASE COMPLETE THIS CARD AND RETURN IT TO DRIVER - THANK YOU.

Snoqualmie Valley Transportation 411 Main Ave S. North Bend WA 98045 PO Box 806 425 888 7001

WITNESS CARD

Accident Date: Accident Time: AM PM

Did you see the accident? (circle one) YES NO

Does any appear injured? (circle one) YES NO



Were you a passenger at the time? (circle one) YES NO

Where were you at time of accident?

What was your destination?

Where were you originally picked up?

How did the accident happen? (USE REVERSE SIDE IF NECESSARY)

YOUR NAME:

ADDRESS:

ZIP:

DAYTIME PHONE NUMBER:

PLEASE COMPLETE THIS CARD AND RETURN IT TO DRIVER - THANK YOU.

Snoqualmie Valley Transportation 411 Main Ave S. North Bend WA 98045 PO Box 806 425 888 7001

TARJETA DE TESTIGO

Fecha del accidente: Hora del accidente: AM PM

¿Viste el accidente? (circule uno) YES NO

¿Alguna parece herida? (circule uno) YES NO

¿Eras un pasajero en ese momento? (circule uno) YES NO

¿Dónde estabas en el momento del accidente?

¿Cuál era tu destino?

¿Dónde te recogieron originalmente?

¿Cómo ocurrió el accidente? (UTILIZARREVERSE SIDE SI ES NECESARIO)



Te llamas:
Dirección:
Zip:
NUMERO DE TELÉFONO DIURNO:
POR FAVOR COMPLETE ESTA TARJETA Y DEVUÉLVALA AL CONDUCTOR - GRACIAS.
Snoqualmie Valley Transportation 411 Main Ave S. North Bend WA 98045 PO Box 806 425 888 7001
TARJETA DE TESTIGO
Fecha del accidente: Hora del accidente: AM PM
¿Viste el accidente? (circule uno) YES NO
¿Alguna parece herida? (circule uno) YES NO
¿Eras un pasajero en ese momento? (circule uno) YES NO
¿Dónde estabas en el momento del accidente?
¿Cuál era tu destino?
¿Dónde te recogieron originalmente?
¿Cómo ocurrió el accidente? (UTILIZAR REVERSE SIDE SI ES NECESARIO)
Te llamas:
Dirección:



Zip:

NUMERO DE TELÉFONO DIURNO:

POR FAVOR COMPLETE ESTA TARJETA Y DEVUÉLVALA AL CONDUCTOR - GRACIAS.

Snoqualmie Valley Transportation 411 Main Ave S. North Bend WA 98045 PO Box 806 425 888 7001



Section 8: Rider requests

8.1. Procedures

Customers can call or walk into Snow Goose Transit, talk with a dispatcher, and arrange for deviation services. The customer must make these arrangements at least 48 hours in advance of the requested service date. The dispatcher will fill out the required forms and submit a site survey request to an available staff member. The site survey must be completed no later than 24 hours from the initial call. The site survey will help determine:

- Is the location accessible with our bus?
- Are we able to safely fulfill the request?
- Is the location within our deviation distance?
- Reason(s) or justification why service is approved or denied

Once this determination is made, the dispatcher must inform the client. If we are not able to provide the service, we must offer other options for instance hope link or AIP. If we can provide the service, the dispatcher must make appropriate arrangements to ensure the driver is aware.

8.2. Missed pickup/No-show

If a driver misses a pickup, he/she must notify dispatch as soon as possible and provide the dispatcher with the needed information as to why the trip was missed. The dispatcher will call the customer and inform them of the delay or missed pickup and attempt to repair the situation as best as possible. This can be obtained by:

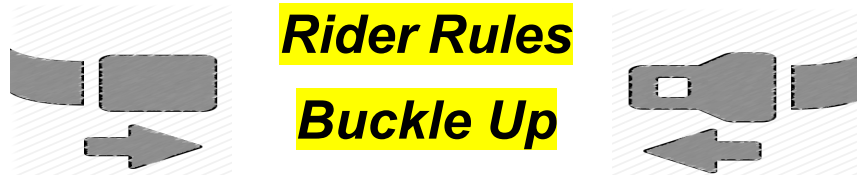
- Attempting to make the pickup with the delay
- Attempt to make other arrangements for the customer using a different service
- Reschedule the trip

If a customer does not show for at their designated pickup location at the agreed time, the driver must notify dispatch. Dispatch will attempt to contact the customer. Depending on the situation one of the following may occur:

- A written warning
- Suspension of privileges
- Revocation of deviation privileges

Customers must be provided a copy of the cancellation policy when their trip has been scheduled and confirmed by both parties. See section 8.6 for the cancellation policy.

8.3. Rider Rules



Bus conduct policies are to make the ride safe and enjoyable for all passengers.

Unauthorized activities include, but are not limited to:

- Smoking or using e-cigarettes or vaping devices on buses OR within 25 feet of a bus.
- Carrying unlawful firearms or weapons.
- Possessing any flammable liquid or hazardous materials, including fireworks, car batteries or gasoline.
- Consuming an alcoholic beverage or being in possession of an open alcoholic container.
- Loitering or panhandling.
- Discarding litter in other than designated receptacles.
- Spitting.
- Disturbing others by engaging in loud, raucous, unruly, harmful, or by intimidating, harassing, or violent behavior.
- Use of profanity or derogatory statements including racial slurs.
- Harassing driver or other riders.

In addition:

- Seat belts must be worn.
- Maintain personal hygiene.
- Shirts and shoes must be worn on the bus.
- Roller skates or rollerblades must be removed before boarding.
- While using cell phone or listening to audio devices, limit the sound to the individual user (earbuds/headphones are recommended).
- Respect other passengers' privacy.
- No eating or drinking on the bus.
- Large objects may be allowed on the bus if they do not have sharp edges and if space allows.
- Do not carry more than you can lift within one trip (standard of 4-6 shopping bags or 1 cart) if space allows.
- Keep your belongings clear of the aisle.
- Collapse strollers, walkers, shopping carts and store securely.
- Do not lie down or place feet on seats.



- Respect transit property.

Riders acting inappropriately, may be asked to leave.

Smile for the cameras!

They are located on our buses for your safety, comfort, and security.

Do not disturb drivers.

8.4 Site survey forms

A site evaluation is for SGT to determine the safest way (per SGT standards) to pick up and drop off riders. Evaluations can include, but not limited, to businesses, parking lots, residences, and access (side) roads and driveways.

8.4.1 Things consider when doing an evaluation.

- How steep is the grade of road or driveway?
- Type of Road or driveway
- What is the road or driveway condition?
- How wide is the road or driveway?
- Is there room enough to turn around?
- Height and width clearance
- Visibility – is there anything that limits the driver's ability to see
- Do they have to back up and how far?
- Are there obstacles that protrude or overhang that can cause damage or increase risk.
- Can the wheelchair lift be safely deployed?

8.5 Requesting A Site Evaluation

Anyone can request a site evaluation and can do so by using a Driver Alert Form found on the SGT shared drive in Forms/Route Related. Another common way to request a site evaluation is by a New Rider Form found on the SGT shared drive in Forms/Rider Related.

Fill out the form completely with any details that may aid the evaluator in the evaluation. Submit completed forms to either a driver supervisor, operations manager or safety and training manager. Site evaluations are to be completed by driver coach, driver supervisor, operations manager or safety, and training manager.

8.5.1 Steps:

- SGT office:



- Call customer to set up a time to set up a site evaluation of their home, if possible
- Notify rider of outcome of the site evaluation
- If safety problems exist, confirm alternatives.
- Drivers:
 - Evaluate for safety using safety evaluation form.
 - Include pictures and maps of safety concerns and alternative locations in your report.
 - If necessary, discuss alternate pickup locations or ways to create a safer pickup or drop off.

Have dispatch record site evaluation in client file. Use the BL comment section to record SE (for site evaluation) /date of evaluation Approved or special instructions about picks and drops

Copy of site evaluation goes in a route book kept in the dispatch office.

8.5.2 SITE EVALUATION FORM:

Date: _____ **Time:** _____

Client Name: _____

Client Address or location: _____

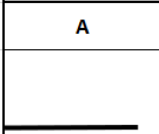
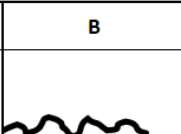
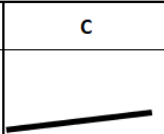
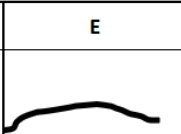
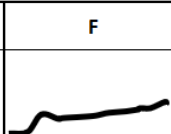

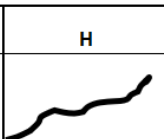
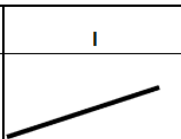
Person reporting: _____

Road or Address to be evaluated: _____

circle one or fill in the blank ↓

Type of evaluation:	Side Road or Residence
What is the speed limit on the road?	_____MPH
Do school buses access this road?	Yes or No
Are there low hanging branches, power/phone lines or any other protrusions reducing the vehicle clearance to less than 10.5ft?	Yes or No
Are there encroaching shrubs/plants/trees, adjacent buildings, fencing or utility poles and lines reducing the width to less than 10ft.?	Yes or No
Is it a gravel or dirt road?	Neither Gravel Dirt
If potholes, are they safely avoidable?	Yes or No
Is it washboard (like a series of little speed bumps)?	Yes or No



Road and Driveway Grades				
A	B	C	E	F
				
Flat	Level but with sharp curves	Gradual slope	Short hill	Starts with steep incline then gradual slope
	G	H	I	
				
	Hill with curves	Steep hill with curves	Steep slope	

Based on picture above, what is the type of "Road or Driveway Grade"?

(What letter best represents the grade type?) Road _____ Driveway _____

Will the bottom of the bus or bumper scrape on the road? Yes or No

Is it safely accessible in the winter? Yes or No

How wide is the road where client would be picked up? (circle one)

1. 1 lane, car-width
2. 1 lane, car-width with safe pullouts or wide shoulders
3. 1 lane, truck-width
4. 2 lanes

Is there a safe place with enough room to turn around if there is no through-access? Yes or No

If this is a Residence, is there a turnaround or a pull through driveway? Yes or No

Will the driver have to back up? Yes or No

If yes, how far? _____ft.

Picking someone up who needs the lift:

Is there enough room to safely deploy the lift? Yes or No

Is the grade of the road or driveway uneven or too steep to deploy the lift completely? Yes or No

Recommendations:

Based on the answers above and your observations do you feel this meets company safety standards?

Yes or No



Are there any stipulations that would make road or residence accessible (for example, trimming tree branches, road grading, or moving objects)?

If no, is there a recommended alternative pick-up location or route?

What is the safety concern and why?

Signature _____
Date _____

(Attach and email pictures)

8.6 Ride Request Form

Rider's Name _____ Phone _____ Date _____

Caller's Name _____ Phone _____ Time of Call _____

_____ Caregiver _____ Service Animal

_____ WC-Wheelchair Sc-Scooter _____ WK-Walker _____ C-Cane _____ Visually Impaired

Date of ride(s) requested: ____/____/____ ____/____/____ ____/____/____ ____/____/____

OR: ____/____/____ through ____/____/____ (circle all that apply) M T W TH F

P/U Time: _____ From (Name & Address) _____

D/O Time: _____ To (on Route destination) _____

Return trip

P/U Time: _____ From (on Route destination) _____

D/O Time: _____ To (Name & Address) _____

Office: All Rider Considerations confirmed? YES/NO (initials) _____ Entered into Call Log? YES/NO (Initials) _____



8.7 CANCELLATION POLICY

Thank you for scheduling a deviation pick up with Snow Goose Transit. The standards for canceling a deviation request are as follows:

- Please let us know as soon as you know
 - Preferably at least 24 hours prior, but no later than the scheduled deviation time
 - Cancellations after the scheduled deviation will result in immediate suspension of privileges pending a review
- Cancel by calling or email:
 - 360-629-7403 Ext. 101
 - wdavis@lincolnhill-rc.org
 - jbermani@lincolnhill-rc.org

Results of continued cancellations:

- The **first** cancellation is on us
 - We acknowledge emergencies happen
 - Cancellation considered a freebee
- The **second** missed/cancelled deviation will result in:
 - A written warning
 - Limited space and times for deviations
 - A cancellation removes opportunities for other clients
- The **third** cancellation:
 - Results in a 2-week suspension of deviation privileges.
- The **fourth** and final cancellation:
 - Results in the loss of deviation privileges
 - You will still be able to ride the bus on its fixed route but will not be able to schedule deviations

Please help us avoid this by keeping us informed of your needs. We take these situations seriously and want to help ensure we meet the needs of all our customers. Our office is open: M-F 8:00 am to 5:00 pm.

The Snow Goose Family



Section 9: ADA Compliance Policy

9.1 **Purpose:** This policy outlines the provisions of the Americans with Disabilities Act (ADA) of 1990, The Americans with Disabilities Act Amendments Act (ADAAA) of 2008, and the rights and obligations of Snow Goose Transit (SGT) under federal and State of Washington Law. These laws include:

- 28 CFR 35- Nondiscrimination on the basis of disability in state and local government services.
- 28 CFR 36- Nondiscrimination on the basis of disability by public accommodations and in commercial facilities.
- 49 CFR Part 27 – Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance
- 49 CFR Part 37 – Transportation Services for Individuals with Disabilities
- 49 CFR Part 38 – Accessibility Specifications for Transportation Vehicles
- RCW 49.60.030 – Freedom from Discrimination – Declaration of Civil Rights

9.2 **Policy:** In accordance with the ADA and ADAAA and federal and State of Washington Law, SGT prohibits discrimination against individuals with disabilities and is committed to providing accommodations for those individuals with documented disabilities.

9.3 **Reasonable Accommodation:** SGT is committed to making reasonable accommodation for individuals to enable them to participate in programs and activities. SGT vehicles are equipped with a wheelchair lift, wheelchair tie downs, and safety restraints. Disqualifying factors are based on the following:

- The wheelchair lift has a max weight, refer to owner's manual, and can only accommodate certain types of wheelchairs; therefore, SGT provides an optional wheelchair to help ensure the passenger can be transported.
- For safety purposes, SGT is not able to transport wheelchairs that exceed the recommended weight or length of the lift. If the passenger decides to use their own wheelchair that does not meet the capability of the lift, we will not be able to provide services.

9.4 **Requests for Accommodation:** SGT utilizes 14 passenger minibuses with wheelchair lifts to ensure we are capable to transport passengers with any disability. We can transport up to two wheelchairs at one time. Therefore, we seat passengers on a first come basis, unless a deviation reservation was previously arranged. SGT will make every effort to provide transportation to those with disabilities unless they exceed our passenger limit. If this happens SGT staff will attempt to help find alternate transportation for the affected passenger(s).

9.4.1 Initial requests for accommodation (deviation) must be made within 48 hours of the desired transportation. This allows SGT to ensure the pickup location is safe for our bus, allow for adjusting schedules, and make any other



necessary changes that will help ensure the success of the accommodation or deviation.

9.4.2 Based on this interactive process, a reasonable accommodation will be selected that is most appropriate for both SGT and the individual requesting the accommodation.

9.4.3 Documentation of Request for Accommodation: Documentation of the request for accommodation/deviations shall be kept in a confidential file.



Reasonable Accommodation Request From

The following individual claims a physical or mental impairment that limits participation in Lincoln Hill Retirement Community (LHRC) programs and/or activities.

Name: _____ Date: _____

As a result of a disability, this person is requesting the following Reasonable Accommodation(s):

A change in a policy, practice, or procedure: (Please specify.)

A physical change in facility:

Verification of Need:

You MAY be asked to allow us to verify the need for this accommodation. If so, the information we obtain will be kept completely confidential and used solely to determine that the accommodation is needed.

Providing the Accommodation:

If we cannot provide this accommodation immediately, you will get an answer to this request in a timely manner. If you do not agree with the response, you may appeal the decision to the Executive Director and Board of Directors.



Section 10: Office Policy

10.1 Office Hours:

The Snow Goose office must be manned during open hours:

- Monday through Friday
- 08:00 AM to 5:00 PM
Unless otherwise posted via FaceBook or website at:
- www.snowgoosetransit.org

10.2 Holiday Schedule:

Snow Goose Transit will follow the Holiday Schedule provided by Lincoln Hill Retirement Community. All staff who have passed their 90-day evaluation period will be eligible for their pay for normal hours worked:

- Part-time (5 hours)
- Full time (8 hours)
- No overtime

10.3 Inclement Weather/Emergency Closing

Closing for inclement weather, a state/federal emergency, or due to the closing of the Stanwood School system are justifications for the office to be closed during regular office hours.

Staff who have passed their 90-day evaluation period are eligible for their pay due to emergency closures:

- Part-time (5 hours)
- Full time (8 hours)
- No overtime

Both FaceBook and our website: www.snowgoosetransit.org must be updated as soon as possible along with a message on our answering machine informing our customers of the closure.



11.1 Complaint Policy

COMPLAINT POLICY AND PROCEDURES

At Snow Goose Transit (SGT) we strive to provide top-notch customer service. To ensure this goal, we provide a secure means of filing a complaint and strict procedures to ensure the privacy of those who file a complaint. Below you will find the procedures for filing a complaint, to include who will receive the complaint, the investigation process, follow-up procedures, and the resolution process.

When a customer files a complaint against an SGT team member or other passenger, they can complete the complaint form. This form is sent to:

SGT Operations Manager: Melissa Johnson

Email: mjohnson@lincolnhill-rc.org

Mail:

Snow Goose Transit
C/O Melissa Johnson
7430 276th St NW
Stanwood, WA 98292

The SGT manager will review the complaint upon receipt and initiate the investigation process. The manager has 24 hours, excluding holidays or weekends, to provide an update to the claimant informing him:

- The complaint was received
- What steps will be taken to determine the outcome?
- When the next update will occur

Once the investigation has been initiated, the information package will be secured in a place accessible only by the SGT Operations Manager. The SGT Operations Manager will inform the Director of Lincoln Hill Retirement Community (LHRC) of the complaint, and where the investigation is currently located. Regular updates should occur as often as necessary to facilitate the investigation, unless there are holidays or other unforeseen delays.

When the validity of the complaint is determined, the SGT Operations Manager and the LHRC Director will determine:

- Is corrective action necessary?
- Adequate response to the complaint
- Disciplinary measures, if necessary

Upon completion of the investigation, all associated documents will be archived in a secure location for no less than seven (7) years. If any disciplinary action is required, the results will be archived in the employee's personal file.

Copies of all complaints will be sent to WSDOT as required.

If a complaint is filed against the Operations Manager, the Director of LHRC /SGT will determine who will conduct the investigation and follow the company's guidelines to ensure a non-biased outcome.

If a complainant is not satisfied with the outcome of the complaint, they may file a rebuttal complaint for review by the Director of LHRC/SGT.



11.2 Records Retention

Snow Goose Transit follows guidelines in accordance with Washington Secretary of State Local Government Common Records Retention Schedule (CORE)

All Records are required to be retained for six years after completion of any and all grant projects or following the end of the term of the grant agreement, whichever is later. These records may include but are not limited to;

- Contracts and agreements, including documentation of negotiations and compliance monitoring
- Financial statements and reports
- Project cost and expenditure tracking records
- Any and all complaints surrounding Title VI, ADA, and EEO related to grant projects

