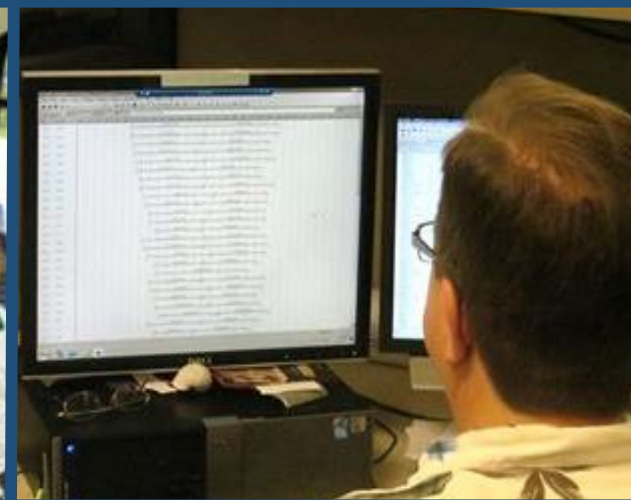


SAFETY



Human Services Transportation

June 30, 2014

Why are we here?

Safety

Human Services Transportation

Why are we here?

Safety

Management

Operations & Maintenance

Human Resources

Safety Activities

Emergency/All-Hazard Management

Why are we here?

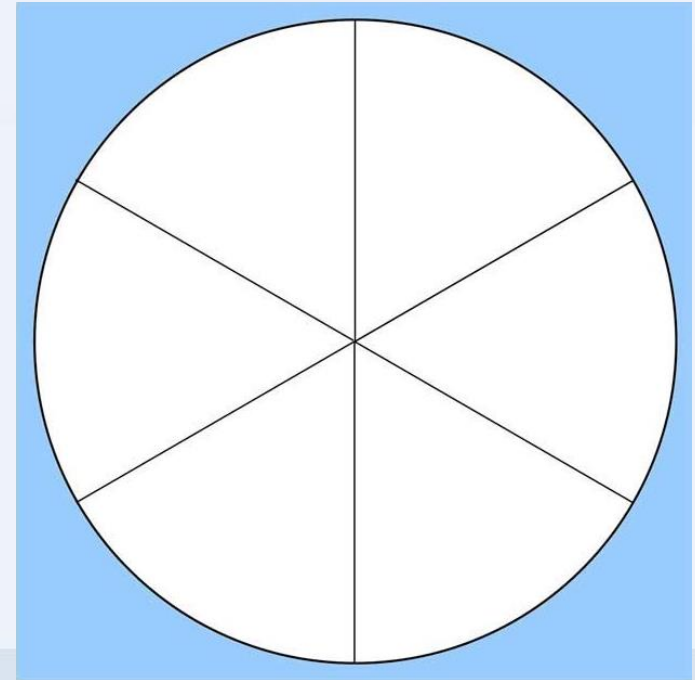
Human Services Transportation

Human Services Transportation includes a broad range of service options designed to meet the needs of the region's transportation disadvantaged, including persons with disabilities, individuals with lower incomes and older adults. These individuals have different needs and require a variety of transportation services to ensure quality of life.

Who Provides Service?

Complex Coordinated Network

- Federal Government
- State Government
- Local Government
- Non Profit Agencies
- For Profit Companies



**Commission for the
Transportation
Disadvantaged**

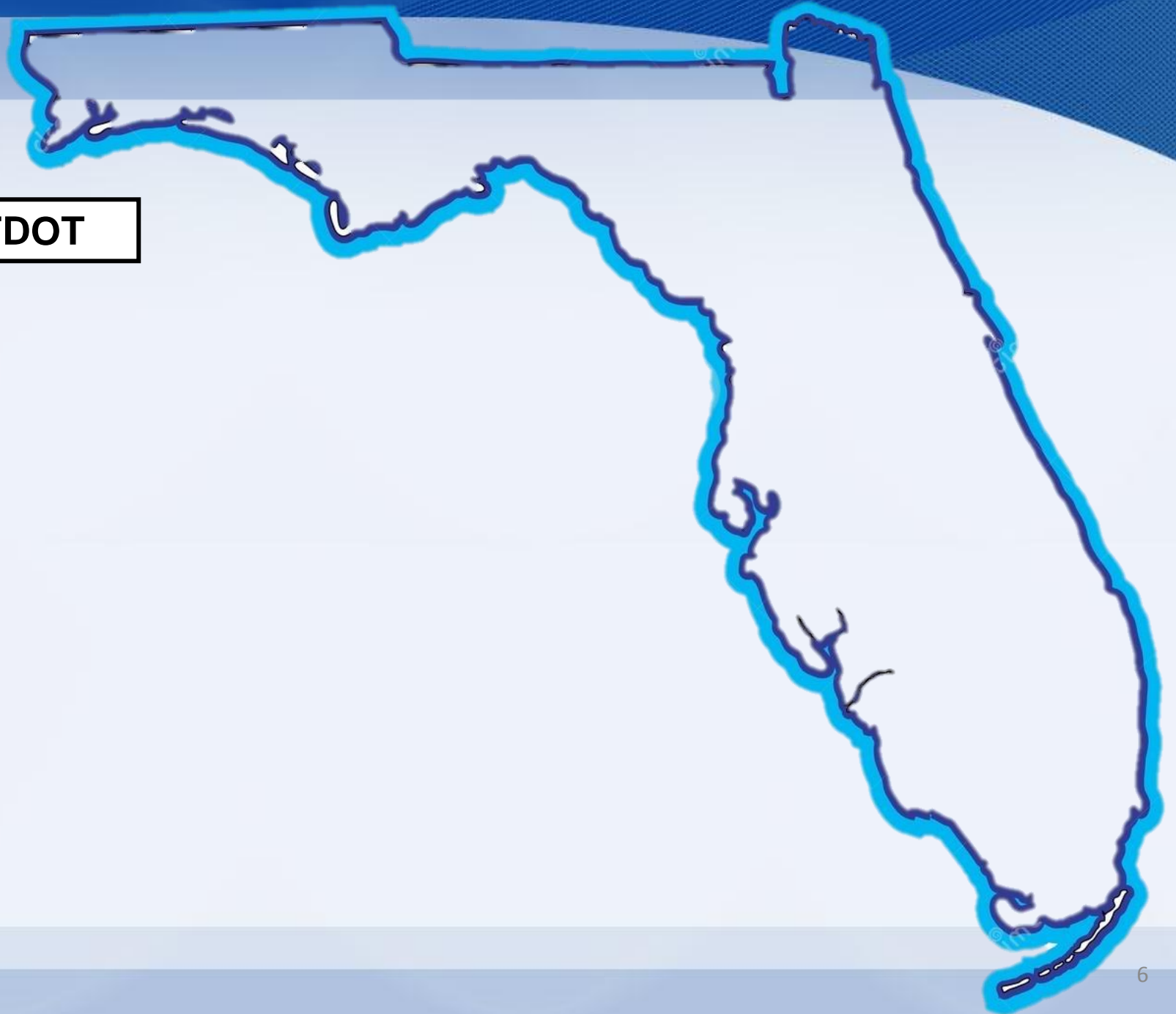
FDOT

**Local Coordinating
Board**

**Community
Transportation
Coordinator**

**Transportation
Providers**

Passengers



**Commission for the
Transportation
Disadvantaged**

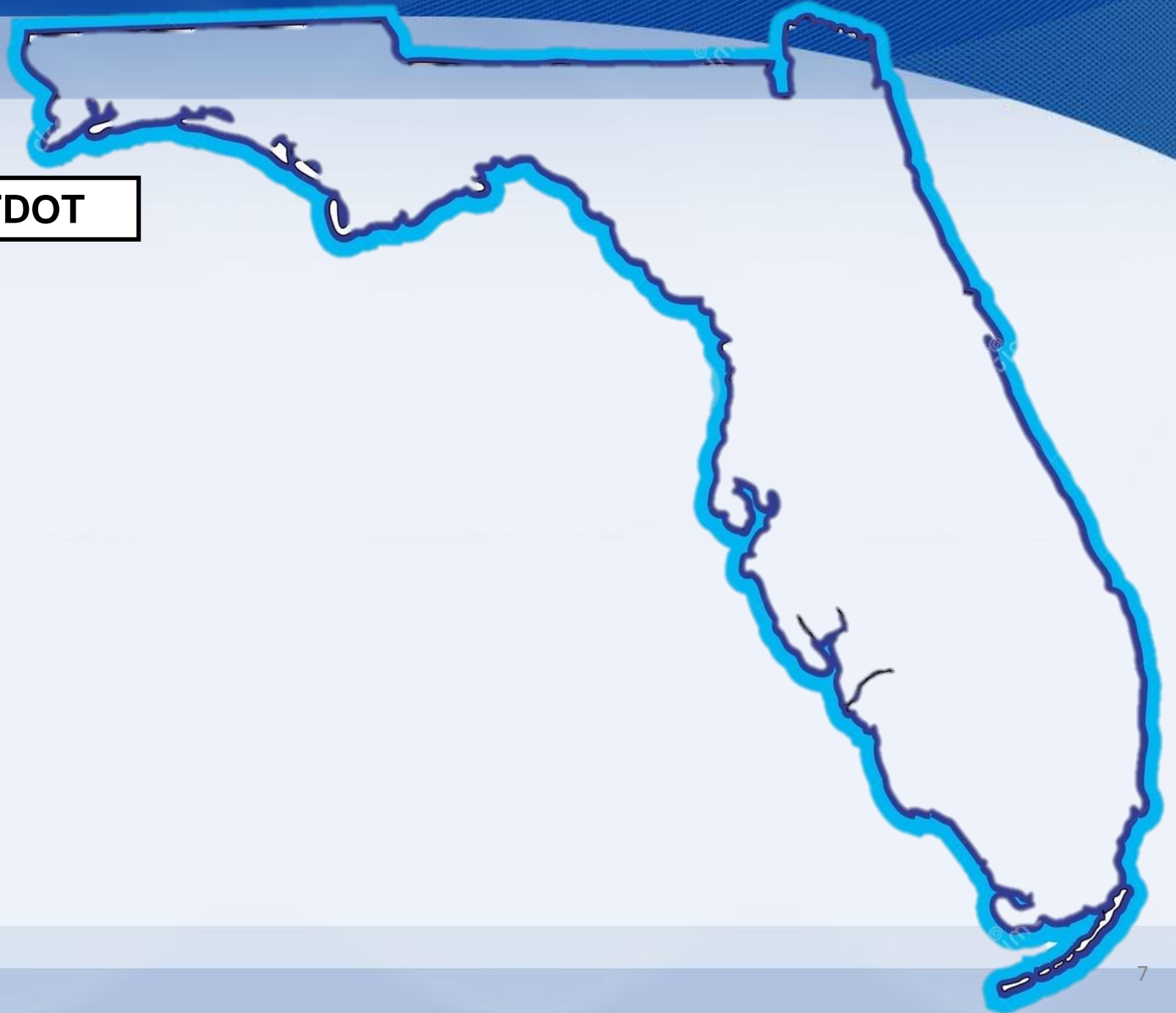
FDOT

**Local Coordinating
Board**

**Community
Transportation
Coordinator /

Transportation
Providers**

Passengers



**Commission for the
Transportation
Disadvantaged**

FDOT

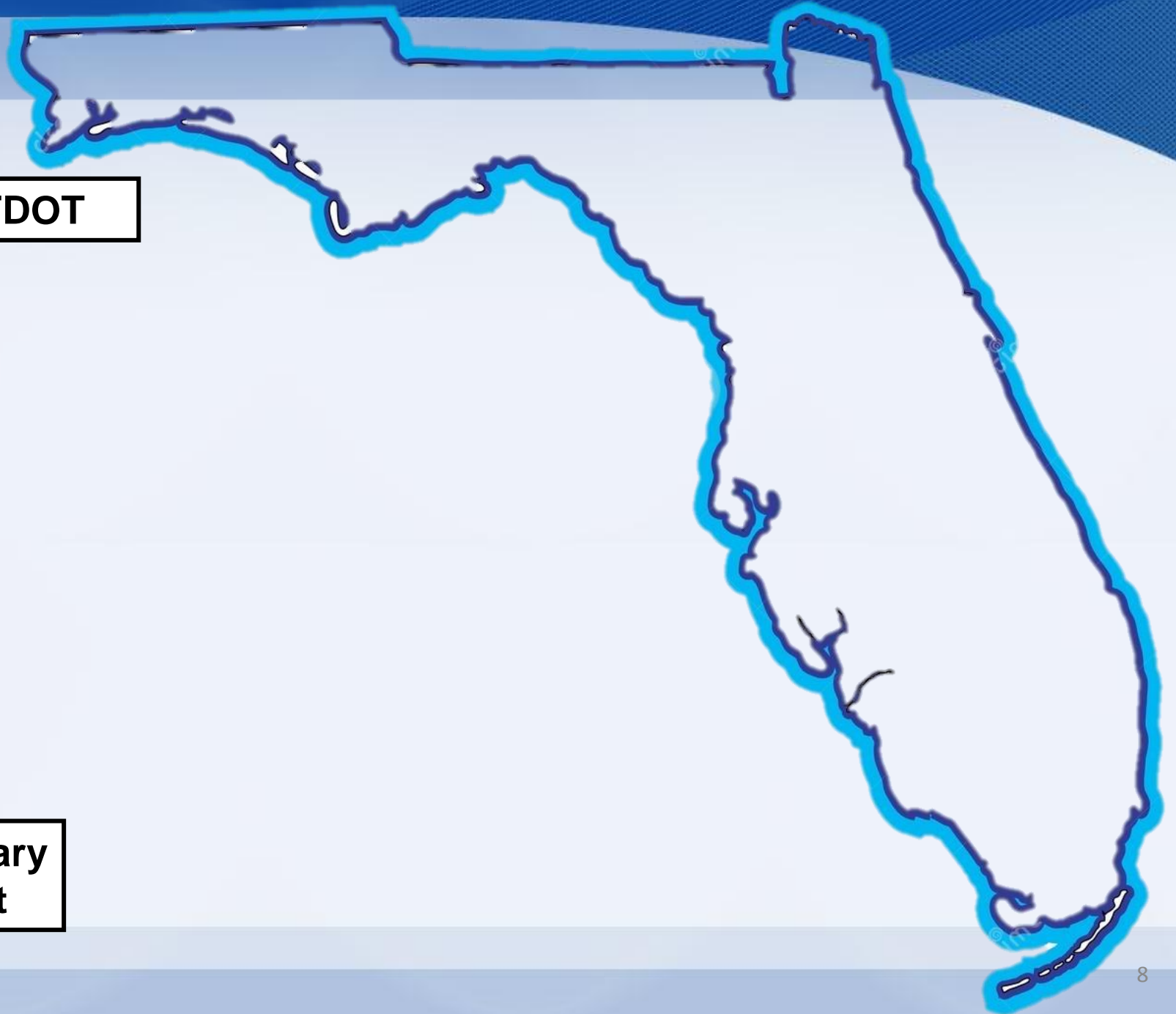
**Local Coordinating
Board**

**Community
Transportation
Coordinator /

Transportation
Providers**

**Fixed Routes
Transit**

**Complimentary
Paratransit**



**AHCA
(Medicaid)**

HMOs

**Transportation
Providers/Brokers**

Passengers



District 4 H.S. Trips (Daily)

Indian River - 134

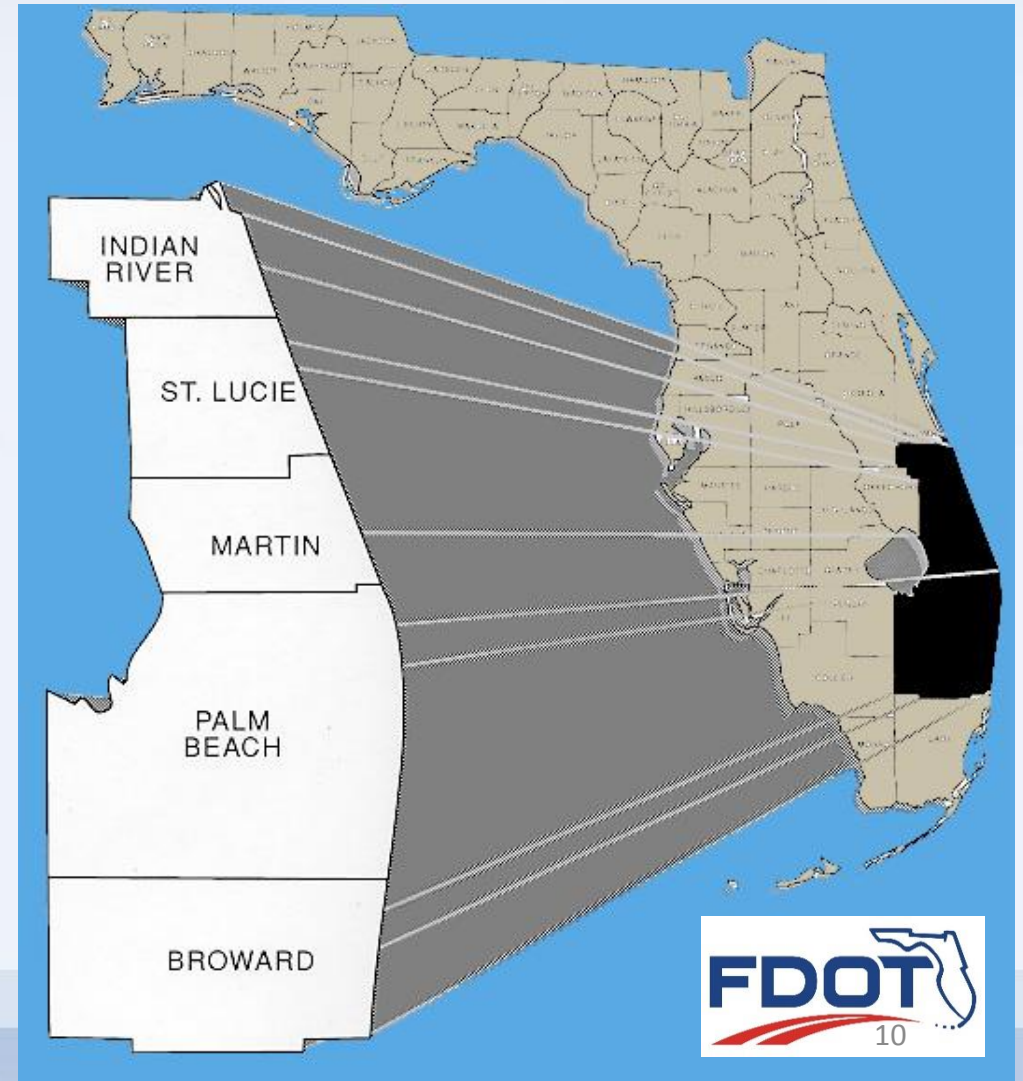
St. Lucie - 122

Martin - 90

Palm Beach - 4,000

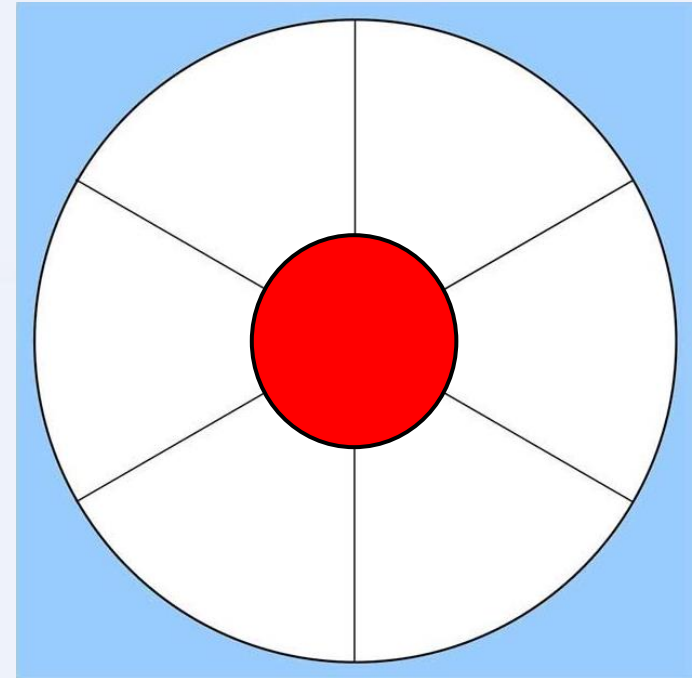
Broward - 2,000

Total: 6,346 Daily



Who is Responsible For Safety?

- Federal Government
- State Government
- Local Government
- Non Profit Agencies
- For Profit Companies
- Passengers



Keep Passengers Safe?

MAP-21

Strict Safety Performance Criteria

Vehicle Safety Performance Standards

Safety Management System (SMS)

Keep Passengers Safe?

Florida Law

Section 341.061(2), F.S.

Chapter 14-90, F.A.C.

Chapter 41-2.006, F.A.C.

Chapter 14-90: General Transit Safety

14-90.002 Definitions.

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) “Bus” means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) **“Bus Transit System” means a community transportation coordinator; a public transit provider**

; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than



Chapter 14-90: General Transit Safety (ADA)

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S. .

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in **49 C.F.R. Part 38, Rev. 10/09** hereby **incorporated by reference**, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing



Chapter 41-2.006: T.D. Safety...

(2) Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety **requirements as specified in Section 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.**

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41



Florida Law Sets Minimum Safety Requirements

Requirements

Detailed Safety/Security Plans

- System Safety Program Plan
- Security Program Plan
- Wireless Communications Plan
- Vehicle Maintenance Plan
- T.D. Service Plan



Requirements

Driver Selection

1. Driver qualifications and background check
2. Driving record and criminal background check
3. Valid driver's license
4. Drug and alcohol testing
5. Medical clearance
6. Complete [pass test(s)] required training



Requirements

Driver Training



1. Bus transit system safety and operational policies and procedures
2. Operational bus and equipment inspections
3. Bus equipment familiarization
4. Basic operations and maneuvering
5. Boarding and alighting passengers
6. Operation of wheelchair lifts and other special equipment
7. Defensive driving
8. Passenger assistance and securement
9. Handling of emergencies and security threats
10. Security and threat awareness
11. Driving conditions

Requirements

Driver

1. A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period.
2. A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days...



Requirements

Driver (Example)

To ensure uniform interpretation of subsections 14-90.002(10), (11), (22), and 14-90.006(3), F.A.C., the following practical applications are provided:



(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

Requirements

Driver

1. A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.
2. During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.
3. Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.



Requirements

Driver

4. No standing on buses not designed and constructed for standing.
5. Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.
6. Driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.
7. Buses shall not be left unattended with passengers aboard for longer than 15 minutes. Parking brake shall be properly set.



Requirements

Driver



8. Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.
9. Drivers must announce and identify themselves at pickup.
10. Drivers shall assist with boarding to the seating area of vehicle.
11. Driver will avoid distractions while operating vehicle.

Requirements

Bus Safety Inspections (Daily)

1. Service brakes
2. Parking brakes
3. Tires and wheels
4. Steering
5. Horn
6. Lighting devices
7. Windshield wipers
8. Rear vision mirrors
9. Passenger doors
10. Exhaust system
11. Equipment for transporting wheelchairs
12. Safety, security, and emergency equipment



Pre-Trip Inspection

A PRE TRIP AND POST TRIP INSPECTION IS A REQUIREMENT FROM DRIVER

UNDER THE HOOD

Oil level		Engine, hoses, belts	
Radiator level		Transmission fluid level	
Windshield washer level		Brake fluid	
Battery connections/Water level		Power steering fluid level	

INTERIOR

Fuel		Gauges/instruments	
Windshield wipers		Compartments	
Passenger doors		Horn	
Steering		Brakes	
Blower fans		Interior lights	
Interior damage		Cleanliness (ceiling, walls, dashboard, floor, seats)	
Rear view mirrors		Defroster	
Suspicious packages		Cab, glass, doors, etc.	
Signage: Fasten Seatbelt, No Food or Drink; Do Not Distract Driver; Bus Rules; Title 6 English/Spanish; Complaint; Fare Signage		Carrying Pouch-DOT letter, registration, fuel cards/keys, insurance forms	
Pest Issues			

ACCESSIBILITY EQUIPMENT

Wheelchair lift/ramp		Seat Belts	
W/C Belts and securements # of belts		# of Car Seats _____	27

(cont.)

EXTERIOR

Headlights		Tail/brake lights	
Turn signals		Clearance lights	
Exterior body damage		Exhaust system	
Tires/wheels Gauge Reading _____		Cleanliness	
Lights/reflectors		Undercarriage	
Parking brakes		Wheel wells	
Suspicious Packages		Mirrors	

SAFETY EQUIPMENT

Flares/triangles		First aid kits	
Back up alarm		Fire extinguisher / Expiration Date _____	
Accident/Incident report forms		Outdated Signs Removed	
Medical Disclaimer Forms			

I certify that I have checked the above items and found them as noted.
I also certify that I have my Driver's License, DOT Physical, kept in my possession.

Signature _____		Date _____	
Miles Start _____	Miles Stop _____	Bus # _____	

Pre and Post trip inspections are to be turned in daily with your Manifest.

Requirements

Bus Safety Inspections (Annual)

1. Horn
2. Windshield wipers
3. Mirrors
4. Wiring and batteries
5. Service and parking brakes
6. Warning devices
7. Directional signals
8. Hazard warning signals
9. Lighting systems and signaling devices
10. Handrails and stanchions
11. Standee line and warning
12. Doors and brake interlock devices
13. Stepwells and flooring
14. Emergency exits
15. Tires and wheels
16. Suspension system
17. Steering system
18. Exhaust system
19. Seat belts
20. Safety equipment
21. Equipment for transporting wheelchairs
22. Working speedometer

Requirements

Transportation Provider

- Transportation of Property
- Shelter, Security & Safety at Transfer Points
- Clean Vehicles
- Adequate Paratransit Seating (plus escort)
- Working A/C and Heat



Transit Research Inspection Procurement Services



T.D. Service Plan

- Passenger Escort/Dependent Child
- Child restraint devices
- First Aid
- C.P.R.
- Passenger Pick-Up Windows
- Quality of Service
- Safety Performance Measures

Requirements

Certifications

- Annual Self Certifications
 - Service Providers
- Safety/Security Review
 - Triennially
 - As-Needed

Self Certification

THIS CERTIFIES CALENDAR YEAR _____

DATE: _____

SUBCONTRACTED TRANSPORTATION PROVIDER: _____

ADDRESS: _____

In accordance with the Medicaid Non-Emergency Transportation Subcontracted Transportation Provider (STP) Contract with the Commission for the Transportation Disadvantaged, the above STP, hereby certifies to the following:

1. The adoption of a System Safety Program Plan and a Security Program Plan (a.k.a. Emergency Management Plan) based on established standards set forth in **Rule Chapter 14.90, F.A.C.** Such plans ensure the continuation of appropriate services during an emergency, including but not limited to localized acts of nature, accidents, and technological and/or attached-related emergencies, both natural and manmade;
2. Compliance with its adopted System Safety Program Plan and Security Program Plan, including:
 - a. Safety inspections of all service vehicles;
 - b. Applicable Drug and Alcohol procedures, including training and monitoring;
 - c. Driver Training and Monitoring.
3. Compliance with requirement of monitoring subcontracted operators;
4. Compliance with maintenance of support documentation for plans, inspections, training and monitoring, and that said documentation is available upon request by an authorized representative of the Commission or the Agency for Health Care Administration.

I understand that providing false information may result in an unfavorable action by the Commission.

Signature: _____

Name: _____

(Type or Print)

Title: _____

March 11, 2013

Mr. Larry Merritt
Multimodal Manager
Florida Department of Transportation
3400 West Commercial Boulevard
Fort Lauderdale, Florida 33309-3421

Re: 2013 Annual Safety and Security Certification

Dear Mr. Merritt:

This letter serves as ~~The State of Florida, Department of Transportation, Inc.~~ 2013 Annual Safety and Security Certification. As the official directly responsible for the management of the CTC's role in ~~the State of Florida~~ County, Florida, I certify the following to be true:

1. ~~The State of Florida, Department of Transportation, Inc.~~ has developed and implemented a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance with Rule Chapter 14-90.
2. ~~The State of Florida, Department of Transportation, Inc.~~ as the designated CTC and all contractors will comply with the adopted standards of the SSPP and SPP.
3. Safety and Security inspections of all vehicles have been and will be performed pursuant to the adopted SSPP, SPP and Rule Chapter 14-90.
4. Reviews of the SSPP and SPP have been conducted to ensure they are up to date.
5. ~~The State of Florida, Department of Transportation, Inc.~~ will perform all Safety and Security inspections.

-Deficiencies

-Areas of Concern

-Observations



BUS TRANSIT SYSTEM SAFETY AND SECURITY REVIEW

Of

The University of South Florida

By

FLORIDA DEPARTMENT OF TRANSPORTATION

District 4

Office of Modal Development

May 14, 2014



OUR MISSION

The department will provide a **safe** transportation system that ensures the mobility of people and goods, enhances economic prosperity and preserves the quality of our environment and communities.

Our Vision

Serving the people of Florida by delivering a transportation system that is fatality and congestion free.

Our Values

The fundamental principles which guide the behavior and actions of our employees and our organization.

Integrity

"We always do what is right"

Respect

"We value diversity, talent and ideas"

Commitment

"We do what we say we are going to do"

One FDOT

"We are one agency, one team"

Trust

"We are open and fair"

Customer Driven

"We listen to our customers"

Complaints / Grievances

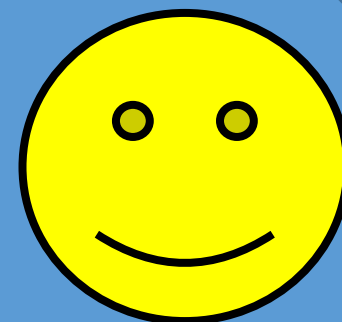
A local toll free phone number for complaints or grievances shall be **posted inside the vehicle**. The TD Helpline phone number [1(800) 983-2435] shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. **All rider information/materials (brochures, user's guides, etc.)** will include the TD Helpline phone number;

Complaints / Concerns / Grievances

CTC

LCB

TD Comm.



Complaints/Concerns/Grievances

Broward County

(954) 357-8400

Paratransit@broward.org

Indian River County

(772) 569-0903

Online: n/a

Martin County

(866) 836-7034

www.mtm-inc.net

Palm Beach County

(561) 649-9838

Online: n/a

St Lucie County

(772) 464-7433

Online: n/a

Complaints / Grievances



Phone: 1 (800) 983-2435

Email: www.dot.state.fl.us/ctd

Web: <http://www.dot.state.fl.us/ctd/programinfo/publicrelations/ctdhelpline.htm>

Exam

Service Animals

Q: Do individuals accompanied by service animals have to show proof of animals' training?

A: No!

Exam

Wheelchair Securement

Q: Do wheelchairs have to be secured in buses or vans?

A: It depends!

Exam

Seatbelts/ Shoulder Harness

Q: Can transit service mandate that passengers use seat belts?

A: It depends!

...wheelchair users?

Exam

Driver Assistance

Q: Are drivers required to render first aid to passengers if situation requires?

A: It depends!

Conclusion!

Become Familiar With
T.D. Service Plan

Questions?

Thanks!



Jayne Pietrowski, AICP
Florida Department of Transportation
Phone: (954) 777-4661
Email: Jayne.pietrowski@dot.state.fl.us



Priscila Clawges
Broward Metropolitan Planning Organization
Phone: (954) 876-0047
Email: Clawgesp@browardmpo.org



Jeremy Mullings
CTS Engineering, Inc.
Phone: (954) 233-4951
Email: jmullings@ctseinc.com