



MACOUPIN COUNTY BOARD

215 SOUTH EAST STREET • CARLINVILLE, IL 62626
TELEPHONE 217/854/3341 • FAX 217/854/6015

ANDREW MANAR
CHAIRMAN

JULIA WATSON
VICE CHAIRPERSON

PETE DUNCAN
CLERK

GABE SPRINGER
CHIEF FINANCIAL OFFICER

BOARD MEMBERS

District 1
MORRIE FRASER
MIKE TRANTER
ROBERT VOJAS

District 2
ANDREW MANAR
OLIVER SCHWALLENSTECKER
FRANCIS WIESEMAN

District 3
FRANK S. LONG
PAUL QUIRK
JULIA H. WATSON

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MARK DRAGOVICH
JOHN GAY
DAVID THOMAS

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WILLIAM A. HARDING
ROBERT K. QUARTON

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BERNIE KIEL
BILL NICHOLSON
KEVIN NICHOLSON

District 8
FRANCES GOODMAN
TOM DENBY
TONY WIGGINS

District 9
RAYMOND COATNEY
LYNDAL HERSCHELMAN
VERYL REIHER

MEMORANDUM

December 28, 2012

To: Members of the Board

From: Mark Dragovich, Chairman of the Board

Re: Proposed Changes for Rules Governing the County Board

Attached is a list of our rules governing the County Board. Listed below are several proposed changes to current rules that I would like for the Board to consider at the January Board meeting.

Changes are underlined and in bold, while the stricken text would be proposed deletions.

Rule #9: This proposed rule change would remove language relating to the Planning & Subdivision and Road & Bridge Committees as they would both be comprised under a new committee structure. The Executive Committee is also renamed the "Executive / Budget Committee" to also take in items of county finances.

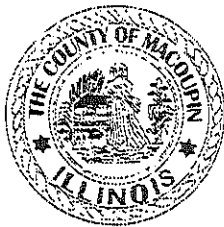
Proposed New Rule #9:

9. The Chairman of the Board shall be solely responsible for scheduling committee meetings unless otherwise ordered by the Board. The Chairman shall schedule committee meetings so that the Board is operating efficiently and is conducive to public input and participation.

~~9a. Meetings of the Planning and Subdivision Committee shall take place on the last Wednesday of the month and shall be at the call of the Chairman of the Board.~~

~~9b. Meetings of the Road and Bridge Committee shall take place on the first Tuesday of the month and shall be at the call of the Chairman of the Board.~~

9a. Meetings of the Executive / Budget Committee shall take place on a monthly basis as directed by the Chairman of the Board. The Executive Committee shall prepare and organize the monthly agenda of the Board in conjunction with the County Clerk. The Committee shall also review and approve time sheets submitted to the Board office of all non-union County Board employees.



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Rule #11: This proposed rule change would change the way the roll is called during County Board meetings by alternating from alphabetical to reverse-alphabetical each time the roll is called.

Proposed New Rule #11:

11. ~~The Clerk shall call the names of the members in alphabetical order when calling the roll or polling the vote. The Clerk shall alternate the calling of the roll when a roll call is necessary between alphabetical and reverse-alphabetical.~~

Rule #20: This proposed rule would reduce the number of standing committees from 14 to 3 in an effort to further reduce long-term costs of holding meetings and increase overall efficiency.

Proposed New Rule #20:

20. There shall be ~~14~~ 3 standing committees as follows:

~~Agriculture~~
~~Animal Control~~
~~Collective Bargaining~~
~~Economic Development~~
~~Emergency Management~~
~~Executive~~
~~Finance~~
~~General Services~~
~~Judiciary~~
~~Legislation & Technology~~
~~Planning & Subdivision~~
~~Public Health~~
~~Road & Bridge~~
~~Sheriff, Building & Grounds~~
General Administrative
Public Service
Transportation & Development

Note (for background purposes, not to be included in rules)

General Administrative would combine duties and items relating to the following current county offices, items, or committees of the Board: Legislation & Technology, Public Health Department, Animal Control, Emergency Management, Planning & Subdivision, Regional Superintendent of Schools, Assessor. The Committee shall also review and approve time sheets of all non-union county employees relating to the offices and/or agencies under the committee's oversight.



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- Public Services would combine duties relating to the following current county offices or committees of the Board: Sheriff Building & Grounds, Court House Renovations, General Services, Judiciary, Circuit Court, Public Defender, Probation, Circuit Clerk, County Clerk, & Treasurer.
- Transportation & Development would combine duties relating to the following current county offices, items, or committees of the Board: Road & Bridge, Economic Development, & Tourism.
- Each Standing Committee shall review and approve time sheets of all non-union county employees relating to the offices and/or agencies under the committee's oversight. Each Standing Committee along with the Elected or Appointed Officials shall make recommendations to establish the budgets of the offices and/or agencies under the committee's oversight. Each Standing Committee shall review on a regular basis the budgets and expenditures of the offices and/or agencies under the committee's oversight.

Rule #21: This proposed rule would be a new rule allowing for an Executive/Budget Committee of the Board to be made up of the three standing committee Chairmen, Chairman of the Labor Management Committee, and Vice-Chairman and Chairman of the Board.

Note (for background purposes, not to be included in rules):

- Executive/Budget Committee would combine duties relating to the following current county offices or committees of the Board: Executive, County Board Office and Overall Budget Review. The Executive Committee shall prepare and organize the monthly agenda of the Board in conjunction with the County Clerk. The Committee shall also review and approve time sheets submitted to the Board office of all non-union County Board employees. The committee would have oversight of the full County Budget and would make recommendations to the Full Board Regarding the County's Finances.

Proposed New Rule #21:

21. An Executive / Budget Committee will consist of the Chairman (or Vice-Chairs in their absence) of General Administrative, Public Service, and Transportation & Development Committees in addition to the Chairman of the Labor Management Committee, Vice Chairman of the Board, and Chairman of the Board. The Chairman of the Board will maintain voting rights on the Executive Committee.



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Rule #22: This proposed rule would create the Labor Management as a separate committee of the Board with members appointed by the Chairman.

Proposed New Rule #22:

22. The Labor Management Committee will exist as a separate committee appointed by the Chairman of the Board.

Rule #23: This proposed rule would be a new rule allowing for the formation of Special and/or subcommittees of standing committees where members would serve on a one to six-month appointments and subcommittees would have the power to recommend items to standing committees.

Proposed New Rule #23:

23. Special and/or Subcommittees of the three standing committees can be appointed at the discretion of the Board Chairman.

23a. One to Six-month appointments of members to any special and/or subcommittee will be made by the Chairman of the Board.

23b. Subcommittees are given the authority to recommend items to any of the three standing committees prior to full board approval.

23c. Special Committees are given the authority to recommend items to any of the three standing committee and/or Executive Committee prior to full board approval.

Please contact me should you have any questions.

###

RULES OF ORDER
Macoupin County Board

Proposed for January 2013

1. The Macoupin County Board Members shall convene at 6:00 p.m. on the second Tuesday in each month. The main order of business shall be as follows:
 - a. Roll Call
 - b. Approval of Minutes
 - c. Committee Reports
 - d. Reports of Special Committees
 - e. Guests
 - f. Appointments
 - g. Petitions
 - h. Executive Session
 - i. Resolutions
 - j. Ordinances
 - k. Unfinished Business
 - l. New Business
 - m. Consent Agenda
 - i. Mileage and Per Diem
 - ii. Claims & Officers Reports
 - iii. Communications
 - n. Matters of Recognition
 - o. Adjournment
2. All questions relating to priority of business shall be decided by the Chairman without debate.
3. Every member previous to speaking shall arise from his seat and address the chair and shall confine his remarks to the question in debate.
4. Every member present shall vote on the question before the Board unless excused by the Chairman or unless he is directly interested.
5. Roll call of "aye" and "nay" votes shall be recorded upon the request of three members.
6. Report of county officers required by statute must be signed by proper officers and by the proper committee. All resolutions, petitions and committee reports must be in writing and must bear the proper committee signatures before action thereon is taken by the Board.
7. Any member in doubt as to the result of the voice vote of a motion may call for a new vote.
8. All committees shall be appointed by the chair unless otherwise ordered by the Board.
9. The Chairman of the Board shall be solely responsible for scheduling committee meetings unless otherwise ordered by the Board. The Chairman shall schedule committee meetings so that the Board is operating efficiently and is conducive to public input and participation.

~~9a. Meetings of the Planning and Subdivision Committee shall take place on the last Wednesday of the month and shall be at the call of the Chairman of the Board.~~

~~9b. Meetings of the Road and Bridge Committee shall take place on the first Tuesday of the month and shall be at the call of the Chairman of the Board.~~

9ae. Meetings of the Executive / Budget Committee shall take place on a monthly basis as directed by the Chairman of the Board. The Executive Committee shall prepare and organize the monthly agenda of the Board in conjunction with the County Clerk. The Committee shall also review and approve time sheets submitted to the Board office of all non-union county employees.

10. The Chairman may at his option have his name called on any roll.

~~11. The Clerk shall call the names of the members in alphabetical order when calling the roll or polling the vote.~~ The Clerk shall alternate the calling of the roll when a roll call is necessary between alphabetical and reverse-alphabetical.

12. The Chairman and Vice Chairman of the Board shall be elected every two years at the Board's organizational meeting as determined by State Statute.

13. All bills against the county except for mileage and per diem of the Board shall be presented and signed in the office of the County Clerk on or before the Thursday preceding the meeting upon which action is to be taken.

14. The following action of the Board shall be taken by "ayes" and "nays" and entered on the records of the meeting: a) applications for financial assistance b) jobs c) changing of salaries d) propositions to appropriate or expend money from the County Treasury d) granting a standing committee the power to act and e) all matters involving collective bargaining.

15. The rules may be suspended for any particular action by a two-thirds (2/3) vote of the members present.

16. No alteration may be made in any of the rules of this Board without the consent of two-thirds (2/3) of the members present nor without five days notice being given in writing to all members.

17. In the event of the absence of the regular Chairman and Vice Chairman, the Board shall elect a temporary Chairman to have full powers of the Chairman until relieved of the duties by him.

18. All expenditures made from any fund in the County Treasury involving a sum of at least \$20,000 shall first require approval of a standing committee and approval of the Board and shall abide by all State procurement laws.

19. The rules contained in "Roberts' Rules of Order" shall govern the Board in all cases to which they are applicable; otherwise, the special rules of order by the Board will be followed.

20. There shall be ~~14~~ 3 standing committees as follows:

- Agriculture
- ~~Animal Control~~
- ~~Collective Bargaining~~
- ~~Economic Development~~
- ~~Emergency Management~~
- ~~Executive~~
- Finance
- ~~General Services~~
- Judiciary
- ~~Legislation & Technology~~
- ~~Planning & Subdivision~~
- ~~Public Health~~

Road & Bridge
Sheriff, Building & Grounds
General Administrative
Public Service
Transportation & Development

21. An Executive / Budget Committee will consist of the Chairman (or Vice-Chairs in their absence) of General Administrative, Public Service, and Transportation & Development Committees in addition to the Chairman of the Labor Management Committee, Vice Chairman of the Board, and Chairman of the Board. The Chairman of the Board will maintain voting rights on the Executive Committee.

22. The Labor Management Committee will exist as a separate committee appointed by the Chairman of the Board.

23. Special and/or Subcommittees of the three standing committees can be appointed at the discretion of the Board Chairman.

23a. One to Six-month appointments of members to any special and/or subcommittee will be made by the Chairman of the Board.

23b. Subcommittees are given the authority to recommend items to any of the three standing committees prior to full board approval.

23c. Special Committees are given the authority to recommend items to any of the three standing committee and/or Executive Committee prior to full board approval.



**Macoupin County
Public Transportation**

112 South Macoupin Street Gillespie IL 62033
Phone: 217-839-4130 Fax: 217-839-3809

**Macoupin County Public Transportation
Policies and Procedures**

The following policies and procedures have been developed and implemented by Macoupin County Public Transportation. The policies and procedures have been written to meet all federal guidelines.

- I. Driver Training
- II. Procurement
- III. ADA Compliance
- IV. Marketing
- V. Safety / Security Plan
- VI. Title VI Plan
- VII. Preventative Vehicle Maintenance

These policies and procedures were adopted by the Macoupin County Board on:

Signature

Date

Title

MCPT Policies and Procedures Employee Training

Macoupin County Public Transportation Policies and Procedures Employee Training

The MCPT Policies and Procedures Employee Training contained in this manual have been adopted by the Board of Directors of Macoupin County on

_____.

Signature

Date

Title

MCPT Policy And Procedure Procurement

Macoupin County Public Transportation Policy and Procedure Procurement

The MCPT Policy and Procedure Procurement contained in this manual have been adopted by the Board of Directors of Macoupin County on _____.

Signature

Date

Title

Macoupin County Public Transportation Policy and Procedure ADA Service

The MCPT ADA Service Policies and Procedures contained in this manual have been adopted by the Board of Directors of Macoupin County on

_____.

Signature

Date

Title

MCPT Marketing Plan

Macoupin County Public Transportation Marketing Plan

The MCPT Marketing Plan contained in this manual has been adopted by the Board of Directors of Macoupin County on _____.

Signature

Date

Title

MCPT Policy and Procedure Safety

Macoupin County Public Transportation Safety Policy and Procedures

The MCPT Safety Policy and Procedures contained in this manual have been adopted by the Board of Directors of Macoupin County on _____.

Signature

Date

Title

MCPT Title VI Reporting Requirements Equal Opportunity Employment
Affirmative Action Plan

**MCPT Title VI Reporting Requirements Equal Opportunity Employment
Affirmative Action Plan**

The MCPT Title VI Reporting Requirements Equal Opportunity Employment
Affirmative Action Plan Policies and Procedures contained in this manual have
been adopted by the Board of Directors of Macoupin County
on _____

Signature

Date

Title

MCPT Policy and Procedure Preventive Vehicle Maintenance

Macoupin County Public Transportation Policy and Procedure Vehicle Maintenance

The MCPT Vehicle Maintenance Policies and Procedures contained in this manual have been adopted by the Board of Directors of Macoupin County on

_____.

Signature

Date

Date



MCPT Policies and Procedures Employee Training

12/4/2012

MCPT Policies and Procedures Employee Training

The MCPT Coordinator will document all trainings in each employee's personal file. The MCPT Coordinator will keep a spreadsheet containing the following information:

Employee Name
Course Title
Instructors Name
Training Materials (if available)
Date of training
Date of Refresher (if required)

Orientation of New Hires will include:

Policy and Procedures Manual
Personnel Policy Manual
Scheduling
Cell Phone Procedures
Office and Paperwork Requirements
Training Requirements for Drug and Alcohol Program
Vehicle Familiarization of all vehicles
Basic Operations and Maneuvering
Pre and Post Trip Inspections
Adverse Weather Conditions

MCPT Required Driver Trainings

First Aid and CPR
35-40 hours behind the wheel with senior driver
Defensive Driving Training (Annually)
Passenger Assistance Training (Annually)
Bloodborne Pathogens (Annually)
Wheelchair Securement Training (Annually)
Drug and Alcohol Training (Annually)
ADA Requirements
Other Federal and State Requirements

First Aid and CPR

Training will be conducted on first aid, CPR, and proper pre- and post-trip inspections. All drivers must be certified in first aid CPR. A refresher course will be required for updated certifications.

Special Driving Conditions

Interstate- Proper procedures for entering and exiting Interstate or other limited access highways will be covered.

Intersections- Procedures for safely negotiating intersections of all types will be covered.

Railroad Crossing – Agency vehicles will stop at all railroad crossings, the front door will be opened, and both directions will be carefully checked for on-coming trains. In the case of multiple tracks, vehicles will not proceed until all tracks can be verified as clear. Special caution will be exercised at unguarded crossings.

MCPT Policies and Procedures Employee Training

Vehicle Evacuations

New employees will be trained in vehicle evacuation, which will include placement of triangles.

Backing-up Vehicles

New employees will be trained in backing-up procedures including walk-a-rounds and using spotters.

Boarding and Alighting Passengers

Proper procedures for boarding and alighting passengers safely will be covered. This includes stopping, starting, special situations, and hazardous conditions on step or outside the vehicle.

Lift Procedures and Wheelchair Securement

Proper procedures for the safe use of all wheelchair accessible equipment, four-point securement devices, and boarding/alighting techniques will be covered. Topics include lift deployment, manual lift operations, proper securement techniques, and various mobility aid securement techniques.

Child Safety Seat Installation

All drivers will attend MCPT's training on proper installation of child safety seats.

Defensive Driving Course

Drivers will complete a Defensive Driving Course or other approved courses within the first six months of employment. Refresher training will be required annually.

Passenger Assistance

All drivers operating wheelchair lifts, ramp, or otherwise assisting disabled persons shall receive specialized training and supervised practice on safe and proper techniques prior to offering such assistance. Such drivers shall be prepared to deal with mechanical failures of lifts or other emergencies that arise.

Passenger Assistance Training / Transporting Individuals with Disabilities

In addition to drive training, trainings will be conducted for specific disabilities, which will include strokes, mental retardation, passengers with autism, vision impairment, hearing impairment, HIV, kidney dialysis, mental illness, Alzheimer's disease, Epilepsy, or seizure disorders, and Multiple Sclerosis, or Muscular Dystrophy.

Passenger Relations

Trainings will be conducted on affective interaction and communication with passengers.

On the Road

All trainees shall complete 35-40 hours of on road training with an experienced supervisor or driver for continued orientation and observation, covering all aspects of drive duties. Due to varying levels of expertise and experience, the program will be adapted to meet the needs of the trainee. Only when the driver is deemed to be fully trained will he or she be permitted to operate a vehicle in revenue service.

Drivers Training Plan

1. Each driver will receive a copy of the Driver's Manual at the start of employment.
2. Each driver will view the Drug and Alcohol training video or have classroom training equal to a minimum of one hour.

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MCPT Policies and Procedures Employee Training

INSTRUCTOR REPORT

OPERATOR _____

START TIME _____ ENDING TIME _____ ACTUAL TRAINING

HOURS _____

CIRCLE ONE & ADD CITY IF OUT OF COUNTY RUN: LOCAL OUT OF COUNTY

A. NON-DRIVING DUTIES:

- | | |
|------------------------------|---|
| 1. _____ REPORTING FOR RUN | 11. _____ GIVING INFORMATION |
| 2. _____ PRE-PULLOUT CHECK | 12. _____ APPEARANCE |
| 3. _____ MIRROR ADJUSTMENT | 13. _____ COURTESY |
| 4. _____ FAREBOX OPERATIONS | 14. _____ COOPERATION |
| 5. _____ LEAVING GARAGE | 15. _____ COORDINATION |
| 6. _____ MAKING RELIEF | 16. _____ WHEELCHAIR LIFT &
OPERATION SECUREMENT |
| 7. _____ FARES & TRANSFERS | 17. _____ |
| 8. _____ RADIO/IBS USE | 18. _____ |
| 9. _____ PA / CALL STREETS | 19. _____ |
| 10. _____ ADHERE TO SCHEDULE | |

B. DRIVING SKILLS:

- | | |
|-------------------------------------|---|
| 1. _____ STARTING | 11. _____ CURBING |
| 2. _____ STOPPING | 12. _____ LEAVING SERVICE |
| 3. _____ FOLLOWING DISTANCE | 13. _____ TURN SIGNAL / 4-WAYS |
| 4. _____ INTERSECTION OPERATION | 14. _____ RR CROSSING |
| 5. _____ CHANGING LANES | 15. _____ CLEARANCE |
| 6. _____ PASSING OPPOSITE DIRECTION | 16. _____ TERMINAL OPERATION |
| 7. _____ PASSING – MOVING OR PAKRED | 17. _____ ADJUST OPERATIONS
CONDITIONS |
| 8. _____ BEING PASSED | 18. _____ MIRROR USAGE |
| 9. _____ RIGHT TURN | 19. _____ STOPS/MIRRORS |
| 10. _____ LEFT TURN / DOUBLE | 20. _____ |

RATING SYMBOLS TO BE USED

S – SATISFACTORY = Measures up to standards.

NI – NEEDS IMPROVEMENT = Needs further instruction.

U – UNSATISFACTORY = Falls short of standards even after instruction

NP – Not performed during observation.

ALL "NI" and "U" Ratings MUST BE EXPLAINED ON REVERSE SIDE.

Pre and Post Trip Inspection see Attachment #1

INSTRUCTOR: _____ DATE: _____

REFER ALL COMMENTS BY SECTION & NUMBER

A. NON-DRIVING DUTIES:

- | | |
|----------|-----------|
| 1. _____ | 7. _____ |
| 2. _____ | 8. _____ |
| 3. _____ | 9. _____ |
| 4. _____ | 10. _____ |
| 5. _____ | 11. _____ |
| 6. _____ | 12. _____ |

B. DRIVING SKILLS:

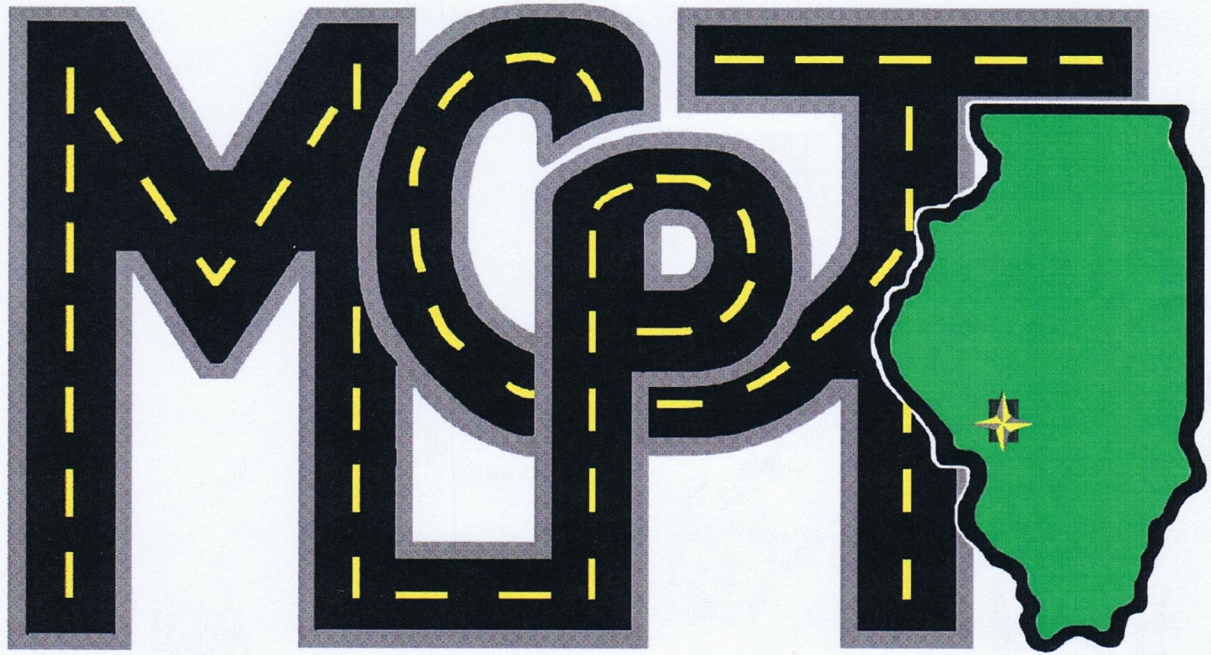
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____

MCPT Policies and Procedures Employee Training

Macoupin County Public Transportation Bus Operator Verification of Training

I, the undersigned _____, do hereby agree that I have received instruction in the following subjects as they pertain to my employment at Macoupin County Public Transportation

SUBJECT	DATE	STUDENT INITIALS	INSTRUCTORS INITIALS
C.D.L LICENSE/PERMIT			
PHONE CALL PROCEDURES			
DRUG AND ALCOHOL PROCEDURES			
PREPULLOUT CHECK			
MIRROR ADJUSTMENT			
STARTING			
STOPPING			
FOLLOWING MOVING TRAFFIC			
INTERSECTION OPERATING			
RIGHT TURN			
LEFT TURN/ DOUBLE LEFT TURN			
CHANGING LANES			
PASSING/BEING PASSED			
SERVICE STOP			
DRIVING ON SLIPPERY STREETS			
DEFENSIVE DRIVING			
PASSENGER RELATIONS			
RAILROAD CROSSING			
EMERGENCY PROCEDURES			
FIRE PROTECTION			
ACCIDENT/INCIDENT REPORTING			
LIFT OPERATION			
WHEEL SECUREMENT			
FAREBOX OPERATION			
SENSITIVITY TRAINING			
BARRIER AWARENESS			
ACCESSIBLE BUS TRANSPORTATION			
PREVENT A BACKACHE GUIDE			
EMPLOYEE NAME:			
INSTRUCTOR NAME:			
DATE:			



MCPT Policy And Procedure Procurement

12/4/2012

MCPT Policy And Procedure Procurement

The agency will obtain bids and prices for purchases and services

Any employee may make purchases for supplies and services up to \$150 without prior approval. All purchases require an invoice for payment. Purchases over \$150 must be made by director or their designee. Prior approval for the purchase must be made. An invoice is required for payment.

Procedure for supplies, professional and technical services, and contracts less than \$10,000:

- Contracts shall not exceed three years
- Documentation of how the determination that the price is fair and reasonable was determined will be kept for a period of five years.
- Documentation in the contract will be kept on file for a period of five years for future auditing.

Procedure for supplies, professional and technical services, and contracts between \$10,000 and less than \$29,500:

- A minimum of three informal bids must be obtained. Bids may be by letter, fax, telephone or download. Published advertisements may also be considered bids.
- It is generally accepted procedure to accept the low bidder or sole source. However, other factors may be taken into account, such as willingness to provide additional service or assistance and quality of service.
- Contracts shall not exceed three years.
- Documentation of how the determination that the price is fair and reasonable was determined will be kept on file for a period of five years.
- Documentation on the contract will be kept for a period of five years for future auditing.

Procedures for supplies, professional and technical services, and contracts \$29,500 or greater:

- A minimum of three bids is necessary. Formal advertising, sealed bids and public openings shall be the required method of procurement.
- Procurement may be consolidated or broken out to obtain the most economical price.
- If applicable, it is permissible to enter into state or local intergovernmental agreements for procurement or use of common goods or services.
- If applicable, IDOT concurrence will be obtained prior to the bid process. A copy of the contract will be forwarded to IDOT as notification of obligation against a grant.
- Documentation of how the determination that the price is fair and reasonable was determined will be kept on file for a period of five years.
- Documentation on the contract will be kept on file for a period of five years for future audit.

MCPT Policy And Procedure Procurement

Lease/ Purchase Agreement

If at the inception of the lease, the total cost of the item including all lease payments is greater than \$10, 000, and if one or more of the following criteria are present, the cost is not an eligible operation expense:

- Owner of the property is transferred to the grantee at the end of the lease term as a term of the agreement.
- The lease contains a bargain purchase option. A bargain purchase option is when the lessee's option to purchase the leased item at the end of the lease is set at a sufficiently low price so it makes the purchase almost certain. Typically this price is far below the fair market value of the leased item as determined at the end of the lease term.
- The lease term is for a period of time which is greater than 75% of the estimated useful life of the leased property. Both competitive and noncompetitive negotiated procurements may be utilized if conditions are not appropriate for the use of formal advertising, the item is available from a single source, competition is determined inadequate, when the situation will not permit a delay or funding agency authorizes noncompetitive negotiations. Expertise of a specific firm, continuation of related work previously conducted by a firm etc. are examples of reasons as to why a formal advertising procedure may not be in the best interest of the agency when contracting for professional consulting services.
- In all cases Macoupin County has the right to reject all goods
- No employee, officer, agent, immediate family member, or Board member of the grantee shall participate in the selection, award, or administration of a contract supported by federal or state funds if a conflict of interest, real or apparent, would be involved.

Sealed Bids (Formal Advertising)

- A complete, adequate, precise, and realistic specification or purchase description is available.
- Two or more responsible bidders are willing and able to complete effectively for the business.
- When it will result in a firm, fixed price contract.
- The successful bidder can be selected on the basis of price related factors listed in the solicitation such as transportation costs, life cycle costs, discounts. Contractors may not be selected on the basis of other factors whose costs cannot be measured at the time of award.
- Discussions with bidders after bids have been submitted are expected to be unnecessary as award of contracts will be made on price and price related factors. In the case of competitive bid, discussions with individual bidders are expected to be necessary and may take place at any time after receipt of proposals. A pre-bid conference with prospective bidders may be held.

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Sealed bid procurement

- The invitation for bids will be publicly advertised
- Bids may be solicited from an adequate number of known suppliers
- The property or services will be described in sufficient detail to allow a bidder to submit a proper bid
- Sufficient time to prepare bids will be allowed prior to bid opening
- Bids will be opened publicly
- A firm, fixed price contract is usually awarded in writing to the lowest responsive and responsible bidder, but a fixed price incentive contract or inclusion of an economic price adjustment provision can be made. Factors such as transportation costs and life cycle costs affect the determination of the lowest bid, payment discounts are used to determine the low bid only when prior experience indicates that such discounts are typically taken
- Any and all bids may be rejected if there is a sound business reason.

Competitive Proposals

Competitive proposals may be used when the nature of the procurement does not lend itself to sealed bidding and more than one source will be willing and able to submit an offer or proposal. This method may be used when any of the following is present:

- The property or services to be acquired are described in a performance or functional specification or other circumstances such as the need for discussion or the importance of basing the contract on factors other than price alone are present.
- Uncertainty about whether more than one bid will be submitted in response to an invitation.
- Due to the nature of the procurement, the contract award need not be based exclusively on price or price related factors. The less definitive the requirements, the more development work required, or the greater the performance risk, the more technical or past performance considerations may play a dominant role in source selection and supersede low prices.
- Separate discussions with individual bidders are expected to be necessary after proposals have been submitted since awards will not be based on price or price related factors alone.

MCPT Policy And Procedure Procurement

Procurement Procedures for Competitive Proposals

- The request for proposals will be publicly advertised.
- All evaluation factors and their relative importance will be specified in the solicitation, but numerical or percentage ratings or weights need not be disclosed.
- Proposals will be solicited from an adequate number of sources.
- Technical evaluations of the proposals will be conducted to determine the most qualified bidder.
- The award will be granted to the responsible bidder whose proposal is most advantageous to the program with the price and other factors considered.
- The solicitation under this method must inform the bidders that the award may go to the bidder whose proposal provides the greatest value to Macoupin County Public Transportation. The solicitation will state that the award will be made on a “best value” basis and will identify what factors will form the basis for the award. The most important factors will be described and may include, but not limited to technical design, technical approach, length of delivery schedules, quality of proposed personnel, past performance, management plan. The decision to award a bid on best value will be made by an analysis of the tradeoff of qualitative factors and price or cost factors.
- Potential bidders shall not be precluded from qualifying during the solicitation period (from issuance of the solicitation to its closing date).
- No bid will be awarded to a company/firm/person that is considered to be a federally “excluded party”.
- When using FTA/IDOT funds, competitive bids will be evaluated in a manner that prohibits in-state or local geographical preferences. However, the geographical location may be a selection factor in procurement for architectural and engineering services, provided the application leaves an appropriate number of qualified businesses to compete for the contract, given the nature and size of the project. This does not preempt state licensing law.

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Macoupin County Public Transportation Appeal Policy

Appeal Standards

Purpose

- In the interest of establishing and maintaining uniformity to the extent feasible, this policy sets forth general rules applicable to Hearings and Appeals.
- These Agency standards are furnished and ensure that such hearings and appeals are obtained in an effective manner and in compliance with the provisions of all applicable statutes, executive orders and funding source rule and regulations.
- No additional hearing and appeal standards or requirements shall be imposed by the awarding agencies upon appellants, unless specifically required by statutes, executive orders, funding source rules and regulations, or approved by the Office of Management and Budget.

References

- Circular A-110-Uniform Administrative Requirements for Grants and Agreements.
- 43 CFR Subtitle A Part 4 – Department of Hearings and Appeals Procedures

Scope of Authority

- The Administrator of Macoupin County Public Transportation is an authorized representative of Macoupin County Public Transportation for the purpose of hearing, considering and determining, as fully and finally matters involving hearings and appeals and other review functions.
- The Macoupin County Public Transportation Board considers and decides final appeals, orders and conducts hearings as necessary.
- The Administrator of Macoupin County Public Transportation pursuant to his delegated authority may assume jurisdiction of any case before the MCPT Board or review any decision of any MCPT Board or direct reconsideration of any decision by the MCPT Board.

General Provisions:

- *Effect of decision pending appeal.* Except as otherwise provided by law or other pertinent regulations.
- *Service Generally.* A copy of each document filed in a proceeding before the MCPT Board must be served by the filing party on the other party or parties in the case.
- *Retention of documents.* All documents, books, records, paper, etc., received in evidence in a hearing or submitted for the record in any proceedings. However, the withdrawal of original documents may be permitted while the case is pending upon the submission of true copies in lieu thereof. When a decision has become final, the MCPT Board in its discretion may, upon request and after notice to the other party or parties,

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permit the withdrawal of original exhibits or any part thereof by the party entitled thereto. The substitution of true copies of exhibits or any part thereof may be required by the MCPT Board in discretion as a condition of granting permission for such withdrawal. Transcripts of testimony and/or documents received or reviewed pursuant to these rules shall be sealed against disclosure or unauthorized persons and retained with the official record, subject to the withdrawal and substitution and provision thereof.

- *Record address.* Every person who files a document for the record in connection with any proceedings before the MCPT Board shall at the time of his initial filing in the matter states his address.
- *Computation of timing for filing and service.* Except as otherwise provided by law, in computing any period of time prescribed for filing and serving a document, the day upon which the decision or document to be appealed from or answered was served or the day of any other event after which the decision or any other event after which the designated period of time begins to run is not to be included. The last day of the period so computed is to be included, unless it is a Saturday, Sunday, Federal legal holiday, or other nonbusiness day, in which event the period runs until the end of the next day which is not a Saturday, Sunday, Federal legal holiday, or other nonbusiness day.
- *Extension of time.*
 - a. The time for filing or serving any document may be extended by the MCPT Board, Administrator before whom proceeding is pending, except for the time for filing a notice of appeal and except where such extension for contrary to law or regulation.
 - b. A request for an extension of time must be filed within the time allowed for the filing or serving of the document and must be filed in the same office in which the document in connection with which the extension is requested must be filed.

Transcript of Hearings:

- Hearings and appeals will be recorded verbatim and transcripts thereof shall be made when requested by interested parties, costs of transcripts to be borne by the requesting parties. Fees for transcripts prepared from recordings by the MCPT Board will be at rates which cover the cost of manpower, machine use, and materials, plus 25 percent, adjusted to the nearest 5 cents.

Basis of Decision

- The record of a hearing shall consist of the transcript of testimony or summary of testimony and exhibits together with all papers and requests filed in the hearing.
- If a hearing has been held on an appeal pursuant to instructions of the MCPT Board, this record shall be the sole basis for decision insofar as the referred to issues of fact are involved except to the extent that official notice maybe taken of a fact.
- Where a hearing has been held in other proceedings, the record made shall be the sole basis for decision except to the extent that official notice may be taken of the fact.

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- In any case, no decision after a hearing or on appeal shall be based upon any record, statement, file, or similar document which is not open to inspection by the parties to the hearing or appeal.
- Decisions if the MCPT Board must be in writing and signed by the MCPT Offices and the Administrator being an ex officio member, may participate in the consideration of any appeal and sign the resulting decision.

Oral Argument

- The Administrator may, in their discretion, grant an opportunity for oral argument.

Representation

- The MCPT Board consists of regular members, who are hereby designated, one of whom is designated as Board Chairperson, the Administrator as an ex officio member, and alternate members who may serve, when necessary, in place of or in addition to regular members.
- The Chairperson shall be responsible for the internal management and administration of the MCPT Board and is authorized to act on behalf of the MCPT Board in conducting correspondence and in carrying out such other duties as may be necessary in the conduct of routine business of the MCPT Board.
- Appellant consists of person or persons named in the appeal notice, counsel, or other as assigned provided such assignment is stated in the original notice filed at the MCPT Office.

Standards of Conduct

- *Inquiries.* All inquiries with respect to any matter pending before the MCPT Board shall be directed to the MCPT Chairperson or Administrator.
- *Ex parte Communication (1) Prohibition.* Except to the extent required for the disposition of ex parte matters as authorized by law, there shall be no communication concerning the merits of a proceedings between any party to the proceeding or any person interested in proceeding or any representative of a party or interested person any Office personnel involved or who may reasonably be expected to before involved in the decision making process on that proceeding, unless the communication, if oral, is made in the presence of all other parties or their representative, or, if written, is furnished to all other parties.

Informal Hearing or Appeal

- An oral request is sufficient to obtain an informal hearing. The oral request shall be serviced the MCPT Board Administrator at the agency office where the request is received in that office during the office hours when the request is permitted and the request is received by a person authorized to receive it.

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- The informal hearing will be held by a designated hearing officer at the MCPT Board office and shall include the appellant and up to one additional participant, the hearing officer, the recipient of appeal and up to one additional participant.
- The date, time and location of the informal hearing will be sent to all parties involved in writing by the MCPT Administrator.
- The hearing officer's determination and decision shall be based upon all exhibits, writings, documents, and oral arguments presented at the hearing.
- The decision shall be final and binding, set in writing, sent to all parties participating at the hearing, become part of official record, and recorded according to policy.

Architectural and Engineering and other related services

For A & E, program management, construction management, feasibility studies, preliminary engineering, design, architectural, engineering, surveying, mapping and related services, the nature of the work and its relationship to construction, not the nature of the prospective contractor, determine whether qualifications- based procurement may be used as described below.

- Qualifications based procurement is required when contracting for A & E and other services directly in support of, connected to, related to, or lead to construction, alteration, or repair of real property. E.g. a contractor performing program management, project design, construction management, or engineering services in which the contractor would select the finished products to be acquired.
- Qualifications based procurement will not be used to acquire other types of service unless they are directly in support of, directly connected to, directly related to, or lead to construction.

Qualifications based procurement procedures

- A bidder's qualifications will be evaluated to determine contract award.
- Price is excluded as an evaluation factor.
- Negotiations will first be conducted with only the most qualified offeror.
- Only after failing to agree on a fair and reasonable price may negotiations be conducted with the next most qualified offeror. Then, if necessary, negotiations with successive offerors in descending order may be conducted until an award can be made to the bidder whose price is believed to be fair and reasonable.
- Qualifications based procurement will not be used to acquire other types of service unless they are directly in support of, directly connected to, directly related to, or lead to construction.

MCPT Policy And Procedure Procurement

Design Build

This method consists of contracting for design and construction simultaneously with the contract awarded to a single contractor, consortium, team, or partnership responsible for both the project's design and construction. If this method is used, it must be determined whether the construction or design services present the greatest cost. In the event that construction cost is greater, competitive negotiations or sealed bids will be used. If the design is greater, qualifications based procurement will be used. Unless predetermined otherwise, the selection process will be undertaken in a single step.

Other than full and open competition

Under certain circumstances, procurements may be conducted without providing for a full and open competition. Noncompetitive proposals will be used only when the procurement is inappropriate for small purchase procedures, sealed bids, or competitive proposals, and at least one of the following circumstances is present:

1. If the specifications are not unduly restrictive and changes cannot be made to encourage greater competition, the agency may determine that competition was adequate.
2. When the agency requires that supplies or services are available from only one responsible source, and no other supplies or services will satisfy our requirements. If the agency requires that a contractor make a change to its contract that is beyond the scope of the contract, the agency must justify the action as being a sole source award.
3. The property or services are considered to be available from only one source if one of the conditions below is present.
 - The offeror demonstrates a unique concept or capability that is the product of original thinking, the details of which are kept confidential, are patented, copy written, and available from only one source and has not been available from another source in the past.
 - Patent or data rights preclude competition.
 - In the case of a follow-up contract for continued development when it is likely that award to another contractor would result in substantial duplication of costs that are not expected to be recovered through competition, or will result in unacceptable delays in fulfilling the needs of the agency.
4. If a single bid or proposal is received in response to a solicitation that is not unduly restrictive, and if the reason for few responses was beyond the control of the agency, the procurement will qualify as a valid sole source.
5. If the agency has an unusual and urgent need for the property such that the agency would be seriously injured by the delay caused by an open bidding process, or when public exigency or emergency will not permit such a delay, the agency may limit the number of sources from which it solicits bids or proposals.



MCPT Policy And Procedure ADA Service

12/4/2012

MCPT Policy And Procedure ADA Service

It is the policy of the Macoupin County Public Transportation to provide safe and accessible transportation to all riders in the Macoupin County community.

Section 37.3 of the DOT's regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27,37 and 38) defines a "common wheelchair" as a mobility aid belonging to any class of three or four-wheeled devices, unable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "common wheelchair" does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weight more than 600 pounds when occupied.

MCPT is committed to meeting the needs of the disabled community. Our drivers must all participate in numerous trainings to better serve and understand the community's needs as well as safety requirements for MCPT. Suggestions for improvements in our services for the disabled are always welcome. Please call our office at 1-877-600-0707.

An electric scooter or other mobility device must be treated as a "common wheelchair" if it meets the physical specifications of a common wheelchair as defined by the DOT's ADA regulations.

Features required to make facilities and vehicles accessible to individuals with disabilities will be maintained in operative condition. This includes, if applicable, lifts, interlocks, ramps, securement devices, assistive devices and handles, signage, and systems to facilitate communication. These will be repaired as soon as possible when necessary.

Regular maintenance checks for lifts will be done. If a lift is inoperative, the vehicle must be removed from service before the next day unless an exception applies. An alternative accessible vehicle will replace it.

Securement systems for wheelchairs will be provided. Wheelchairs must be secured by the Standard securement system. If a wheelchair cannot be secured by standard means, service could be denied. Wheelchair/Scooter user will have the choice of transferring out of the wheelchair into another seat if client has the capability of doing so without the help of driver and adequate space is available.

Staff will provide assistance with lifts, ramps, and securement systems. Individuals may use lifts or ramps if requested.

Comfort animals will be permitted in vehicles and facilities to accompany persons with disabilities.

Vehicle operators and other employees must make use of required accessibility-related equipment and features, (ex. Using available vehicle tie-downs for wheelchairs).

Service information will be available in an accessible format.

A passenger who requires a lift may disembark from a vehicle at any designated stop unless the lift cannot be deployed, the lift will be damaged if deployed, or a temporary condition precludes the safe use of the stop by all passengers.

Service will not be denied to individuals using respirators or portable oxygen.

Drivers will be trained in the safe operation of the vehicles, use of accessibility equipment, and treatment of persons with disabilities.

Macoupin County Public Transportation is a door-to-door service. To maintain the door-to-door service ramps and wheelchair paths must be properly paved and kept clear of snow, ice, parked cars, trash and other obstructions. Drivers will help wheelchair clients up and down a maximum of one step. If the driver determines that ramps, walkways and steps are unsafe for door-to-door service a curb-to-curb service will be available.

Aides for persons with disabilities may accompany a paying passenger at no extra charge if the aide provides door-to-door assistance for the passenger.

Extra time is allowed for loading and unloading of vehicle for clients with disabilities.

Most of MCPT vehicles are equipped with wheelchair lifts, ramps and securement systems for persons with mobility impairments.

For safety and liability reasons, Macoupin County Public Transportation adheres to the following guideline:

1. Clients utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle, if the client requests to do so and is able to complete the transfer with no assistance from the driver. Drivers are not permitted to lift or pull any client to enable them to transfer into a regular seat.
2. MCPT reserves the right to refuse service to any client who will not allow their wheelchair to be secured utilizing the 4-point securement system within the MCPT vehicle. MCPT drivers have been trained to use a 4 point tie-down system for all wheelchairs to guarantee the safest securement possible.
3. MCPT reserves the right to refuse service to any passenger who has unsafe equipment and/or if wheelchair plus client's weight exceeds lift capacity. The driver will call the dispatch and the dispatch will make the final determination of unsafe.

4. Wheelchair/Scooter user will have the choice of transferring out of the wheelchair into another seat if client has the capability of doing so without the help of driver and adequate space is available.
5. Staff will provide assistance as necessary with lifts, ramps and securing systems. A rider who is not in a wheelchair may use the lift if he/she is unable to enter the vehicle by the stairs with the driver's assistance.

A. Lift and Securement

All MCPT drivers are properly trained to use wheelchair lifts, ramps and corresponding securement equipment.

Using the lift

- MCPT recommends backing the wheelchair onto the lift; however, the Americans Disabilities Act (ADA) allows the passenger to make the choice.
- Set the brakes on the wheelchair. ALWAYS ask the client to turn off the power to a motorized chair.
- Place one hand on the wheelchair and the other hand on the control panel, and inform the Wheelchair client when you are going to start the lift.
- After reaching floor level, push the wheelchair into the vehicle, set brakes, and then proceed inside the vehicle to bring the passenger completely inside.
- Drivers are not permitted to ride the lift with wheelchair passengers. The driver must determine the passenger's capability to safely ride the lift alone. Passengers must have both hands on safety rails.
- Use proper securement procedures for every wheelchair. The 4-point floor securement must be used on every wheelchair client to anchor the wheel chair to the floor

Lift Operations/ Inter-lock System

- Vehicle should be running
- Transmission should be in PARK
- Emergency brake set
- Lift power switch turned on. At this point the "Lift Ready" green light should activate
- If the lift ready light is on, you may open the lift doors and the lift should be fully operational

- In the event the lift does not operate, close lift doors and repeat the steps listed above.
- If lights are activated and lift does not work, push “UP” button on lift controls to see if lift has settled while sitting or driving (bleed off)

Manual Override of Lift Operations

- Drivers have been trained in the manual operation of all lifts.
- Manual back-up pump
- To lower platform and unfold, roll stop place slotted end of pump handle into back-up pump release valve and turn counterclockwise (open ½ turn only). When platform reaches desired height and roll stop unfolds turn release valve clockwise to stop. Valve should be tight but **DO NOT** over tighten.
- To fold roll stop and raise platform, place the slotted end of the pump handle into the back-up release valve and turn clockwise to close securely. **DO NOT** over tighten. With pump handle in back up pump stroke until the desired height to the platform is reached.

Ramp Operations

Some of MCPT’s vehicles are equipped with wheelchair ramp. Ramps are deployed at the sidewalk level and may be boarded by the passenger either forward or backwards, depending on their preference. The MCPT driver will assist to ensure that the wheels of the wheelchair do not go over the lip of the ramp. If the ramp is deployed at street level with no sidewalk and ramp is at an incline, the MCPT driver will maintain full control of the passenger and wheelchair. The wheelchair will be pushed up and back down the ramp. This will ensure that passenger does not tip or fall out of the wheelchair while moving up or down the ramp.

It is the policy of the MCPT that all wheelchairs / scooters will be secured by the 4-point floor system to anchor the wheelchair to the floor. It is mandatory that all passengers are secured with lap and shoulder belts.

- Install straps track fittings approximately 3 inches outside the front wheels
- Place strap around wheelchair frame, pull tie-down straps until snug
- Place rear strap track fitting just inside rear wheels directly to rear of chair, attach straps to rear frame and tighten
- The strap “keeper” must always face away from Wheelchair both front and rear
- Tighten rear straps so that the wheelchair has no movement. **DO NOT** over tighten, damage to the wheelchair could result
- All tie-down straps should be placed around frame of Wheelchair

- Always secure the lap and shoulder harness to the tie-down system, never to the wheelchair

An individual who uses a lift will not be refused to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if deployed, or temporary conditions preclude the safe use of the stop by all passengers.

Adequate time will be given for individuals with disabilities to board or disembark the vehicle

B. Inoperative Accessibility Features

In the event a lift becomes inoperable, the vehicle will be taken out of service and a backup vehicle will be used until the lift is repaired. If a backup vehicle is not available, re-routing of a lift vehicle will be made so that appointments may be kept. Re-routing will continue until another lift equipped vehicle is available.

In the event that any accessibility feature becomes inoperable or repairs are needed, the transportation coordinator or the department manager must be notified immediately. These accessibility features include the lift of the vehicle, securement devices and systems to facilitate communications. Upon notification of any inoperable device, the coordinator or designee will make timely arrangements for repair and/or replacement of defective devices.

C. Comfort Animals

Comfort animals are permitted to accompany individuals with disabilities.

D. Service to Persons using Respirators or Potable Oxygen

Service to persons using respirators or portable oxygen will not be denied. However, an aid trained in its use may be required to monitor said equipment. Equipment will be secured while being transported within the vehicle

E. Packages

MCPT drivers will assist client in loading and unloading groceries/packages to and from the MCPT vehicle, however at no time is driver permitted to enter a client's residence, all package will be set outside resident's door.

MCPT has a fifteen package (grocery bag size) limit. If passenger has an aide assisting them the aide is responsible for the loading and unloading of all packages.

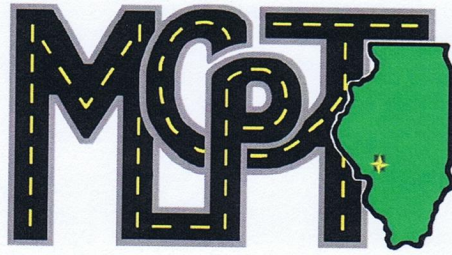
F. Safety

MCPT drivers are properly trained and licensed in accordance with State and Federal laws. MCPT drivers receive quarterly/annual training in safety including emergency procedures, seat belt and wheelchair tie-down procedures, evacuation procedures and other areas.

MCPT drivers inspect their vehicles (including lift and ramp equipment) on a daily basis through the use of a Pre-Trip and Post-Trip inspection.

Every MCPT driver is trained and understands the manual operation of the lift or ramp so, in the event that the need arises, the driver will be able to accommodate passengers. If a lift or a ramp cannot be manually operated in order to accommodate a passenger, dispatch is contacted and arrangement are made to send a replacement vehicle and the defective vehicle is removed from service until repaired.

All MCPT vehicles are sent out for a routine service every 5,000 miles and all MCPT buses are sent to SMTD for an annual Preventive Maintenance check. If vehicle is deemed unsafe it will be taken out of service until all repairs are done to vehicle and a qualified technician deems the vehicle to be safe.



2013

Transportation Marketing Plan



**Macoupin County
Public Transportation**

MCPT Marketing Plan

Introduction

This document provides a four-year strategic marketing plan for the Macoupin County Public Transportation services. It is the policy of Macoupin County Public Transportation to market available services by promoting visibility of services to potential customers.

Customer Base

Ridership is heavily dominated by low-income and senior persons with healthcare visits being the primary trip purpose.

Marketing Objectives

The core goals of this marketing plan are to build ridership and community support for the Macoupin County Public Transportation service. Specific objectives include:

- Build on current level of awareness to educate potential users about the transit services available and how to take advantage of them.
- Improve the customer experience for transit users through enhanced amenities, signage and customer service.
- Communicate effectively with current riders to enhance customer satisfaction and retention.
- Communicate effectively with internal audiences, including transit employees, City decision makers and partner agencies to insure that all are working in a coordinated manner to maximize transit ridership, customer satisfaction and community support.
- Provide accurate information to consumers through the agency brochure and on the agency website.
- Utilize vendor and rider surveys to receive input and to determine rider needs.
- Use drivers to provide vehicle demonstrations.
- Engage customers through promotions and special events.
- Maintain contracts with viable entities for vehicle utilization.
- Use the media to spread the word through feature stories and purchased advertising when funds are available.
- Attend interagency meetings for resource and referral sources.
- Develop and maintain coordination agreements with other service providers.

MCPT Marketing Plan

- Establish a regional transit identity that will enhance service coordination and marketing efforts.
- Create an image for the transit network that is inclusive of all potential user groups.
- Encourage usage among target markets with transportation needs.

Target Markets

The target markets for building MCPT ridership are diverse. The plan includes a brief list of key segments, based on current ridership.

- Low Income Families
- Hispanic Community
- Senior Citizens
- Housing Authority Residents
- Macoupin County Residents

Marketing Strategies

The marketing strategies, which form the core of this Marketing Plan, have been grouped into three broad groups.

The Basics

The first set of strategies is at the core of operating and marketing a customer oriented transit service. They should be in place before other marketing strategies can begin. These include:

Branding strategies to increase the general visibility of the system and create a cohesive image.

- Solidify the MCPT brand and increase visibility and awareness, while conveying an image that is friendly, up-to-date, environmental and easy. This will include name, logo, vehicle graphics and signage.
- Provide enhanced signage at key visible areas within the county and surrounding communities.

Strategies to enhance passenger information and make it easier for new riders to learn to use MCPT services.

- Design "Rider's Guide" for ease of use.
- Consistently update transit website with primary focus on the rider.
- Promote telephone information services.
- Enhance on-vehicle communication.
- Publish how-to-ride information in Spanish more prominently.
- Develop passenger information displays at high traffic locations.

MCPT Marketing Plan

Awareness, Education & Image Building

These strategies are broad-based advertising and public relations efforts to reach the general population. They pursue the objectives of building awareness of the service, educating potential users about the services and their benefits, and creating a positive image of MCPT and its users.

Advertising Strategies

- Use exterior vehicle services for advertising purposes.
- Testimonial advertising campaign.

Outreach Strategies

- Conduct outreach presentations to major social service agencies at least once a year.
- Continue to support and participate in outreach to employers and employee groups.
- Produce and distribute a printed and/or electronic brochure/pamphlet.

Targeted Ridership Promotion

The final set of strategies is targeted outreach and direct marketing efforts designed to generate repeat and new ridership among specific target groups. MCPT will use a combination of personal presentations, tailored marketing tools and promotional partnerships to reach high potential rider segments with customized information and appeals. Audiences would include Macoupin County residents, low-income household/housing authority communities, senior citizens and the Hispanic Community.



MCPT Policy and Procedure Safety

12/04/2012

MCPT Policy and Procedure Safety

MCPT management team and staff are dedicated to operating the safest possible transit system. The paramount reason for this is our interest in and commitment to the safety and health of all our employees and passengers. To this end we will:

- ✓ Develop safety standards and rules for all employees in the system.
- ✓ Actively monitor compliance and changing conditions.
- ✓ All employees must report safety problems or concerns in writing to the Safety Officer. Employees who knowingly operate in unsafe conditions, equipment or in violation of written safety policy are subject to disciplinary actions as outlined in the "Staff Conduct and Disciplinary Action" section of this manual. The Rides Safety & Loss Control Manual is incorporated into this policy by reference and is available in all MCPT offices.

EVACUATION PROCEDURES

Remember your first priority in any emergency situation is to protect your passengers and yourself. In the event of a fire or collision that requires evacuation of the vehicle you should adhere to the following steps:

1. Stand (if vehicle height permits), open doors, face and get passengers attention. Inform them of the emergency and all passengers must evacuate the vehicle.
2. Give clear directions, which exit to use and point to exit.
3. Direct the evacuation calmly.
4. Assign an able-bodied passenger to stand outside of evacuation exit and offer hand for others to exit vehicle.
5. Assign another able-bodied passenger to take other passengers to a safe place that you designate, at least 100 feet from the vehicle.
6. Keep the passengers in a group and away from vehicle, traffic and any other possible hazards.
7. Assist passengers with disabilities.
 - a. You should evacuate a passenger in a wheelchair only if it is more dangerous to leave them on the bus (fire, fuel leak, explosion, bomb threat, traffic hazard, physical peril.)
 - b. Use the lift or ramp if available (you may have to use manual function)
 - c. If time or situation does not allow the use of the lift and if the vehicle's aisles are large enough, evacuate passenger in his/her wheelchair. Evacuate the wheelchair backwards to prevent passenger from tipping out of wheelchair. If vehicle does not allow evacuation in wheelchair proceed to step "d".
 - d. If assistance is not available, or time does not allow evacuation in wheelchair, lift or drag the passenger (depending on passenger size relative to your individual strength) through one of the emergency exits. Inquire how passenger feels in best accomplishing this maneuver.

MCPT Policy and Procedure Safety

8. If safe to do so, check the vehicle to ensure all passengers have been evacuated.
9. Remain calm during the evacuation process. Your passengers will look to you for direction and will less likely panic if you remain calm.
10. If you have not done so by now, call for assistance. If you are unable to make a call direct one of your passengers to call 911.
11. If safe to do so and a fire is involved attempt to put out fire with fire extinguisher.
12. Position emergency reflectors if you are able to access them.

Seatbelt Requirements

Agency Employees

All employees are required to wear safety belts while operating or riding as a passenger in any Agency vehicle.

Passengers

All passengers are required to wear safety belts.

Each passenger must have his/her safety belt securely fastened before the vehicle will be permitted to begin the route.

Passengers seated in wheelchairs will be secured with an approved four-point restraint system. (Please see the Wheelchair Securement policy located in the Safety section of this manual for more information on securement devices.)

Children

Any person transporting a child under the age of 8 years shall be responsible for securing that child in an appropriate child restraint system, more commonly called a child safety seat. Drivers will be responsible for properly securing the child restraint seat in the vehicle. Parents will then seat and secure the child in the restraint seat. Driver must then check to ensure the child is appropriately secured before beginning the route.

Exceptions for agencies that require the use of seatbelts

If the seatbelt is not long enough to be secured, seat belt extensions will be used. If the extensions do not correct the situation, driver will call dispatch personnel for additional instructions.

It is the responsibility of MCPT employees to ensure that safety belts are worn at all times while in any MCPT vehicle. Drivers will be responsible for ensuring that all passengers are wearing safety belts in accordance with this policy.

MCPT Policy and Procedure Safety

Accidents/Incident

Definitions:

Accident: any circumstance involving a MCPT vehicle, whether in service or not, and / or secondary vehicle(s) resulting in damage to one or more vehicles, property, or bodily injury and requiring the response of local law enforcement and / or emergency services personnel.

Incident: any circumstance involving an MCPT vehicle, whether in service or not, resulting in damage to the MCPT vehicle and / or Agency property, bodily injury to a passenger or employee, or violation of any policy on prohibited behavior (disruptive behavior, prohibited items on MCPT vehicle, etc.)

Accidents

All drivers, dispatchers, supervisors, and Directors must report ALL accidents to the Agency Administrator as soon as possible.

All drivers involved in an accident must perform the following actions:

1. Check for personal injury.
2. Check all passengers for injury.
3. For all accidents involving secondary vehicles, check the driver and passengers of second vehicle for injury.
4. If vehicle (s) is in operational condition, move to a safe area away from flow of traffic.
5. Notify dispatch of the accident.
 - a. If the driver has a cell phone, notify local law enforcement and emergency services if required.
 - b. If the driver does not have a cell phone, inform dispatch that local law enforcement and emergency services are needed and provide all necessary information.
6. Remain at the scene until released by law enforcement.
7. Inform dispatch if tow is necessary.
 - a. If tow is necessary dispatch will make arrangements.
 - b. The driver / owner of second involved vehicle is responsible for his / her tow arrangements.
8. Complete an accident / incident report form required by MCPT.
9. Report for any required drug and alcohol testing outlined in the agency substance abuse policy.

MCPT Policy and Procedure Safety

Incidents

All drivers are required to report all incidents to the Transportation Coordinator as they occur. If it is not possible to report the incidents as they are occurring, the incident must be reported returns to office or within 24-hours from occurrence.

All drivers involved in an accident must perform the following action:

1. Check for personal injuries.
2. Check all passengers for injury.
3. Notify dispatch of the incident. Notify law enforcement and / or emergency services if required.
Inform dispatch if law enforcement and / or emergency services are required and location information.
4. If passengers are on board and vehicle is operational:
 - a. Completed assigned trips, informing dispatch that an incident involving vehicle has occurred.
 - b. After all passengers have debarked, park the vehicle in an area that does not obstruct flow of traffic.
 - c. Complete an Incident Report form.
 - d. Submit the Incident Report form with all manifests at the end of the shift.
5. If no passengers are on board and the vehicle is operational:
 - a. Park the vehicle in an area that does not obstruct the flow of traffic.
 - b. Complete Incident Report form.
 - c. Submit the Incident Report form with all the manifests at the end of the shift.
6. If the vehicle is inoperative:
 - a. Inform dispatch that a vehicle incident has occurred.
 - b. Request a back-up vehicle.
 - c. Inform dispatch that tow services are required.
 - d. Complete an Incident Report form.
 - e. Submit the Incident Report form with all the manifests at the end of the shift.

MCPT employees are responsible for exercising maximum care and good judgment in preventing accidents.

Each employee will:

- ✓ Report all unsafe practices or conditions to the Transportation Coordinator;
- ✓ Use proper judgment to avoid accidents;
- ✓ Participate in all safety training;
- ✓ Become familiar with, and operate within all safety procedures for the assigned work activity;
- ✓ Notify the Transportation Coordinator when taking medications which may impair physical or mental alertness and affect ability to perform job safely;
- ✓ Notify appropriate emergency services for all injuries requiring immediate medical attention;
- ✓ Report all work related injuries and accidents to the Transportation Coordinator promptly;
- ✓ Complete Employee Statement on appropriate accident form and submit to Agency Administrator immediately.

MCPT Policy and Procedure Safety

Blood Borne Pathogens

Definitions:

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

MCPT employees may be exposed to blood borne pathogens in the performance of their duties. All employees receive blood borne pathogens training annually. Training is mandatory.

In the event of a biohazard spill as a result of a vehicle accident or onboard injury, first aid for injured passengers, including notification of appropriate medical assistance personnel, should be first priority. A Biohazard spill also includes vomiting or loss of bladder control. Drivers should wear latex gloves and any other protective equipment anytime first aid is administered.

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

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

1. Contact dispatch and describe the situation.
2. If you are instructed to wait for assistance, secure vehicle and wait.
3. Locate biohazard kit on vehicle. Avoid stepping in the fluid spill.
4. Always wear disposable gloves from biohazard kit when giving any first aid or cleaning up any potentially dangerous bodily fluid spill such as blood, vomit, urine or defecation.
5. Cover the spill with disinfectant from biohazard kit.
6. Dispose of any material that may be contaminated by placing it in the biohazard bag found in biohazard kit.
7. If the cleanup includes broken glass or other sharp objects, take extra precautions. Use mechanical means rather than using hands to pick up the objects. Place them in leak and puncture proof container in biohazard kit.
8. Discard of all clean up materials including gloves in the biohazard bag.
9. Double bag the biohazard bag immediately if there is any risk of it ripping or tearing.
10. Ensure that all biohazard materials are placed in the appropriate MCPT depository.
11. Thoroughly wash hands with soap, disinfectant and running water as soon as possible.
12. Complete all required incident documentation.

MCPT Policy and Procedure Safety

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

One reflector should be placed accordingly:

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

Fire

All vehicles are equipped with a 10lb* fire extinguisher.

*All vehicles are required to contain a minimum of 5lb. extinguisher; however, it is highly recommended that all vehicles contain a 10lb extinguisher.

As part of a daily pre-trip inspection, all certification tags associated with fire extinguishers must be up-to-date. All agency fire extinguishers are to be inspected as part of the annual maintenance inspection.

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

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

- ✓ Dispatch and emergency personnel have been contacted.
- ✓ The vehicle is evacuated.
- ✓ The fire is small, contained, and not spreading beyond its starting point.
- ✓ The exit is clear, there is no imminent peril, and you can fight the fire with your back to the exit.
- ✓ You can stay upwind or low and avoid smoke. Smoke inhalation must be avoided since only a small amount of toxic smoke can render the operator unconscious.
- ✓ The proper extinguisher is immediately at hand.
- ✓ You know how to use the extinguisher.

If you have any doubt about your personal safety, or if you cannot extinguish a fire, leave immediately and close off the area (close doors but do not lock).

Direct the extinguisher at the base of the flames and implement the following P.A.S.S. method:

P: Pull the pin on the extinguisher handle

A: Aim the hose at the base of the flames from a safe distance. The farther away from the base of the flames, the less effective the extinguishing material.

MCPT Policy and Procedure Safety

S: Squeeze the handle of the extinguisher. Do not squeeze the handle until the entire canister has emptied; use 2 or 3 second bursts as needed.

S: Sweep from side to side. It is important not to aim the nozzle at one point. Spread material over entire effected area.

Recharge any discharged extinguisher immediately after use. If you discharge extinguisher (even just a tiny bit) or pull the pin for any reason, arrange for a replacement.

Tornado

If a tornado warning is sounded or broadcasted, employees will immediately report to the designated shelter. If drivers are in vehicles, drivers and passengers should exit the vehicle and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation. Continue to monitor weather reports if possible.

Management will determine when personnel and vehicles can return to a normal operating mode.

If vehicles have sustained any damage from wind or wind-blown debris, they should be inspected and repaired to adhere to safety regulations before operating again.

Flood Procedure

The MCPT Coordinator or dispatcher will inform drivers that the following emergency flood preparedness measures are to be taken:

- ✓ Management will determine when and if transit services need to be discontinued.
- ✓ Vehicles that are parked in areas that could flood must be moved to high ground if possible.

In case of flash flood warnings, drivers on the road must avoid known flood areas. Never attempt to cross roads or bridges that are flooded. If your vehicle stalls because of high water, it is generally safer to stay in the vehicle and call for emergency help rather than try to walk through fast flowing water.

Snow Emergencies

Every effort will be made to provide services during inclement weather.

Based on information provided by the local law enforcement, the MCPT Coordinator will make the decision if the system will close. It may be necessary to limit service within the city limits.

MCPT Policy and Procedure Safety

Abusive behaviors

Definitions:

Abusive behaviors includes, but not limited to:

- ✓ Physical altercations with MCPT employees or other passengers.
- ✓ Threatening or intimidating language.
- ✓ Excessive profanity.
- ✓ Shouting at MCPT employees or other passengers.

Any behavior deemed abusive or disruptive will be reported to the MCPT Coordinator by Driver.

Any passenger engaging in abusive or disruptive behavior will be given one written letter requesting the abusive or disruptive behavior cease while being transported by MCPT vehicles.

Further instances of abuse or disruptive behavior will result in permanent removal from the MCPT Program.

The MCPT Coordinator and Administrator will be responsible for determining the consequences and enforcement of such behavior.

The policies and procedures set forth in this manual are not to supersede or replace any existing local, state, or federal laws.

Regulations from the following Federal organizations will be in effect:

- ✓ United States Department of Transportation
- ✓ Federal Transit Administration
- ✓ Federal Motor Carriers Safety Administration
- ✓ Occupational Safety and Health Administration

Safety Belt/ Wheelchair Securements

All MCPT passengers must wear safety belts at all times while aboard an MCPT vehicle. All passengers using wheelchairs and other mobility devices will be secured using a four-point tie-down system. Wheelchairs and other mobility devices are to be secured forward facing. The four-point tie-down system will be used for all mobility devices. Use the seatbelt (with shoulder restraint), which attaches to the floor if the vehicle is equipped with one. Ensure that the lap belt stays on. Ensure that the mobility device brakes are applied.

Reminder:

- ✓ Store loose tie-down straps when not in use.
- ✓ Keep tracks clean and free of dirt and debris.
- ✓ Pull a wheelchair downhill and push when moving uphill.
- ✓ Immediately report any malfunctions with lift equipment to dispatch.

MCPT Policy and Procedure Safety

Portable Oxygen

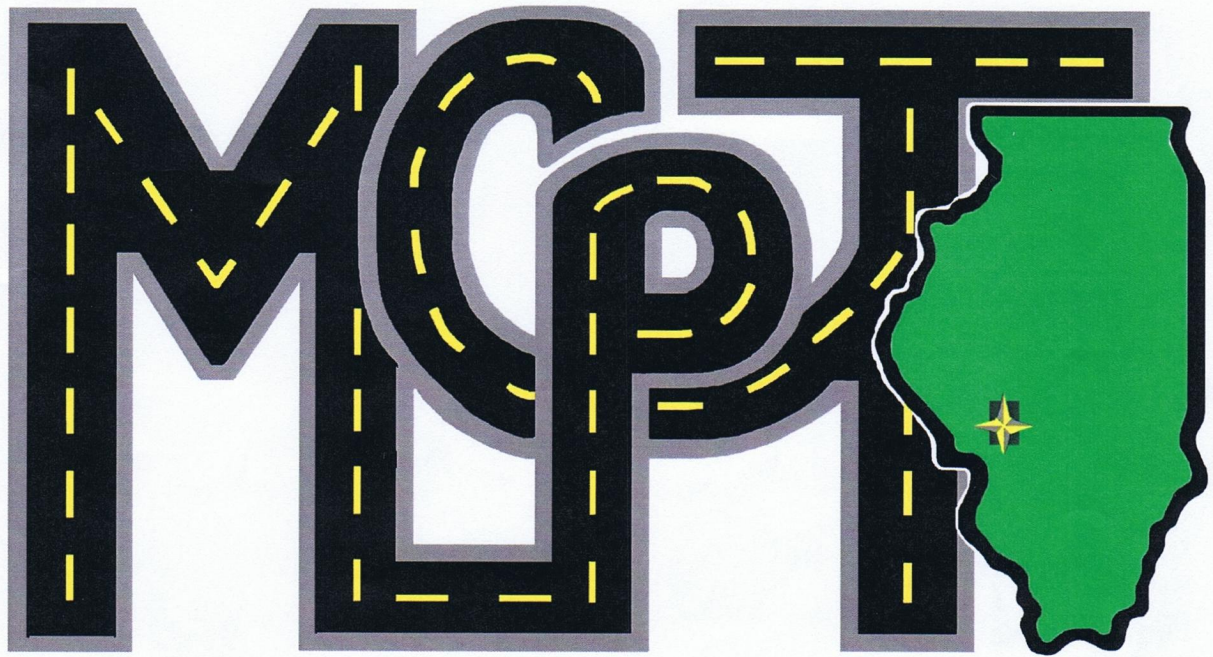
Passengers should inform the scheduler at time of reservation that a portable oxygen breathing aid will be transported with the passenger.

The following general procedures will apply to most portable oxygen aids:

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

Passengers are to be advised by dispatch of the estimated length of the trip and the time that the passenger is expected to be on vehicle. This may impact the quantity of oxygen the passenger requires.

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



MCPT Title VI Reporting
Requirements Equal
Opportunity Employment
Affirmative Action Plan

12/5/2012

MCPT Title VI Reporting Requirements Equal Opportunity Employment Affirmative Action Plan

Purpose of Plan

The Title VI of the Civil Rights Act of 1964, as amended, applies to U.S. Department of Transportation Federal Transit Administration (FTA) sub-recipients. The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, creed or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the FTA. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability.

The program described herein describes the Macoupin County Public Transportation's efforts to comply with the Title VI regulations issued by the U.S. Department of Justice and the U.S. Department of Transportation. The objectives of Macoupin County Public Transportation Title VI program are to:

- Ensure that the level and quality of transportation service is provided equitable and without regard to race, color, national origin, income, age, sex, or disability;

- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income population:

- Ensure the full and fair participation of all affected populations in transportation decision making:

- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and

- Ensure that persons with limited English proficiency have meaningful access to programs and activities that are administered by recipients and sub-recipients.

Policy Statement

The Civil Rights Act of 1964, Executive Order 12246, and the Equal Employment Opportunity Act of 1972 document national awareness and commitment to the elimination of discriminatory practices in modern society. As Administrator of the Macoupin County Public Health Department/Macoupin County Public Transportation, I am in full accord with this new view and will ensure that equal employment opportunities are provided fairly and impartially to all applicants and employees.

As a governmental agency serving all of Macoupin County, it is incumbent upon us to ensure that the best available person is hired to fill any existing vacancy and that this action be taken without regards to race, color, religion, age, national origin, sex or physical handicap (except where sex or physical capability is a bona fide occupational qualification.) In addition, applicants and employees must be assured of fair and equal treatment in the areas of, but not limited to, recruitment, hiring, employment, promotion, training, demotion, lay-off, dismissal and re-employment.

MCPT Title VI Reporting Requirements Equal Opportunity Employment Affirmative Action Plan

The Administrator is charged with the implementation of the Affirmative Action Program. He will also review the effectiveness of the program and effect changes necessary to achieve establish goals. Division Directors and Supervisors will comply implicitly with program guidelines in all dealings with employees and citizens of the community. In addition, all employees will conduct themselves in such a manner that support of this policy and program is evident.

All of us must become personally involved if this program is to be effective. To this end, I ask the help and cooperation of each and every member of the department's staff in transforming these goals into reality.

Affirmative Action Plan

Upward mobility is a necessity limited in an organization of this nature. Standards established by the Illinois Department of Public Health require managerial, professional and technical personnel to have attained certain educational and experiential levels before being assigned to advanced position. All staff members are encouraged to continue their education. Whenever possible, promotions are made from within the department. All vacancies are advertised internally and with organizations serving the minority population of Macoupin County before making a public announcement in order to allow staff members to improve their positions and minority candidate's ample time to file applications.

Non-discrimination Policy

Service shall be granted to individuals regardless of their race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military service.

Implementation

A. Responsibilities

1. The administrator is responsible for implementation of the Affirmative Action Program, including periodic review and adjustments necessary to achieve established goals. Specific tasks include development of policy statements and general goals establishment on non-discriminatory recruitment, hiring and promotion patterns; assistance to all department Supervisors in identification and solution of equal employment opportunity problems; and periodic discussions with Department Supervisors ensure that the Affirmation Action policies are being followed.
2. Department Supervisors shall be responsible for ensuring that employees under their supervision are given fair and impartial treatment. To this end, all supervisors and employees are reminded of department policies periodically.

MCPT Title VI Reporting Requirements Equal Opportunity Employment Affirmative Action Plan

B. Personnel Actions

1. There shall be no discriminatory impediments in promotion or transfer opportunities. An annual analysis will be made of the transfer and promotion of minority group employees as compared with non-minority employees to ensure the effectiveness of the program and to identify problem areas that may require modification.
2. Qualifications for those positions that may be established locally will be reviewed annually to ensure that they are non-discriminatory and reflect actual job requirements.
3. Classification and pay of minority and female employees within each job category shall be equal and consistent with that of other employees performing like work. The annual review will cover this aspect.
4. Written explanations and other relevant data shall be kept requiring hire, promotion, transfer, demotion, suspension, lay-off or termination of all personnel.

C. Periodic Review for Compliance

The Administrator will review annually to overall program. The review will include the following checkpoints:

1. Discussion with the review or recruitment records of the Administrator.
2. A review of all records established by this program.
3. Discussion with Department Supervisors of salient points in dealing fairly and impartially with employees and applicants.
4. Discussion with a sampling of employees from each division of the Department to determine whether problems of discrimination exist if they are aware of the Affirmative Action Plan and if they understand to complaint procedure.

Civil Rights Grievance Procedure

- A. The following procedure will be adhered to by employees of the Department in the presentation of a Civil Rights Grievance.
 1. The Grievance shall be presented, in writing, by the aggrieved employee to the Administrator. A sample of the grievance form to be used is attached.
 2. If the immediate supervisor is unable to settle the difficulty within five working days, the grievance shall be referred to the Administrator for resolution.
 3. In the event that grievance concerns the immediate supervisor, the complaint may be lodged directly, in writing, with the employee Administrator. Within seven working days after receipt of a grievance, the Administrator shall resolve the problem to the satisfaction of the aggrieved or forward the grievance

MCPT Title VI Reporting Requirements Equal Opportunity Employment Affirmative Action Plan

4. In the event the grievance concerns the employee's Administrator the complaint may be lodged directly, in writing, with the Personnel Committee of the Board of Health.
 5. At this point in the procedure, the employee shall be entitled to be aided or represented by any one person of his/her choice.
 6. Within fifteen working days after receipt of the employee's written statement of grievance, the Personnel Committee shall render a decision, in writing, and shall cause a copy of the decision.
 7. In the event the decision of the Personnel Committee does not satisfactorily resolve the grievance, the aggrieved may request and appearance before the next regularly scheduled meeting of the Board of Health. One representative of the employee's choice to aid in presenting the grievance.
 8. The decision of a majority of the members of the Board of Health present at the meeting will be final. The results of their deliberations will be recorded in the minutes of the meeting and a copy of those results provided to the employee within two working days after finalization.
 9. It is the intent of this procedure to provide for the prompt and equitable settlement of problems or misunderstanding which may arise. To this end, supervisors and the Administrator will implicitly adhere to the time limits established above.
- B. If after the above proceedings have taken place, the aggrieved employee is still dissatisfied with the results, it is his/her rights to lodge a formal complaint through local, state or federal civil rights commissions.

MCPT shall grant services to individuals regardless of their race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military services.

In order to comply with 40 CFR Section 21.9(b), Macoupin County Public Transportation (MCPT) has developed procedures for investigation and tracking VI complaints. The procedures for filing a complaint will be made available to members of the general public. MCPT has adopted the Title VI complaint procedures used by IDOT.

The Following measures will be taken in dealing with the Title VI Complaints.

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address, and telephone number: name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
2. In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to MCPT's Managing Director. Under these

MCPT Title VI Reporting Requirements Equal Opportunity Employment Affirmative Action Plan

circumstances, the Complainant will be interviewed, and the MCPT's Managing Director will assist the Complainant in converting the verbal allegation into writing.

3. MCPT will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against MCPT shall be forwarded to the current IDOT Civil Rights Officer at:
Illinois Department of Transportation
2300 Dirksen Parkway
318 Hanley Building
Springfield Illinois 62764
4. When a complete complaint is received, the MCPT Managing Director will provide written acknowledgement to the Complainant within five (5) days by registered mail. At the same time, the complaint will be forwarded to the State of Illinois for investigation.
5. If a complaint is deemed incomplete, additional information will be requested from the Complainant within 15 business days from receipt of the original complaint. The Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for determination of no investigative merit.
6. Within 15 business days from receipt of a complete complain. MCPT will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Complainant and Respondent will receive notification of the disposition by registered mail.
 - a. If the decision is not to investigate the complaint, the notification shall inform the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
7. When MCPT does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.
8. If the complaint has investigative merit, an investigator will be assigned. A complete investigation will be conducted, and an investigative report will be submitted within 45 days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding of recommendations.
9. A letter of finding will be issued to the Complainant and Respondent. Where appropriate, these letters will include conciliatory measures. A copy of the investigative report shall be forwarded to IDOT within 60 days from receipt of the complaint. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
10. If the Complainant is dissatisfied with the MCPT's resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly.

MCPT Title VI Reporting Requirements Equal Opportunity Employment
Affirmative Action Plan

Civil Rights Complaint/Grievance Form

Personal Information

Name _____

Date _____

Address _____

Phone _____

Complaint

Name of Alleged Discriminator _____

Date of Complaint _____

Location of Incident _____

Persons Involved _____

Nature of Complaint _____

Other Comments _____

I understand that this complaint will be review by the Macoupin County Public Health
Department/Macoupin County Public Transportation and that corrective action will be taken if
indicated. I also understand that I may carry this complaint to the relevant city, state and federal
agencies if not satisfied with the results of this investigation.

Signature



MCPT Policy and Procedure Preventive Vehicle Maintenance

12/4/2012

INTRODUCTION

Preventative Maintenance (PM) is an essential element of every effective transportation program. It helps to ensure maximum vehicle reliability, safety and longevity. Performing regularly scheduled maintenance procedures will minimize malfunctions, rather than simply making repairs when something goes wrong. It also establishes a culture of performing necessary repairs promptly to prevent further damage and maintain vehicle safety. While PM may seem to be more expensive in the short-run, it will likely result in the lowest overall life-cycle costs when all vehicle-related expenses are considered.

It is a federal and state requirement that every recipient must develop and publish a written, comprehensive preventative maintenance program, and substantiate that the program is being implemented, with all the proper documentation.

This document is designed to help you develop such a program, since maintaining vehicle and keeping accurate, complete records are as important to the success of your service as the vehicle purchase itself. Please note that several of the exhibits were adapted from other preventative maintenance publications and are provided as sample material.

Staff Responsibilities

The Maintenance Coordinator is responsible for insuring that the vehicles are properly maintained.

Vehicle problems may be reported on the pre-trip or post –trip inspection sheets (*See Attachment #1*) followed up verbal confirmation with Maintenance Coordinator and Vehicle Problem Form (*See Attachment #2*). Problems requiring immediate attention should be reported immediately to the Maintenance or Transportation Coordinator.

Repair documentation is to be kept in binder, one per each vehicle. Documentation includes completion of a service grid, copies of Vehicle Problem Forms, copies of bills and list of service performed.

Warranties

The Maintenance Coordinator should carefully review all of the warranty documents for each vehicle. Warranty work must be done in a timely manner and by an authorized dealer. In some cases, the original vendor must be contacted for instructions.

Notify IDOT of all warranty issues involving vehicles obtained through their procurement process. Notification should be made to IDOT current procurement personnel. Notifications via e-mail are sufficient.

Cleaning of Vehicles

Clean vehicle interior and exterior- determine need by the amount of use and road conditions (salt used for cleaning roads and chloride compounds used to control dust may require more frequent cleaning).

Vehicles should be washed and cleaned as needed.

Drivers should report the necessity of washing and cleaning to dispatch.

The dispatch will assign washing and cleaning tasks.

MCPT Policy and Procedure Preventive Vehicle Maintenance

Pre-Trip and Post-Trip Inspections

Each driver must perform both a pre-trip and post-trip inspection on their vehicle daily. To ensure proper function, each wheelchair lift will be cycled everyday as part of the pre-trip inspection.

Inspection sheets are standardized and current forms should be used. Sheets must include the inspection of lifts and ramps. It is understood that additional features necessary to the safe operation of lifts and ramps will also be checked.

All accessibility features will be repaired promptly. If a lift or ramp is found to be inoperative, the vehicle must be removed from service before the next day unless an alternative vehicle with operative lift or ramp mechanisms can be provided.

At the end of the day, or the trip, whichever is applicable, the inspection sheet should be turned into the office for review and filing.

Inspection sheets are to be maintained and kept along with trip sheets for a period of three years.

If repairs are to be scheduled, the Maintenance Coordinator will confirm with Transportation Coordinator and schedule repairs/service.

At no time should a vehicle be driven if the safety of the passengers or vehicle will be compromised.

If a problem requiring vehicle shut down occurs, the driver should immediately stop the vehicle in the nearest safe location and notify the base. Base will arrange for alternate transit service for passengers by dispatching another vehicle. Base will arrange for the towing and service to the vehicle.

Periodic Maintenance and Inspection Schedules***

Routine Maintenance will be done every 5,000 miles. Lubricate chassis, change oil and filter, replace air filter (if needed) and tire rotation.

Dates of performed maintenance and/or repairs will be recorded on each vehicles maintenance record.

All copies of work orders and/or bills for service will be kept in each vehicle's individual file.

Routine maintenance will be done locally, if possible, by an appropriate facility.

Non-routine maintenance and/or repairs will be performed at Springfield Mass Transit District Maintenance Center, or as otherwise advised by the Macoupin County Public Transportation Director.

State vehicle safety inspections will be done every six months at the expiration date indicated on the windshield sticker of each vehicle.

Fire extinguishers must be checked and certified annually at the expiration date indicated on the extinguishers tag.

MCPT Maintenance Coordinator is responsible for scheduling maintenance and/or repair activities.

To ensure proper function, each wheelchair lifts will be cycled everyday as part of the pre-trip inspection.

Only vehicles with a total of 4 wheels shall have tires rotated on a regularly scheduled basis. All vehicles with rear axle dual "drive" wheels will not have a regularly schedule tire rotation, but will have appropriate "steering tread design" tires on the front tires and appropriate "traction tread design" on the rear dual tires.

Preventive Maintenance Guideline Schedule

Be alert and prepared to make schedule changes to meet your specific needs. When making alterations, document the changes and update your schedule for reference.

Daily: Perform pre-trip inspection (post-trip if necessary or required)

Regularly: Clean vehicle interior and exterior – determine need by the amount of use and road conditions (salt used for cleaning roads and chloride compounds used to control dust may require frequent cleaning).

Every Year: Flush radiator – Replace coolant – Service Air Conditioner & Wheelchair Lift.

Every 2 Years: Replace all hoses, more often if necessary.

Mileage Specific:

5,000 - Change oil, oil filter – Lubricate chassis

10,000 - Change oil, oil filter – Lubricate chassis – Rotate tires

15,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – in dusty areas, change air filter

20,000 - Change oil, oil filter – Lubricate chassis- Rotate tires

25,000 - Change oil, oil filter, air filter and PVC valve** – Lubricate chassis

30,000 - Change oil, oil filter – Lubricate chassis – Rotate tires – Inspect drive belts, adjust belt tension – in dusty areas, change air filter

MCPT Policy and Procedure Preventive Vehicle Maintenance

- 35,000 - Change oil, oil filter – Lubricate chassis – Rotate tires, Change front and rear brake pads**
- 40,000 - Change oil, oil filter, fuel filter, spark plugs – Lubricate chassis – Rotate tires – Service transmission, replace transmission filter and fluid – Pack wheel bearings – Engine tune up**
- 45,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dust areas, change air filter
- 50,000 - Change oil, oil filter, air filter* and PVC valve** - Lubricate chassis – Rotate tires
- 55,000 - Change oil, oil filter – Lubricate chassis
- 60,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dust areas, change air filter
- 65,000 - Change oil, oil filter – Lubricate chassis
- 70,000 - Change oil, oil filter – Lubricate chassis – Rotate tires, Change front and rear brake pads**
- 75,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dust areas, change air filter
- 80,000 - Change oil, oil filter, air filter* and PVC valve**- Lubricate chassis – Rotate tires – Service transmission, replace transmission filter and fluid – Pack wheel bearings – Engine tune up** - Replace: EGR valve and clean EGR passage, ignition cables, distributor cap and rotor drive belts (V-type only), vacuum-operated emission system components
- 85,000 - Change oil, oil filter – Lubricate chassis
- 90,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dust areas, change air filter

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- 95,000 - Change oil, oil filter – Lubricate chassis
- 100,000 - Change oil, oil filter, air filter* and PVC valve**- Lubricate chassis – Rotate tires
- 105,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dusty areas, change air filter – change front and rear brake pads**
- 110,000 - Change oil, oil filter – Lubricate chassis
- 115,000 - Change oil, oil filter, spark plugs – Lubricate chassis – Inspect drive belts, adjust tension – In dusty areas, change air filter – 0 Rotate tires – Service transmission, replace transmission filter and fluid – Pack wheel bearings – Engine tune up**
- 120,000 - Change oil, oil filter, air filter* and PVC valve**- Lubricate chassis
- 125,000 - Change oil, oil filter – Lubricate chassis – Rotate tires
- 130,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dust areas, change air filter
- 135,000 - Change oil, oil filter – Lubricate chassis – Rotate tires, Change front and rear brake pads**
- 140,000 - Change oil, oil filter – Lubricate chassis
- 145,000 - Change oil, oil filter, air filter* and PCV valve**- Lubricate chassis – Inspect drive belts, adjust belt tension – Rotate tires
- 150,000 - Change oil, oil filter – Lubricate chassis
- 155,000 - Change oil, oil filter, air filter* and PVC valve**- Lubricate chassis – Rotate tires – Service transmission, replace transmission filter and fluid – Pack wheel bearings – Engine tune up** - Replace: EGR valve and clean EGR passage, ignition cables, distributor cap and rotor

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drive belts (V-type only), vacuum-operated emission system components

- 160,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dusty areas, replace air filter.
- 165,000 - Change oil, oil filter – Lubricate chassis – Rotate tires
- 170,000 - Change oil, oil filter, air filter* and PCV valve** - Lubricate chassis – Change front and rear brake pads
- 175,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dust areas, change air filter – Rotate tires
- 180,000 - Change oil, oil filter – Lubricate chassis
- 185,000 - Change oil, oil filter – Lubricate chassis – Rotate tires
- 190,000 - Change oil, oil filter – Lubricate chassis – Inspect drive belts, adjust belt tension – In dusty areas, change air filters – Rotate tires
- 195,000 - Change oil, oil filter, spark plugs, air filter* and PVC valve** - Lubricate chassis – Rotate tires – Service transmission, replace transmission filter and fluid – Pack wheel bearings – Engine tune up**
- 200,000- miles and beyond – Your agency should realize that, given the limited amount of capital funding available through IDOT, your vehicle will likely operate beyond the vehicle’s “replacement life.” Therefore, your agency should continue an aggressive PM program throughout the vehicle’s useful life.

*** The following periodic maintenance for 12+ Passenger Buses is scheduled annually with Springfield Mass Transit Maintenance Center.

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Coach Interior:

- _____ Check the interior of the bus for defects
- _____ Check all seats / operate all folding seat to check latches, etc.
- _____ Check all seatbelts
- _____ Check all wheelchair tie downs and securement devices
- _____ Check all of the driver control devices
- _____ Check all interior lights
- _____ Check all escape and roof hatches
- _____ Check all stanchions and grab rails
- _____ Inspect all door seals and door latches
- _____ Inspect all glass
- _____ Check all interlock and alarm systems
- _____ Check all mirrors and visors
- _____ Inspect fire extinguishers, flares, or triangles
- _____ Check all steps for any defects or safety problems

Coach Exterior:

- _____ Check coach exterior for any visible damage or defects
- _____ Check windshield wipers for any defects
- _____ Add windshield washer fluid if needed
- _____ Check exterior mirrors for defects, damage, looseness, etc.
- _____ Check all exterior lights
- _____ Check all compartment doors

Heating and Air Conditioning Systems?

- _____ Check all switches for operation
- _____ Check all motors and fans
- _____ Check all hoses and fittings
- _____ Check heater and defrost systems
- _____ Check all filters (if applicable)
- _____ Check refrigerant systems for leaks
- _____ Check Freon level
- _____ Check condenser and evaporator coils
- _____ Check A/C compressor for leaks
- _____ Check A/C compressor belts

Engine:

- _____ Check all fluid levels
- _____ Check power steering pump and belts
- _____ Check all hoses and clamps
- _____ Inspect all wires and cables

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- _____ Check batteries and battery cables
- _____ Check radiator condition and anti-freeze level
- _____ Check for any fluid leaks

Transmission:

- _____ Check transmission fluid level
- _____ Check for fluid leaks
- _____ Check all transmission linkages

Suspension:

- _____ Check all suspension parts for damage, looseness, wear, etc.
- _____ Check for broken springs or spring shackles, etc.
- _____ Shock absorbers – check for leaks, damage, looseness, wear, etc.
- _____ Steering box – check for looseness and leaks
- _____ Check suspension for any loose or missing bolts and/or brackets

Underbody:

- _____ Check welds and framework for cracks or damage
- _____ Check all fuel tanks and lines for leaks or damage
- _____ Check the exhaust system for defects (including clamps and hangers)
- _____ Check driveshaft and carrier bearings
- _____ Check the differential for leaks and check fluid level

Braking Systems:

- _____ Check brake lining thickness
- _____ Check master cylinder for leaks
- _____ Check brake fluid level
- _____ Check brake lines for leaks and damage
- _____ Check wheel cylinders for leaks and defects
- _____ Check axle seals and wheel bearings
- _____ Check emergency brake operation

Tires and Wheels:

- _____ Check spare tire (if applicable)
- _____ Check tires for wear patterns and damage, etc.
- _____ Check tires for proper inflation (See Service Manual)
- _____ Inspect wheels for cracks and damage
- _____ Inspect studs and nuts for damage and proper torque

MCPT Policy and Procedure Preventive Vehicle Maintenance

Wheelchair Lift:

- _____ Visually check lift for defects
- _____ Inspect all lift wiring for damage
- _____ Check all hydraulics for operation and leaks
- _____ Operate wheelchair lift several times through full cycle and observe operation
- _____ Test drives the bus and check overall operation

*In dusty areas, the air filter should be changed every 9,000 miles

** PVC valve, brake pad replacements, and engine tune-ups may need to be performed more often than suggested in this schedule.

*** 12+ Passenger Buses also undergo an annual overall inspection in addition to routine maintenance regulated by mileage