



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

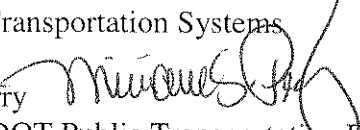
BEVERLY EAVES PERDUE
GOVERNOR

EUGENE A. CONTI, JR.
SECRETARY

October 20, 2011

MEMORANDUM

TO: Community Transportation Systems

FROM: Miriam S. Perry 
Director, NCDOT Public Transportation Division

SUBJECT: Policy Guidance for Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

The mission of the North Carolina Department of Transportation is "*Connecting people and places in North Carolina - safely and efficiently, with accountability and environmental sensitivity.*" Community Transportation systems must meet all federal and state guidelines, regulations and laws regarding the safe transportation of their passengers. The Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators are to be implemented by local systems as part of the effort toward meeting those requirements. This memorandum supersedes the memorandum dated October 1, 2007, same subject.

Please contact your regional safety and training specialist if you have any questions concerning this policy.

SOURCE DOCUMENTS

1. Federal Transit Administration (FTA) Circular 9040.1F "Non-Urbanized Area Formula Program Guidance and Grant Application Instructions" effective April 1, 2007, Section X (see 49 U.S.C. Chapter 53 - Section 5329: Investigation of Safety Hazards)
2. 29 CFR 1910.1030(g)(2)-Bloodborne pathogens-Information and Training
3. 49 CFR 655.14-Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations-Education and Training Programs
4. 49 CFR 37.173-Americans with Disabilities Act-Training requirements
5. NCGS Statute 95 and Department of Labor Guidance

MSP/rj

Attachment: Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION
1550 MAIL SERVICE CENTER
RALEIGH, NC 27699-1550

TELEPHONE: 919-733-4713
FAX: 919-733-1391

WWW.NCDOT.GOV/TRANSIT/NCTRANSIT

LOCATION:
TRANSPORTATION BUILDING
1 SOUTH WILMINGTON STREET
RALEIGH, NC

Minimum Training Standards for Community and Human Service Transportation System Vehicle Operators

- **Defensive Driving**
 - Shall include all vehicle operators, including any employees that operate the vehicles in revenue service or carry passengers for any other trip purpose.
 - Initial training must be a certified program, or curriculum must be equal to an existing certified program.
 - *Training must be completed upon hire and annually.*

- **Americans with Disabilities Act (ADA)**
 - Shall include at a minimum the following training (for further guidance refer to 49 CFR Part 37—Transportation Services for Individuals with Disabilities (ADA))
 - Sensitivity training
 - Passenger assistance
 - Wheelchair handling
 - Wheelchair securement (passenger and mobility)
 - Wheelchair lift inspection
 - Wheelchair lift operation (normal and emergency)
 - ADA requires training all personnel to “**proficiency**,” which is defined as **expert performance**.
 - *Training must be completed upon hire and annually.*

- **Bloodborne Pathogens**
 - Shall follow the Occupational Safety and Health Administration guidelines for the training as listed in Standard 29 CFR 1910.1030(g) (2).
 - The OSHA Standard spells out the content of the training.
 - *Training must be completed upon hire and annually.*

- **Emergency Procedures**
 - Shall include all procedures required to report or react to an emergency by transit system staff:
 - Communication and notification procedures
 - Accident/Incident reporting procedures
 - Passenger handling procedures
 - Vehicle and facility evacuation procedures
 - Driver and passenger security training
 - Emergency evacuation procedures and training
 - Emergency equipment usage
 - First aid – drivers must be trained in first aid to include use of kit;
 - Bloodborne Pathogens – drivers must be trained in bloodborne pathogens to include use of kit and transit system specific engineering controls to minimize driver exposure, cleanup procedures and waste disposal;
 - Emergency triangles – drivers must be trained to properly setup equipment;
 - Fire extinguishers – drivers must be trained to properly inspect and use equipment;

- Web cutter – drivers must be trained to properly use equipment; and
 - Reflective vest will be worn by drivers when performing job functions.
 - Participation in local or regional Emergency Management drills is strongly encouraged.
 - *Training must be completed upon hire and annually.*
- **Ride Check – Driver Evaluations**
 - Newly hired drivers must have a Ride Check – Driver Evaluation before being allowed to operate a transit vehicle unsupervised in revenue service.
 - All drivers must have an annual evaluation to assess the driver’s performance of techniques, skills and knowledge gained through training of each of the above categories.
 - Remedial training will be provided as needed in addition to the required annual training.
 - *Training must be completed upon hire and annually.*
- **Illegal Drug Use**
 - Shall include all training on the effects and consequences of prohibited drug use on personal health, safety and the work environment, and on the signs and symptoms that may indicate prohibited drug use.
 - *This shall be done upon hire.* (Required under 49 CFR 655.14)
- **General**
 - **All new hires must complete all of the minimum training requirements before operating a transit vehicle unsupervised in revenue service.**
 - Drivers that are not meeting proficiency, **expert performance level**, must be given remedial training until they are proficient.
 - Refresher training must be completed annually (within one year of last training date).
 - All of the training materials and documentation must be on file for review by the NCDOT-PTD. Materials shall include but not be limited to course outline (may be included in instructor’s manual), instructor’s manual, sample student manual (if one is used), handouts and copy of Power Point slides if used in lieu of instructor’s manual.
 - Records of qualifications and training performed (for each individual trained) must be kept on file for a minimum of five years. Records shall include proof of attendance (roster or certificate of completion, if provided), date of the course, and type of instruction delivery (instructor led, self-instruction, etc.), name and certification (if applicable) of instructor
- **Minimum Training Standards Reporting Procedures**
 - Grantees must submit the following information to the Safety and Training Unit:
 - Number of employees who received training by category/type
 - A spreadsheet will be provided by the Safety and Training Unit for the purposes of reporting training.
 - The report must be submitted no later than the 15th day of the month following the end of the quarter (Dates due: January 15, April 15, July 15 and October 15)
 - Submit reports by e-mail to the Safety and Training Specialist assigned to your area and courtesy copy to safetyptd@ncdot.gov