



NCDOT INTEGRATED MOBILITY DIVISION Minimum Training Standards

Required NCDOT IMD Training

The following training is required by NCDOT's Integrated Mobility Division (IMD) and must be conducted as part of new hire training and annually thereafter as refresher training with re-certification for applicable courses. This training complies with either Federal or IMD training requirements effective January 1, 2022. Compliance reviews will be conducted by IMD or its designated agent to verify training standard adherence. Documentation of all training must include name of training course, date of training, instructor/organization, hours of training and kept in drivers training file. Training course supplementary documents shall be maintained and include the training guide, presentation, and handouts and shall be made available as part of an IMD compliance review.

Reporting Requirements

Subrecipients must submit the following information to IMD Safety and Compliance Unit no later than the 15th day of the beginning of each quarter (Jan, Apr, Jul, Oct):

- Quarterly training report submitted via SmartSheet; and,
- Information submitted must include employee name, training date and training topic.

Annual Training (must be completed every 365 days)

Americans with Disabilities Act (ADA) – Required Annually

Shall include at a minimum the following training (for further guidance refer to [49 CFR §37.173](#) Transportation Services for Individual with Disabilities (ADA)). Employees must be trained to proficiency.

The training must include:

- Sensitivity training
- Passenger assistance
- Wheelchair/Mobility Device handling
- Securement
- Lift/Ramp inspection and operation
- Emergency procedures (e.g., evacuations, medical emergencies, etc.)
- Service animals
- Oxygen / Oxygen supplies
- Reasonable Modifications
- Service denial

Bloodborne Pathogen – Required Annually

Shall include at a minimum the following training (for further guidance refer to 29 CFR [§1910.1030\(g\)\(2\)](#) Occupational Safety and Health Administration (OSHA) – Bloodborne Pathogens):

- Description of Bloodborne Pathogens
- OSHA
- Hepatitis B
- Covid-19 (new)
- Blood and body fluids
- Transmission and Infection
- Universal precautions
- Preventing infection



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- Biohazard Kit – Personal Protective Equipment (PPE)
- Emergency procedures
- Clean up procedures
- Biohazard prevention
- Vehicle inspection and cleaning (standard and pandemic modifications)
- Identifying potential hazard
- Certification with renewal

Defensive Driving – Required Annually

Shall include all vehicle operators, including any employees that operate an agency vehicle in revenue and non-revenue service. This includes maintenance and administration staff operating system vehicles for any purpose. The following training elements should be included in the training:

- Safe lane changing
- Use of mirrors
- Following distance
- Buffer zone around vehicle
- All weather driving
- Safe speeds
- Acceleration and deceleration
- Reaction time
- Identifying hazards
- Familiarity with vehicle specs (height, width, turning radius)
- Use of turn signals, headlights, flashers, high beams
- Avoiding blind spots
- Understanding traffic signs
- Proper use of safety equipment
- Anticipating potential hazards
- Avoiding distractions
- Proper backing techniques
- Approaching intersections
- City vs. rural driving characteristics
- Driver preparation
 - ▶ Vehicle
 - ▶ Driver
 - ▶ Passengers
- Driver courtesy
- Accidents or breakdown procedures
- Night and day driving
- Road Rage
- Reaction and braking distance
- Railroad Crossings

Emergency Procedures for Vehicle Operators – Required Annually

The following training elements must be included in training:

- Communication and notification procedures;
- Accident/Incident reporting procedures;
- Passenger handling procedures;
- Vehicle and facility evacuation procedures;
- Driver and passenger security – threat identification;
- Use of vehicle and facility safety equipment – not limited to the following:
 - ▶ Fire Extinguishers and vehicle fire suppression system as applicable;
 - ▶ Emergency Triangles;
 - ▶ Bloodborne Pathogen Kit – see also Bloodborne Pathogen training;
 - ▶ First Aid Kit – proper use of items in kit;
 - ▶ Web Cutter; and,
 - ▶ Safety Apparel (reflective vest/shirt/jacket, high visibility shirt) – recommended but NOT required.
- Unruly passenger and de-escalation procedures;
- Participation in local emergency management drills/training is encouraged.



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HIPAA Compliance for Transit Drivers and Staff – Required Annually

Upon hire and annually, all front-line staff who communicate with the public or work with passenger information must be trained in the Health Insurance Portability and Accountability Act (HIPAA). Training elements should include the following:

- Understanding Protective Health Information and covered entities;
- Scheduling and manifest development address use and identifiable labels;
- Communication of medically descriptive information;
- Circumstances when medical information can be shared; and,
- Similarities to Americans with Disabilities Act (ADA).

Ride Check Evaluations – Required Annually

Each new safety sensitive employee must complete a driver evaluation before entering revenue service without on-vehicle supervision and annually thereafter.

- Driver evaluations will be conducted per Transit System Policy. IMD requires annual evaluations and recommends evaluations for remedial purposes.
- Completed evaluations should include date of evaluation, name of supervisor conducting evaluation, weather and road conditions, vehicle type, scoring or checklist of evaluation criteria, deficiencies noted, and signatures of both driver and supervisor.
- Evaluations should be kept in the permanent employee training file and provided upon request to IMD, IMD agents or FTA.
- Evaluations conducted through surveillance equipment can be used in place of on-board evaluation, but evaluation form must be completed and filed.
- If deficiencies are identified during evaluation process, remedial training is required and must be documented on the evaluation form.
- Remedial training should be conducted as needed.

New Hire / Rehire Training (Required prior to performing a safety sensitive function)

Illegal Drug Use and Alcohol Misuse

The following training is required for all FTA/NCDOT sub-recipients as per FTA 49 CFR Part [§655.14\(b\)\(1\)](#) and [§655.14\(b\)\(2\)](#) and IMD as shown below.

- Covered employees must receive at least sixty (60) minutes of 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.
- Supervisors and/or other company officers authorized by the employer to make reasonable suspicion determinations shall receive at least sixty (60) minutes of training on the physical, behavioral, and performance indicators of probable drug use and at least sixty (60) minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.
- This shall be done upon hire or before beginning a safety sensitive position. (Required under 49 CFR 655.14(b))
- Any changes to FTA's 49 CFR Part 655 or Part 40 will require additional training on changes to the rule.



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Employee Drug Education Training (*all safety sensitive employees*) Required Upon Hire

At least 60 minutes on the following:

- Effects of prohibited drug use on personal health, safety, and the work environment;
- Consequences of prohibited drug use on personal health, safety, and the work environment;
- Signs and symptoms that may indicate prohibited drug use;
- Training must only cover prohibited drug use. The 60 minutes of training shall not include alcohol misuse;
- If an employer chooses to provide similar training to employees about alcohol misuse, it must be in addition to the 60 minutes spent on drug use;
- Training content and length must be documented for each employee completing the training.

Reasonable Suspicion Training (*supervisors, dispatchers, operations staff*)

Required (*for at least one person that comes into daily contact with employees*) – As Needed to Meet Regulations

At least a total of 120 minutes of training:

- Sixty (60) minutes of training on the physical, behavioral, and performance indicators of probable drug use;
- Cover all tested illegal substances identified in 49 CFR Part 655 and 40;
- 60 minutes of training on the physical, behavioral, and performance indicators of probable alcohol misuse;
- Covers specific, contemporaneous, and articulable observations concerning a person's:
 - ▶ Appearance;
 - ▶ Speech;
 - ▶ Behavior; and,
 - ▶ Body Odor(s);
- Training content and length must be documented for each employee completing the training;
- Training is offered, at a minimum, annually by IMD.

Please Note:

- ▶ Training Standards may be subject to change based on periodic risk-based analysis of subrecipient safety and security data conducted by IMD and its agents.
- ▶ A list of Training Resources can be found in the IMD Business Guide located on the NCDOT CONNECT website.